

# “The Walk Away”

## How to Defuse an Argument or Delay a Discussion

by using a Win-Win Strategy which also builds skills in ...

*Empathy, Communication, Valuing, Sacrificing, Accepting & Trusting,*  
as well as developing *Self-Discipline, Assertiveness & Self-Respect.*

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Start by raising your hands, palms forwards,  
in the universal sign of submission or surrender, then say:

(a) “I can see you want to ..... ( discuss this/resolve this/sort this out/ ?? ) now.  
or ... (b) I can see you are very ..... ( angry/upset/frustrated/disappointed/hurt/ ?? ).  
*PAUSE for a few seconds ... This allows them to correct you, if you have misread their intent or emotion.*

However I am ... (unsure/confused/angry/upset/frustrated/disappointed/hurt/ ?? ),  
*This allows them to recognize YOUR state of mind or emotion.*

And I don't want to cause an argument, or ... make this argument worse,  
*No blaming, only defusing.*

So I need to take ... ( 10 / 30 / 60 mins ) ... time out to ... (calm down / think ).  
*Preparing them for the break.*

But then I'd like to come back and talk about this calmly.  
*Reassures them that their concern, if they have one, will be addressed in a rational manner.  
It shows an expectation of co-operation, of working together.*

So excuse me.”  
*Allows you to politely turn your back and walk away.  
It is respectful and assertive.*

However you **MUST** come back in the stated time,  
you **MUST** apologize for having left,  
and you **MUST** ask if you may discuss the concern/problem.

“... ( their name ) ... , I'm sorry for walking away.  
*By coming back you build trust.  
By apologizing, you diffuse further, but you also show respect and sensitivity.*

May we discuss ... (your concern / the problem) ... now?”  
*This gives them the opportunity to indicate whether or not they are ready to talk yet.  
It shows sensitivity on your part, and is empowering for them.  
Note that the emphasis is on ‘we’ and ‘discuss’.*