

REACTING VS RESPONDING

Reacting and responding can on the surface level appear to be the same thing, however the underlying functions and actions between reacting and responding are very different, and often lead to widely different outcomes.

REACTING

Instant and emotion driven

Based on prejudices, stereotypes and personal past experiences

Done without thinking of the consequences

May have a positive or negative impact based on the situation

Impulsive and aggressive in nature

Leads to poor communication

RESPONDING

Has to be learnt and purposefully practised

Requires self-awareness, self-regulation, mindfulness and empathy

Falls in line with the core values of the individual

Weighs the pros and cons of the affect on the other person/persons

Has a positive impact

Calm and well thought through in nature