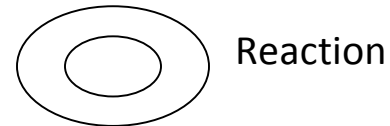
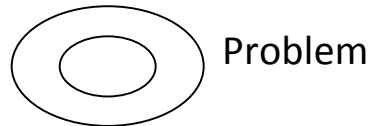


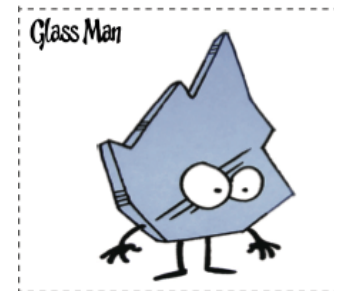
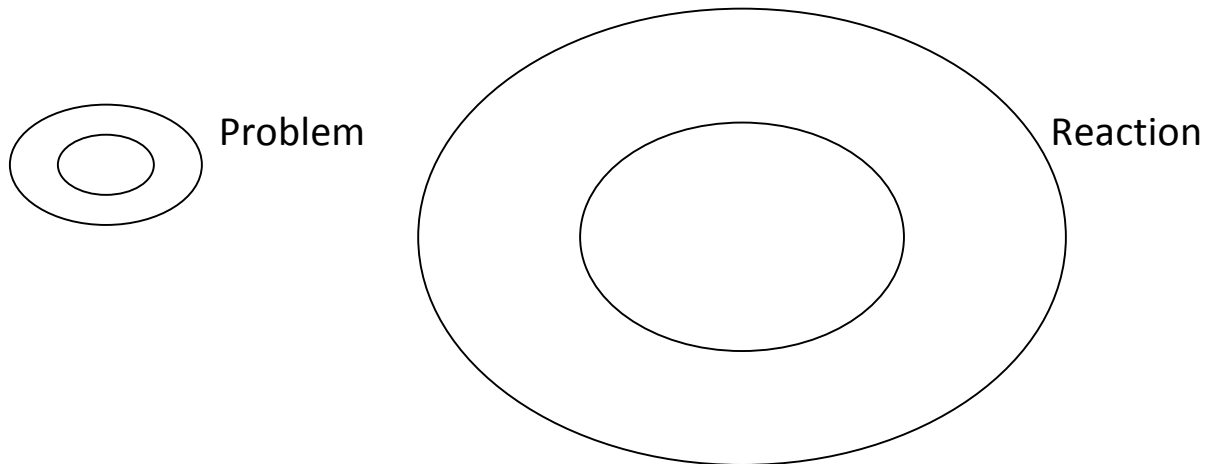
PROBLEMS AND REACTIONS

The way you react to a problem should match the size of the problem.

When a problem is small, your reaction should be small.



When you have a huge reaction to a small problem, you are having a Glassman Moment.



If this happens, ask yourself, "Is this a big problem?" Tell yourself, "I need to calm down because this is a small problem and I am having a huge reaction." You could take deep breaths, tighten and release your muscles to have a calm body and try to solve your small problem.