**Third Self-knowledge Worksheet for Responding to Emotional Distress**

Remembering a time when you were with someone who was very upset and distressed and how you supported them can remind you of the skills you already have that are useful in dealing with situations involving heightened emotions.

**Self-knowledge Q3: When were you last with someone who was very upset? (if you can’t think of a situation, try to think of a hypothetical situation, and answer the following questions based on how you think you would manage the situation).**

**The following questions may help you to identify what skills you already have and what skills you would like to develop.**

1. **What was your role?**

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1. **What did you do?**

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1. **What was the outcome?**

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1. **What did you find difficult about this situation?**

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1. **How would you describe the skills you have in supporting distressed people?**

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1. **In reviewing how you managed the situation, what have you learned about what you could have done differently?**

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