

INSTANT REPLAY FORM

Have the person identify three previous crisis or stressful interactions in their professional setting.

Write a brief description of each incident as follows from the beginning to end of the event.

What did they say or do?

What did you say or do?

How did they react or what did they say then?

How did you react or what did you say then?

Repeat the above sequence for each incident.

Review all three incidents.

Ask yourself “how did I contribute to these problems?”

Ask yourself “how did they contribute to the problem?”

Think about how other actions or words on your part might have changed the outcome of each incident?

Discuss your reflections with your coach or a peer that can be objective about your professional life.

What patterns of behavior can you identify i.e. withdrawing, obsessing about it later, confronting?

Identify and adopt one or two behaviors to change how you respond to difficult situations. Establish a schedule to talk to your coach or peer about how you are doing with your new behaviors.