

# BIFFB4Send

## BIFF Response®



The goal of a BIFF Response is to stop the back-and-forth messaging and de-escalate the situation.

**Step 1:** Ask yourself if you need to respond to the hostile, blaming message. Is a response really necessary, or was the sender just venting and no response is needed?

**Step 2: If yes, write your message**

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**Step 3: BIFF your message**

**BRIEF:**

Is it 2-5 sentences?

**INFORMATIVE:**

Does it stick to facts? Delete/cross out opinions, blame, arguments, defensiveness.

**FRIENDLY:**

Does it have friendly greeting, friendly tone, friendly close? "Thanks for your feedback..."

**FIRM:**

Does it close with a firm statement (when a reply is not needed)?

Or, does it close with a question that focuses the receiver on a choice between 2 or more options?

**DELETE/CROSS OUT:**

- Advice
- Admonishments
- Apologies

**Step 4: BIFF IT AGAIN – THEN SEND IT**

**Don't forget to BIFFB4Send**