

REMAINING COOL WHEN THE HEAT IS ON

When people:

1. DISRUPT NORMAL BUSINESS
2. FORM CONFUSING RELATIONSHIPS
3. PUBLISH MISLEADING OR ERRONEOUS FACTS ABOUT YOU
4. COMPLAIN ABOUT YOU TO OTHERS
5. MAKE INSULTING STATEMENTS TO OR ABOUT YOU
6. DEMAND AN OVER AMOUNT OF YOUR TIME
7. PICKET YOU OR YOUR PLACE IN ANY MANNER
8. ADVERTISE THAT YOU ARE PATERNALISTIC AND INEFFECTIVE

Respond by:

1. AVOID EXPRESSION OF ANGER
2. UNDERSTAND YOU ARE AN "APPEALS COURT" AS WELL AS A GOVERNING BODY
3. NEVER SAY YOU WON'T CONTINUE TO TALK
4. DON'T REACT IN KIND
5. ASK FOR LEGAL ADVICE OR PUBLIC RELATIONS COUNSEL
6. BE POLITICAL AND WORK THE CROWD
7. BE CREATIVE TO FIND A SOLUTION
8. BE READY TO "HANG IN THERE" FOR THE LONG HAUL