

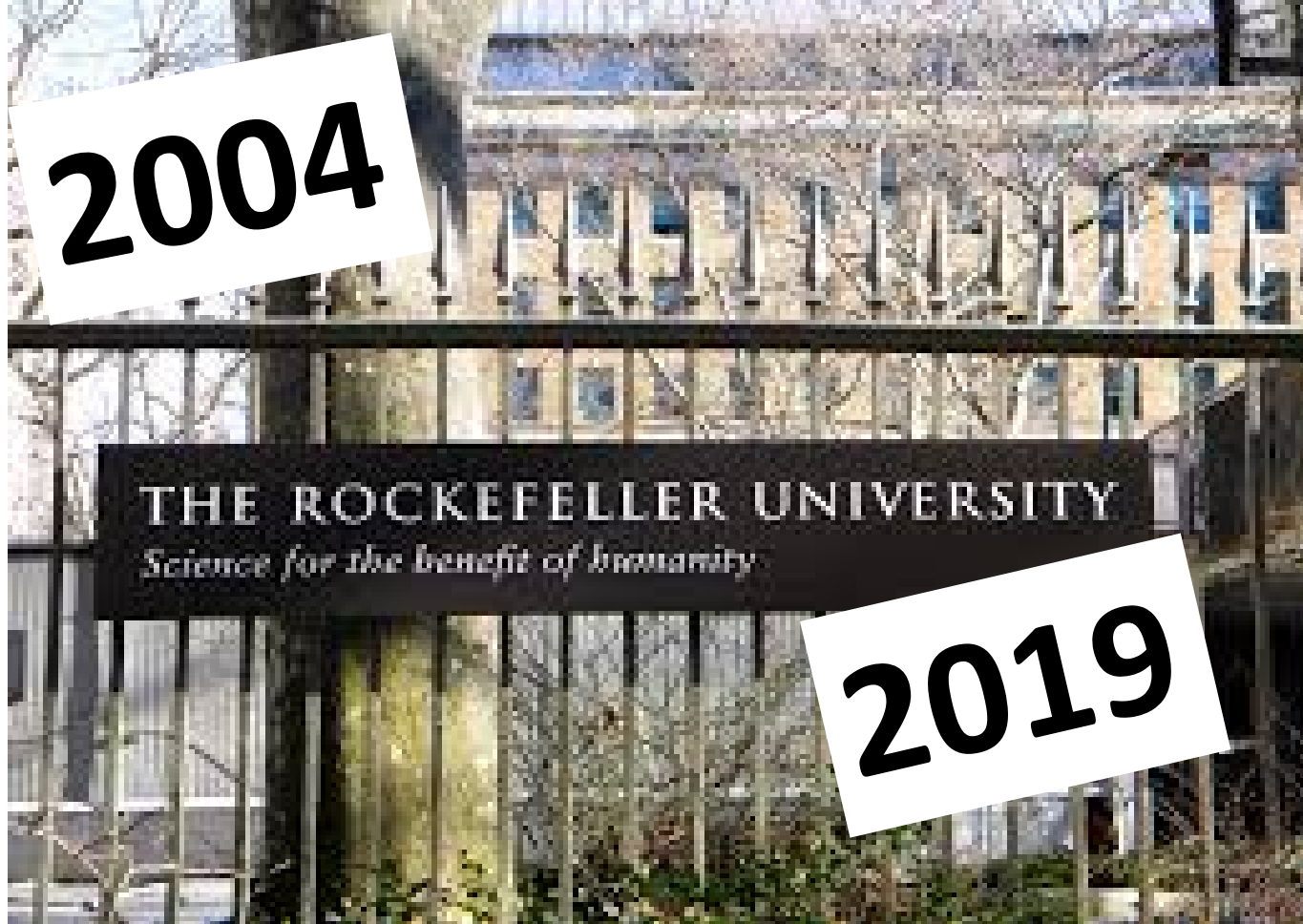
Keeping Your Cool in the Workplace

for

Vancouver Association of Law Libraries



Dorothea Hendriks - Art of Speaking for Success





**Most people live their
entire lives on a fantasy
island called, Someday, I'll**

...

