

# Troubleshooting the Stuff of Life

"This being human is a guest house," the poet Rumi wrote.

"Every morning a new arrival."

It's a 100 percent guarantee there will be mornings that demand an apology and others that call on forgiveness. This can be hard, so we'll keep it simple.

## Talking points for difficult conversations

Here are a few things to think about when talk is tough.

(If your needs are urgent, don't worry about these details—just seek help.)

### PLAN AHEAD

Think about what you want to say.

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### CONSIDER TIMING

Find a quiet spot, if you can.

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### TAKE BREAKS

If the conversation stops being productive, know that it's okay to take a break.

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## SET EXPECTATIONS

Let your friend know what you expect out of the conversation.

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## PACE YOURSELF

Take your time.

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## LISTEN

Take time to hear your friend's side.

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## STAY CALM

If you find yourself getting upset, take a time-out.

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