

# **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.**