



EBOOK & PRACTICAL GUIDE

# THINK. THEN CLICK.

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How to stop making costly mistakes in emails, messages and important decisions. A practical workbook for people who want to communicate more calmly, decide more wisely, and stop reacting under pressure.

**A CALMER MIND  
BETTER COMMUNICATION  
BETTER DECISIONS  
A BETTER LIFE**

EBOOK  
**PDF**

FEWER REACTIONS. MORE DECISIONS. MINDFULLY. CALMLY. WITH SELF-RESPECT.

# INTRODUCTION

## HOW TO USE THIS WORKBOOK



If you're holding this workbook, there's a good chance you've been in a situation like this: you sent an email, and five minutes later thought, „Damn it. I shouldn't have sent that.“

Maybe you replied too fast. Maybe you wrote something under the influence of emotion. Maybe you felt you had to react instantly. And maybe you were later surprised at how differently things turned out than you expected.

The good news is you're not the only person this has ever happened to. The even better news is that it's something you can work on.

This workbook isn't about becoming a slow person. It isn't about ignoring messages or postponing decisions. It's about learning to tell apart the situations that genuinely need an immediate reaction from the ones that deserve more time – because that difference is where most communication mistakes are born.

**“ Not every message needs an answer right away. But almost every important message deserves some thought.**

# SELF-TEST

HOW MUCH DO EMOTIONS CONTROL MY RESPONSES?



Rate each statement from 1 to 5 (1 = never, not true · 5 = almost always, absolutely true), add up the points, and check the results below.

1. When an email arrives, I feel the urge to open it immediately.

2. When I see an unread message, I feel uneasy.

3. I often reply before I've thought things through.

4. Sometimes I send a message I'd later write differently.

5. I feel that if I don't reply quickly, I'll look unprofessional.

6. I need things resolved right away.

7. When someone criticizes me, I tend to defend myself instantly.

**Total score:** \_\_\_\_\_

## RESULTS

**0–15 points** – Excellent, you know how to create distance.

**16–25 points** – You sometimes react too fast.

**26–35 points** – Fast reactions are likely affecting the quality of your decisions.

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## CHAPTER 5

# THE POWER OF THE DRAFT

WRITE EVERYTHING. JUST DON'T SEND IT YET.



An unpleasant, unfair email lands in your inbox. Your fingers are already on the keyboard, thoughts are racing, and you write down everything you're feeling. And this is exactly where most people make one mistake – they hit Send. Yet there's another button: **Save as draft**. And that one button can change everything.

Many people think a draft means procrastination. In fact it's the exact opposite – a draft lets you do exactly what your head needs right now: get the emotion out. You don't have to suppress it or pretend you're not upset. Write it all down – just don't send it yet.

### VERSION A

A client sends an unpleasant email. You reply immediately and hit send. Ten minutes later you reread it and think: *I could have worded that differently.*

### VERSION B

A client sends an unpleasant email. You write the exact same reply, but click Save as draft. Two hours later you come back, delete half of it, change one sentence – and it's a professional response.

The difference? One click. And the people who allow themselves to think often radiate the most confidence – not the ones who reply the fastest.

## CHAPTER 6

# 50 SENTENCES THAT BUY YOU TIME

HOW TO GET ROOM TO THINK WITHOUT FEELING GUILTY



You don't have to reply instantly, and you don't have to ignore the other person either. Between those two extremes there's a third option: acknowledge the message and buy yourself time. This is exactly what experienced managers, salespeople, lawyers, and crisis negotiators do.

**“Most people don't want an instant solution. Most people want to know they've been heard.”**

Once the other side knows their message landed, the pressure drops sharply – and you gain the most valuable thing there is: time to think. Pick the sentences below that fit you best and turn them into your own personal „emergency brakes“.

### WHEN I NEED TO THINK IT OVER

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- Thank you for your message. I need to go through everything and will get back to you tomorrow.
- Thanks for raising this. I'd like to think it over and follow up.
- I'll come back to this once I've reviewed all the materials.

### WHEN I'M UPSET

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- Thank you for sharing your view. I understand your perspective.
- I need to go through all the related information first.
- I'll come back to this once I have some distance.

### WHEN CRITICISM ARRIVES

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- Thank you for the feedback.
- Could you clarify the specific points?
- I'd like to better understand your expectations.

## WHEN SOMEONE WANTS AN INSTANT DECISION

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- Thank you for the offer. I need time to consider it.
- I don't want to make this decision under time pressure.
- I'll share my decision after careful consideration.

## WHEN I NEED TO DE-ESCALATE A CONFLICT

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- Let's focus on a solution.
- I want to make sure I understand the situation correctly.
- I'm confident we'll find a reasonable solution.

### *Exercise – my twelve lifesaver lines*

*Choose twelve sentences from this chapter that fit you best. Next time someone upsets you, just open the list and use one of them.*

**1–4.**

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**5–8.**

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**9–12.**

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#### THOUGHT OF THE DAY

*You don't need to have the answer right now. You just need enough calm for it to be the right one.*