

Step 2. Reflect

Your notes

# Behaviours diary

Date and time	Who was involved?  Who else observed the interaction?	What happened?  <i>behaviours, words, actions, tone</i>  (as factual as possible)	What did you do?  (as factual as possible)	How did you feel?  What was the impact?	What may have been your contribution to the situation?  (reflect on your own behaviour)