Be prepared. Lots of things can go wrong each day, be ready for them. For example, bring extra clothes for an outing in case of spills or accidents.

Decide how you will deal with a situation before it happens. If your child starts to scream at the mall, will you be ready to walk out to the parking lot?

Stop. Think. Then speak. Remember to keep your emotions under control. If you’re starting to get angry, don’t pick up your baby or toddler. Ask for help or wait until you’re calm.

Consciously lower your voice. Yelling can scare a young child and make them feel angry and defensive. A soft tone says you’re in control. Here are some simple things you can do when you feel overwhelmed:

• Take a deep breath and count to 20.
• Call a friend.
• Go for a walk.
• Try to relax and calm yourself.
• Take some time for yourself and leave your child with a responsible adult.