COOL

In the heat of a situation

C= Calm, slow down and centre your thoughts and breath

O=Observe and assess, what is going on and "who"-pause, process

O=Organise a way forward, plan, attend

L= Lead by example-keep COOL, avoid being part of the heat and drama

Remember to take any negative habits (untruths, impulsive words, voice raising or threats) out of the situation