



Stony Brook
University

THE OMBUDS OFFICE

*We're here to listen with an open mind.
We're here to help resolve problems fairly.*

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COMMUNICATING DURING A CRISIS

When we feel stress and anxiety it's often difficult to be at our best when communicating with others. **Here are some quick, and easy tips to remember.** *They will help us stay in the present moment, be more self-aware and reduce unnecessary conflict or miscommunication.* These acronyms are from Alcoholics Anonymous (AA). People in recovery, particularly early recovery from alcoholism, and other drug addictions can only focus *in the moment* to stay sober. Thus, the AA Acronyms are a lifesaver. These behavioral tips can help us all.

FIRST THINGS FIRST

Think first, react second. Do not let emotions drive decisions. It is important to ask ourselves, "What is most important now?" and then focus.

ONE DAY AT A TIME

We have this day, these 24 hours and sometimes it is all we can do to stay "in today" or to stay "in the moment." We often need to take "one minute" at a time.

LIVE & LET LIVE

Learn to "let go." We cannot change others or events that happen to us, but we can choose how we react. Take control of your own thoughts, feelings and behaviors.

KISS

KISS = Keep It Simple Stupid.

You can eliminate the final "S" as we don't need to shame ourselves. This means do not over complicate things.

HIT

HIT = Hang In There

A crisis has its ups and downs and creates a lot of uncertainty. Having a positive attitude in the midst of a crisis is a challenge. We need to focus on the facts, on reality, but at the end of the day, it's important to have hope that better times are ahead.





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HALT

HALT = Hungry, Angry, Lonely, Tired.

When you are feeling two or more of these feelings, stop and pay attention.

Hungry: If you need to eat and refuel the body, do so.

Angry: If you are angry, step back and try to be in touch with the feelings behind the anger. Often they are feelings of hurt, sadness or disappointment.

Lonely: If you are feeling lonely, be sure that you have a support system you can actually use. Reach out to people, either virtually or in-person. Chances are that they will need you too whenever they experience a difficult time. It's okay to feel vulnerable with those whom you trust.

Tired: If you are feeling tired, rest and get adequate sleep. Sleep replenishes the immune system. If you do get sick, you will recover faster having had the proper amount of sleep.

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