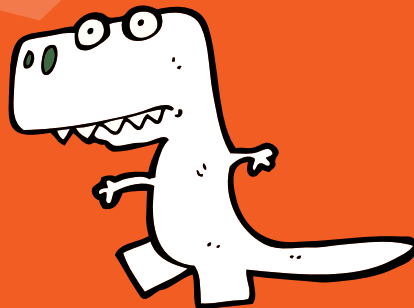


MANAGING FRUSTRATION POINTS

A TINY GUIDE



CREATING
A CULTURE
OF DIGNITY

**You don't need permission
to be frustrated.**

**It's how you react that
matters.**

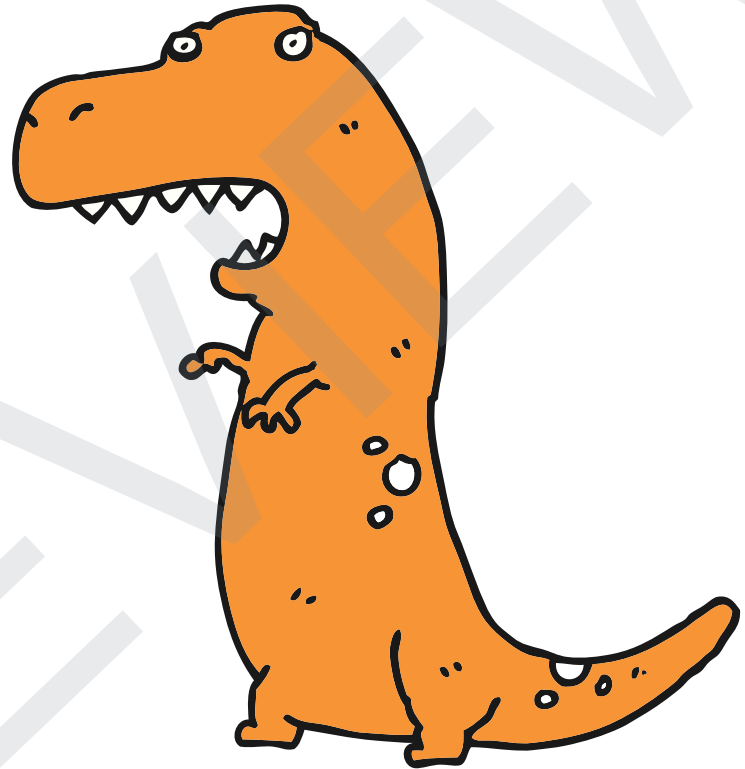
And you never know, other
people might be annoyed too.



**There are two ways
to respond to
frustration points:**



**FEEL ALL
YOUR
FEELINGS**



Then... make a plan.

