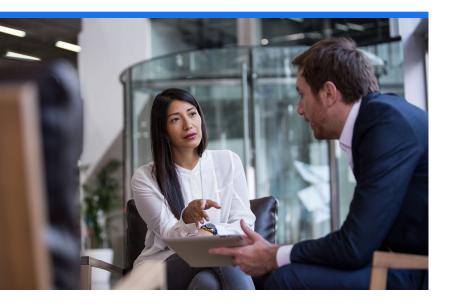
Your 24-Hour Rule Event (past, present or hypothetical)

SBI Model		
<u>S</u> ituation	What happened?	
<u>B</u> ehavior	What was done or said?	
Impact	How did it affect you or others?	



How to Practice the 24-Hour Rule

Checklist Before the Conversation

Am I calm and clear?
What outcome do I want?
Can I assume good intent?

Script Starters

"I've been thinking about our conversation yesterday, and I wanted to share how I felt....."

"When you said _____, it landed in a way that surprised me."

"I have a lot of respect for you <u>name of person here</u>, and yesterday, I did not feel that you showed the same level of respect to me when we discussed....."

Body Language & Tone Tips

Calm, curious, and constructive. Look them in the eye.