



# A Trick to Stay Calm When Your Child Acts Out



As a parent, it's natural to feel overwhelmed and stressed when your child is acting out. However, it is important to stay calm in order to build a strong and positive relationship with your child, based on communication, empathy, and respect.



## Next time your child is upset...

Before talking to your child, check in with yourself. If you feel dysregulated, take deep breaths. It's okay to focus on yourself first. Your state impacts your child more than your words.

Pretend you're a **"Restaurant Manager"** dealing with a difficult customer. You ought to stay **calm and respectful** even when your customer is acting out.

As a restaurant manager, you use **empathy** AND you don't tolerate **disrespectful behavior** from your customers.

## When customers act out, restaurant managers are advised to:

- \* Listen
- \* Empathize
- \* Lower your voice
- \* Repeat what you've heard
- \* Don't take it personally
- \* Present a solution

If you aren't sure what to say, try:

"I understand why you're upset, but I can't let you talk to me like that."

So the next time your child is acting out, close your eyes and transform into a restaurant manager dealing with a difficult customer. It will help you listen, empathize, and problem-solve with your child.

