**Ask yourself:**

**What Are Your Hot Buttons?**

**Why do certain kinds of people “get to you” and others don’t?**

*Knowing what your own “hot buttons” are will give you more control. Some of the most common are:*

* **Unrealistic expectations.** Expecting more than a particular person is capable of giving sets you up for frustration.
* **Low self-esteem:** If you feel unimportant and helpless, you’ll take difficult people’s behavior personally and be threatened by it. If you’re self-confident, you’ll know it has little to do with you.
* **Lack of action.** The greatest source of stress is identifying a problem but doing nothing about it. When you’re irritated by someone’s difficult behavior, but don’t confront it, your frustration will only increase.
* **Reminders.** People who are particularly hard to take may be similar to a parent or someone else in your past that hurt or frustrated you.

**How Do You Handle Conflict?**

**Conflict is natural. All growth comes from conflict; it can be healthy and productive.**

*Awareness of your own anxieties and needs and creating successful human relationships where everyone wins.*

* Are there certain people or situations that seem to bring out the worst in you, causing you to respond in ways that escalate conflict? Observe how you respond when you are faced with conflict situations, and, if necessary, commit to changing your behavior.
* What triggers your anger? Is this conflict about a current situation or is it really a replay of a power struggle with Mom or Dad?
* Do you need to always be in control? Perhaps you should consider sitting back and listening until you understand the other side of the conflict. Discuss a variety of possible solutions instead of trying to “sell” your solution.
* Do you blame other people for conflicts and expect them to solve the problems? Don’t make excuses for yourself. Take responsibility for your actions.
* Do you use conflict to divert attention from a bigger or more serious problem? Stay focused on the real issue.
* Do you avoid conflict at all costs, even if it means giving up something important to you? A little conflict with others is much less damaging than constant internal conflict because you feel you let yourself down.