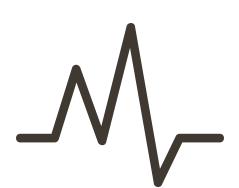
Bean Active By Stander By Stander By Quentin Hodges,

University of Arizona



Breathe

relaxes you and gives you time to find the right reaction for the situation at hand



Acknowledge

does not mean you have to agree with the other person, but it is important for them to feel like they have been heard and understood



Respond

when folks feel like they have been heard, they are more like to listen to you