

# SUCCESS TOOLS 4: YOU GOTTA USE YOUR PEOPLE-SKILLS

WHEN YOU'RE FRUSTRATED OR  
UPSET, DON'T GET  
**AGGRESSIVE LIKE A BULL**



BUT DON'T BE  
**QUIET AS A LAMB**



INSTEAD BE A  
**WISE OWL** & TRY THIS:



“WHEN YOU ...  
I GET ...  
SO I NEED YOU TO ...  
For example,  
“When you yell at me  
I get stressed  
so I need you to not  
yell.”

**SORT OUT YOUR PROBLEMS THE RIGHT WAY!**