Frustration! **Demands! Disappointments! Disagreements!** Reflexive! Reflective The focus is on *personality* The focus is on the *problem* Blame Blame Reason **Others** Self I'm suffering Another thing There's a I screwed up. reason for their because of their stupidity! I'm such a loser. behavior **Hostility Depression** Calm, curious Indignation Hopelessness Concerned **Flooding** Open the dialogue **Avoid the personality** Withdraw Attack their Search for Give up solutions reputation

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