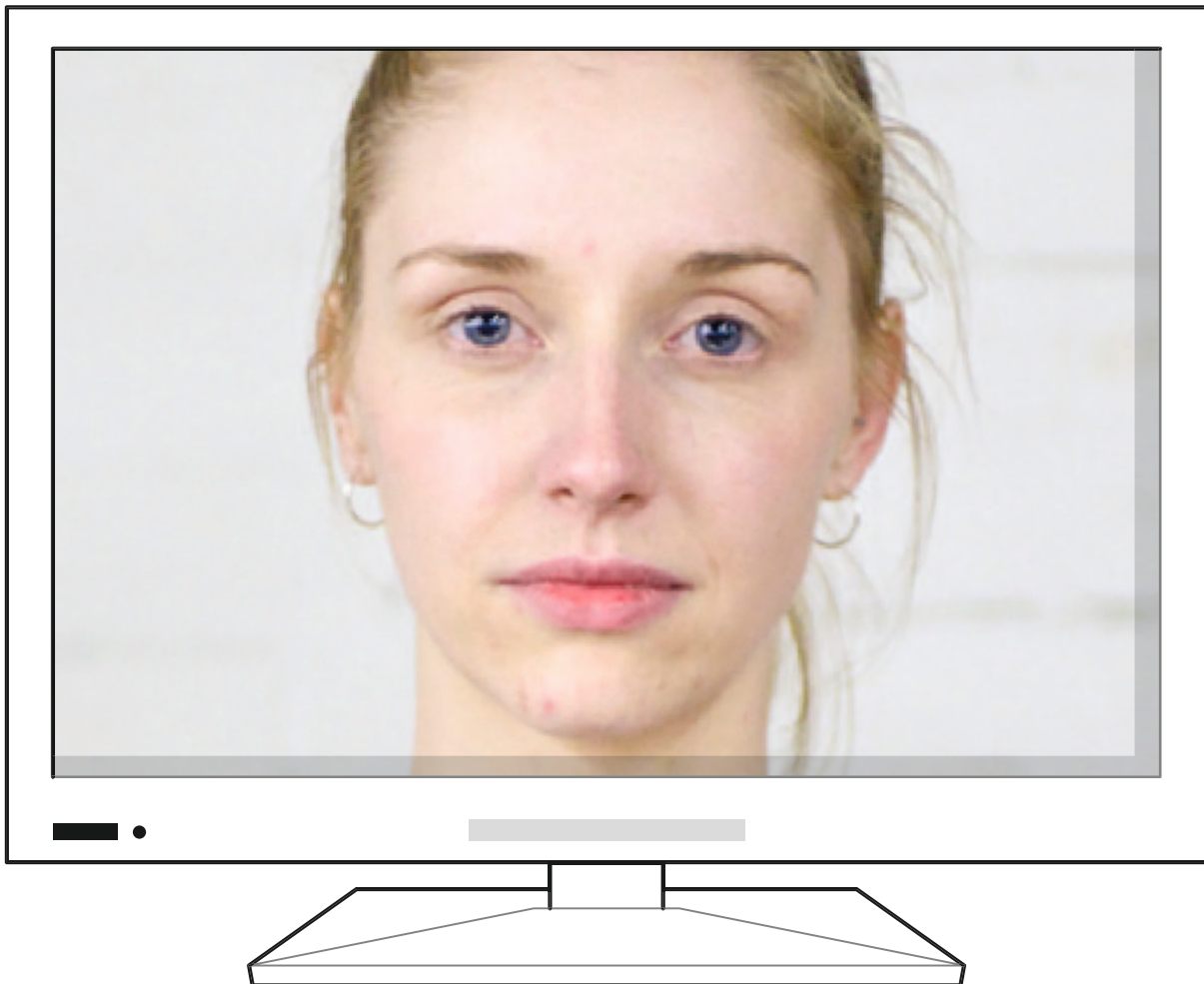
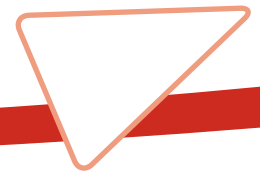


8. Stef's story

You are going to watch Stef's story. She's having a bad day.

Think about how Stef manages her behaviour.





Activity 8: Dealing with other people's behaviour

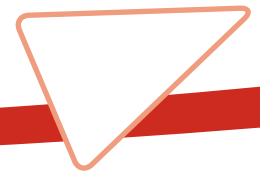


Think of two situations you've seen where someone else's behaviour affected other people. At least one of these situations must be work-related.

1 What happened?

Situation 1	Situation 2

2 Suggest ways these people could have managed their behaviour differently.



3 Below is an example of a technique you can use to help you respond in these situations. Identify two more techniques.

Take a deep breath

4 How might these techniques help?

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