

PULLING BACK: OVERVIEW

Pulling back: The ability to gain emotional control in stressful situations.

- A person's ability to handle a situation well is largely determined by his or her ability to stay calm and think clearly.
- To “pull back” is to be able to pause, get emotions under control, and clearly observe and assess the current situation.
- After pulling back for a moment to gain emotional control, a person usually needs to ask for more information to get a better understanding of the current situation. Getting more information is always a good thing.
- Good communication and problem solving can only come from clear and objective thinking.

Steps for Pulling Back

1. Notice your emotional reactions and judgments.
2. “Freeze-frame” your reaction—put it aside.
3. Put your attention back on the other person.

