

THIS SITUATION ISN'T WORKING FOR ME

Managing conflict and emotions in the workplace

THINGS YOU COULD ASK (“The quality of your life depends on the quality questions you ask.”):

I know this is my stuff, but I want to tell you that this situation isn't working for me. Would you be willing to sit down with me and work on another way to handle it?

If now is not a convenient time for us to talk about this, when would be a good time for you?

Is there anything I could do or say differently that would help us move through this?

What do you mean by that?

What is it you're wanting to happen here?

If we were to do it differently, what would that look like?

How can I help?

THINGS YOU COULD DO (“When you take a stance, you become a victim of circumstance.”):

Listen, really listen to the other person or persons.

Put yourself in their shoes — imagine why they are saying, doing or acting like that.

Let them know you care about them.

Let them know they make a difference.

Let them know they matter.

Be open to collaboration — instead of holding your position.

Take time to understand what is going on before you act.

Make sure you are not trying to win (which means they lose) but win-win instead.

BALANCING THE SEESAW OF LIFE

Living the life you'd love to live

SOME BASIC TRUTHS:

Yes and no are complete sentences.

You are responsible for setting boundaries and parameters for your life.

You can't expect people to understand you. It is your job to understand yourself.

The things that make you angry in others are disowned parts of yourself.

The things you admire in others are disowned parts of yourself.

Everyone has a reason for what they do, we just don't always know what it is.

If you act like a doormat, people will walk all over you.

If you act like a tyrant, people will rebel against you.

If you act like a collaborator, people will cooperate with you.

Everyone has his/her own agenda.

Honesty is love.

Caretaking others means doing things for them that they can do for themselves.

Criticism is a way to get someone down to your level.

Praise is a way to get someone up to your level.

People cannot read your mind. If you want something to change, let them know.

We cannot change the essence of who we are, but we can change how we perceive things and how we manage our lives.

Your life is your responsibility.

We empower others when we respect their ability to think for themselves.

Money can't buy you happiness, but it can buy you freedom to make choices.

Looking for happiness is looking for futility — since we will always have a balance of happy and sad in our lives. The true quest of human beings is fulfillment.