- Denis Waitley

Do your emotions influence what you think and the decisions you make?



Do you think becoming more aware and making an effort to control your emotional reactions can make a difference in your behaviour and your outcomes?



I don't fix anybody, because I don't think anybody's broken. I think what people have are patterns, and those can be changed.

-Tony Robbins

To change we need to ...

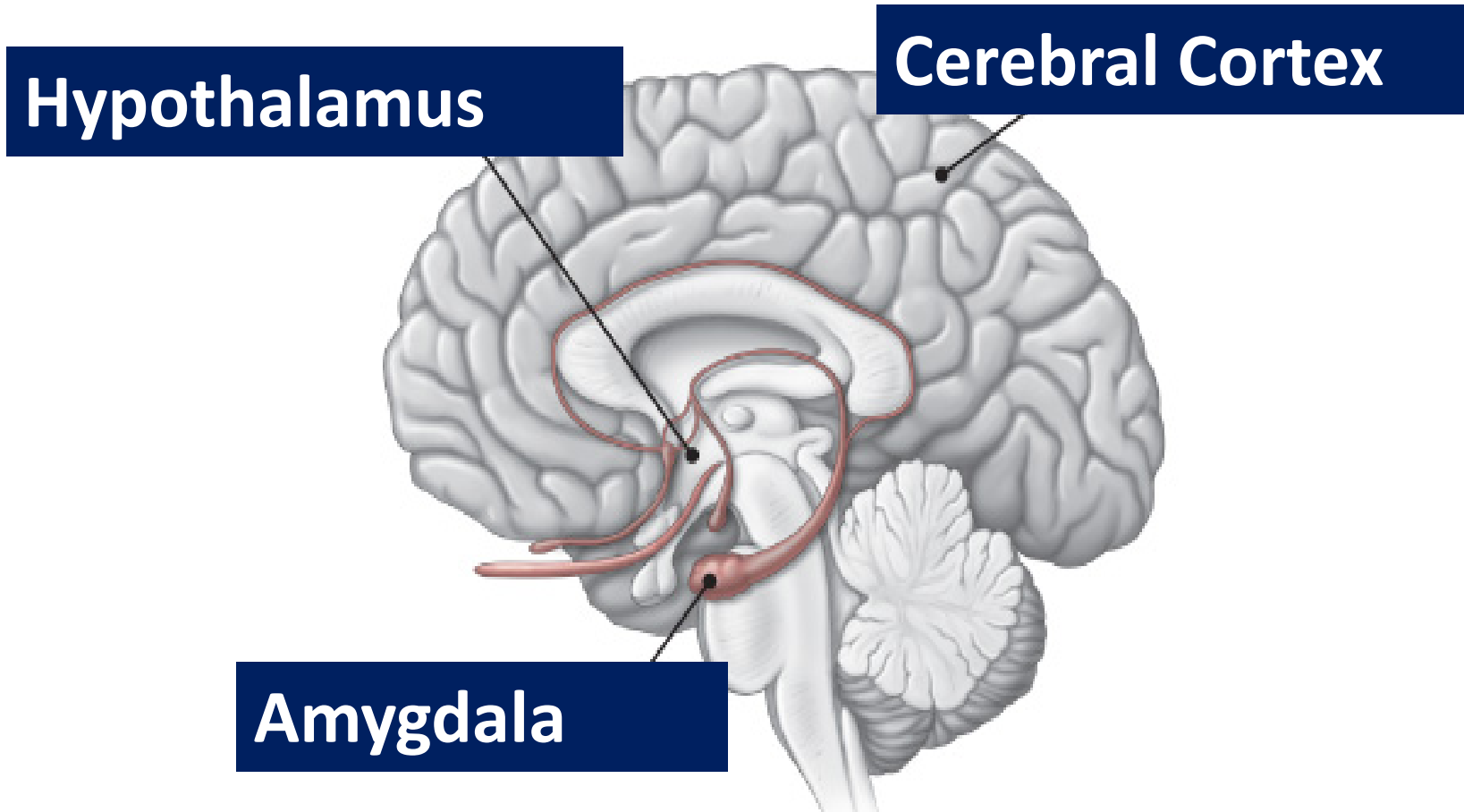
- **Believe**
- **Develop awareness**
- **Expand perspective**
- **Practice**



