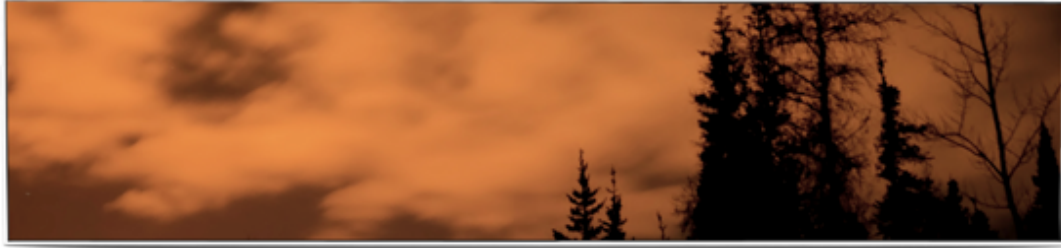


Personal Reflection Exercises...

I am open to managing all situations swiftly and effectively.



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Every day of our lives, things just *come up* and we need to deal with them. I choose to manage these situations promptly in the best way I know how. I have several strategies I can rely on to help me assess and handle these distractions of the day.

First of all, I can reduce the stress of any situation by stopping for a moment to breathe and collect my thoughts. What do I know about the situation without making assumptions? ***Seeing it for what it is usually makes it more manageable.***

I refuse to over-dramatize the situation and ask a million "*What Ifs*" that can lead to unnecessary worry. If prompt action is required, such as in an emergency, I immediately do what I can to help or diffuse the situation.

If the situation is caused by miscommunication, I use my communication skills to calm others and clarify all sides of the issue. If a conflict is involved, I use my negotiating skills and creativity to ***help find a solution that is good for all.***

Sometimes I can handle a situation by simply delegating it to someone else. This is especially true in the workplace when work areas are specifically divided and assigned to certain people. ***If it does not apply to me, I do not get involved.*** Instead, I let others handle it.

These strategies reduce the confusion in my life and help me deal effectively with situations when they arise. I know that the quicker I can handle challenging circumstances, the faster I can get back to my regular schedule and doing what I want to do for the day.

Today, I plan to use my skills and creativity to handle unexpected situations quickly and to the best of my ability.

Self-Reflection Questions:

1. Do I panic when an unforeseen situation arises?
2. What skills can I rely on to manage unexpected situations?
3. Do I try to solve everything for everybody, or stay out of it when it doesn't apply to me?