

The STAR Model

Put your stress in context — Situation, Trigger, (re)Action, Result.

The STAR Model is Jeff's signature emotional-management tool. When a need, desire, or expectation isn't met, you feel a negative emotion and tell yourself a story about it — and your reaction writes the result. Walk one real, stressful moment through the four steps below. The more you run the model, the sooner you catch yourself in the space before the reaction.

S

THE SITUATION

What happened? Which need, desire, or expectation of yours wasn't met?

T

THE TRIGGER

What emotion showed up, and what story did you tell yourself? What did your body do — tight shoulders, clenched jaw, acidic stomach?

A

THE (RE)ACTION

What did you do with the feeling? Negative reactions come in three flavors — check any that fit, then describe what you did:

- ☐ **Passive** — avoidance, judgmental thoughts, dishonesty, procrastination
- ☐ **Passive-aggressive** — sarcasm, gossip, snarkiness, complaining
- ☐ **Aggressive** — bullying, yelling, name-calling, fighting

R

THE RESULT

What did the reaction produce — for the relationship, the team, the outcome?

RUN IT BACK

The space between trigger and reaction is your escape hatch. Rewrite the ending:

The calming tactic I'll use in the pause: _____

A productive action instead — take a beat, give feedback, genuinely let it go: _____

The result I actually want: _____