

APPENDIX C

HOW TO DEAL WITH “RUNAWAY TRAINS”

A. Understanding the Process

If blocked, without being threatened, most people accept, abandon or fix . .

If threatened, without being frustrated, most people might get worried or suspicious.

But, when both of these factors are present, LOOK OUT —

BECAUSE: Fear + Frustration = Adult Temper Tantrum!!!

1. The threat may go unnoticed by others
2. The explosion is not premeditated
3. The Runaway Train is literally out of control

NOTES: _____

B. Bargaining Strategies:

1. If you sense that an explosion is about to occur . . . INTERRUPT with an agreement, then continue with your next point

Example: *“I agree with cutting costs! . . . I do feel there are other ways besides cutting back on essentials.”*

2. If the explosion is already in progress, allow them time to vent
3. React silently for about 6 seconds afterwards
 - During the pause, reflect on what you’ll say or do next
4. Be sure to take what they say seriously — and communicate your concern
5. Figure out a way to invoke an intermission

NOTES: _____
