

# Tips for Self-Management

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- 1 Remain calm and respectful
- 2 Address concerns in private
- 3 Use appropriate language
- 4 Discuss and agree on expectations
- 5 Model good behaviour
- 6 Have an open and honest discussion
- 7 Seek to understand their perspective
- 8 Explain your perspective
- 9 Agree on a way forward
- 10 Ask if support is needed