

# Say This... Not That

## To Respond Effectively To Big Emotions



### Instead of Saying...

Why are you so upset? Last week you WANTED chicken for dinner, and now you're CRYING because you have to eat it?!

Stop being so dramatic...It couldn't have hurt that much.

I don't even know what upset you. You were fine two minutes ago!

### Say This To Yourself....

Just because she wanted something last week, that doesn't mean she feels the same way now. And if I tell her how illogical she's being, it won't make her feel or act more positively.

Telling her that her feelings are wrong won't make her less dramatic. All I can do is to show her what it looks like to NOT be dramatic myself.

His feelings may seem out of the blue to me, but that doesn't mean they're not real to him. And the good news is that I don't have to figure out what's wrong because I don't have to fix it.

### Say This To Your Child...

It sounds like you don't want chicken right now.  
*Then be silent and let her travel the curve.*

(Calmly): I'm sorry if that hurt.

I can tell something happened to upset you. I'm here.