CHANGE

SAME

Fight or Flight



Emotions are part of us

data

triggers

needs

Controlling emotions is an inside job

It's almost impossible to handle any conflict or upset productively without opening ourselves up to the other person's point of view.

Change our perspective



Change our focus



**Progress is impossible
without change, and
those who cannot
change their minds
cannot change
anything.**

George Bernard Shaw



Irrational Language

- He/ she is infuriating
- It makes me feel bad when all she/ he ever notices are my mistakes.
- No one appreciate me around here.
- No matter what I do, no body cares.
- It's never enough. The more I do the more they want.



Cognitive Distortions (Irrational Traps)

- Overgeneralization
- Should - must' statements
- Catastrophizing
- Disqualifying the positives
- Jumping to conclusions
- All or nothing



T H I N K

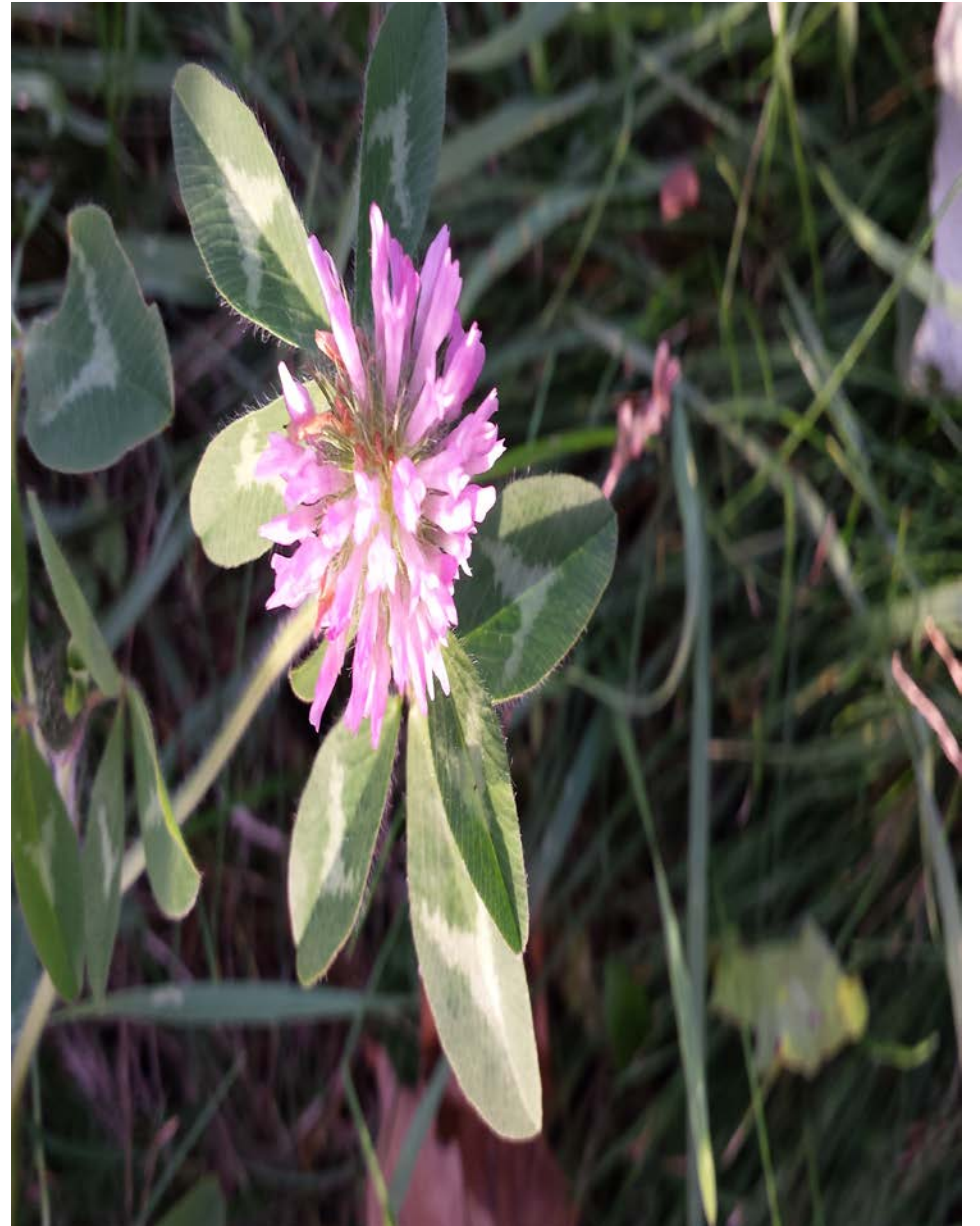
T – is it true

H – is it helpful

I – is it inspiring

N – is it necessary

K – is it kind



Strategies Increasing Awareness and Keeping Your Cool

Focused breathing

Relaxation Exercises

Reframe

Back up plan

Give Yourself Space

Get curious Ask questions

Gratitude

Disconnect

Imagine one week ...

