

When emotions explode

Very angry

Stay calm. Stay safe.

Walk away if possible and try to wait until you are both calm.

Frustrated, tense, but in control

Offer them a space to step out.

Offer to lead them through some breathing exercises, or just give them some space.

Calm

This is the time to reflect.

You can ask questions like: what happened there? I noticed you were getting frustrated, what was going on?
How can I support you if this happens again?