

## **CRISIS SURVIVAL RULES: Emotional Control Strategies**

Be a "Mirror" and not a "Sponge"

**Sponging** is absorbing another person's negative emotions (e.g., anger) and reacting to them with similar negative emotions. It is catching the other person's negative emotions and allowing them to control your emotions and reactions.

**Mirroring** is the process of simply reflecting back another person's negative emotions (e.g., "You are angry that I did not come when you first called...Hmm"), without emotional reaction, without obligation to respond emotionally, or to agree or disagree, and without "catching" the emotion. By its nature, mirroring involves a slow, deliberate and open look at the other person's statements, and prevents escalation of emotions, allowing you to control your emotions by not reacting. It allows **under-reacting** or keeping a cool head to help calm the situation, and prevents you from letting another person's problem become your own.

Contract with others to allow mistakes and to not beat each other up when mistakes are made... learning and taking into account the "Rules of Crisis" can help...

### RULES OF CRISIS

- ◆ **Everyone will be at their worst!**
- ◆ **Our/Their behavior and communication will reflect our/their worst!**
- ◆ **We/They will hold others accountable and Excuse ourselves/themselves!**
- ◆ **When we are hurting, we fail to appreciate other's hurt!**
- ◆ **Things will get better or worse after a crisis, but will not stay the same!**
  
- ◆ **RX: Learn and Remember and Apply the Rules. Blame the situation, not each other, Bolster each other working as a Team to Resolve the Stress!**

Concussion Care Centre

Rehabilitation Neuropsychology Service

**CRISIS SURVIVAL RULES:  
Emotional Control Strategies:  
COUNTER CONTROL CHAOS with CALM**

**When The Situation  
Involves  
Attempts to Control  
By CHAOS  
You Can Counter  
With  
CONTROL by CALM**

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- **RX: Learn and Remember to Apply the Rules.**
- **Blame the situation, not each other**
- **Bolster each other working as a Team to Resolve the Stress!**
- **Learn to Reflexively Use Self Control Strategies**
  - ✚ **Mirroring**
  - ✚ **Counter Controlling Chaos with CALM**
  - ✚ **Many Others...**