Pause

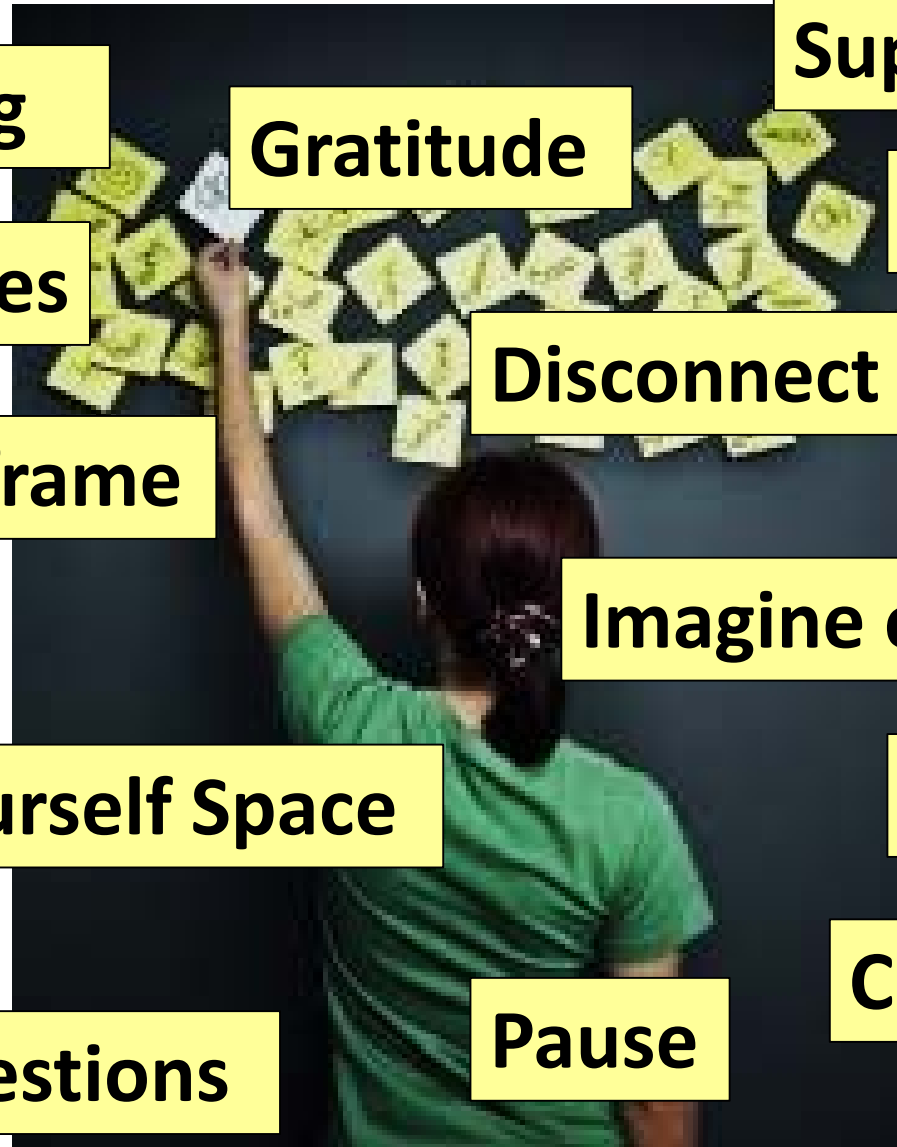
Support Network

Journal writing

Positive self-talk

Avoid asking 'What if...'

Clear boundaries



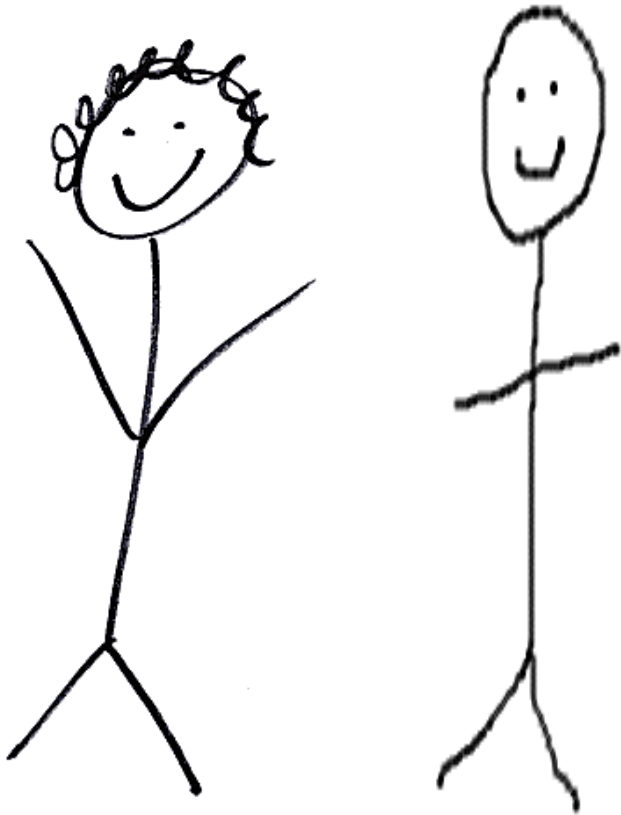


A change in feeling is a change in destiny.

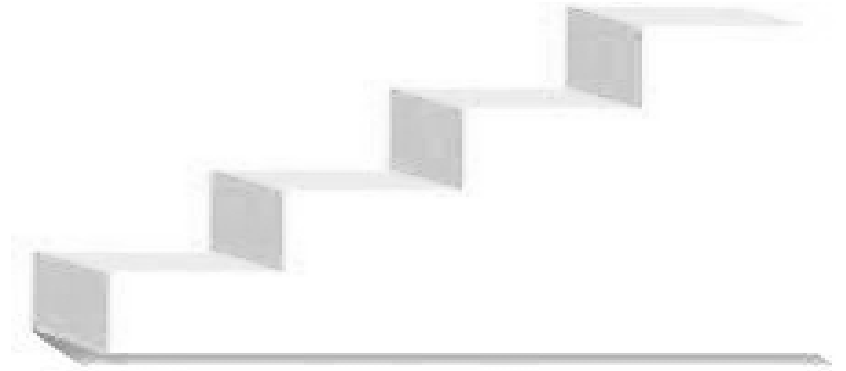
-Wayne Dyer

Self-Perception and Value

Where am I
now?



Where do I want to be?



What is one step that will
get me there?



Your Action Plan

**The key is to focus our
conscious mind on things
we desire, not things we
fear.**

-Brian Tracy

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