

### Easy as 1, 2, 3...

1.



Don't take it personally. Perhaps the offender is having a bad day.

2. Size up your annoyances. Is it worth it to make a fuss over something small, or is it a waste of your emotional time?

3. Set a good example. Rudeness begets rudeness. If you speak sharply to the bank teller, don't be surprised if you get the same treatment in return.

4. Count to ten. When someone's behavior makes you angry, take a few deep breaths and ask yourself, "Is it really worth blowing my stack over this?"

5. Laugh it off. If you can't come up with a friendly joke, just chuckle and change the subject.