

# Expect the Unexpected:

Staying Up No Matter What Comes Down

# FCCA

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**TODAY'S PROGRAM:**

1. HOW TO MAXIMIZE THE ONLY THREE TOOLS IN YOUR PERSONAL TOOL KIT TO DEAL WITH THE CHALLENGES AT HAND . . . YOUR TALENT, YOUR MOTIVATION AND YOUR SELF-TALK.
2. THE HERO'S JOURNEY . . . THE BEST VISUAL MODEL FOR DEALING WITH CHANGE AND STAYING INSPIRED.
3. THE CIRCLE OF CHAOS™ AND THE PBS FORMULA FOR HANDLING THE "CURVE BALLS" THAT COME YOUR WAY.

**TODAY'S WARM-UP:**



1. HOW TO MAXIMIZE THE ONLY THREE TOOLS IN YOUR PERSONAL TOOL KIT TO DEAL WITH THE CHALLENGES AT HAND . . . YOUR TALENT, YOUR MOTIVATION AND YOUR SELF-TALK.

**TALENT:**

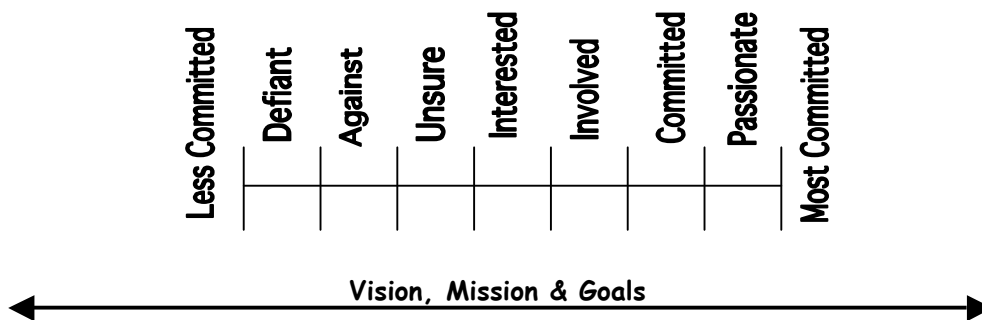
- Use your unique talents to stay focused on the only three things that matter in your court family.



1. Delighting internal/external customers by providing solutions to problems and good feelings.
2. Being productive by addressing issues of quality, quantity, cost and timeliness.
3. Making our workplace culture more focused, flexible, fast (but not too fast), friendly and fun.

**MOTIVATION:**

- Take action in regard to this continuum:



- ✓ Everything in moderation including moderation.
- ✓ Motivation may get you started, but habit keeps you going.
- ✓ The opposite of being negative is being \_\_\_\_\_.
- ✓ If you can't get out of \_\_\_\_\_ get into \_\_\_\_\_.

## SELF-TALK (EXPLANATORY STYLE):

- It is estimated that 77 percent of self-talk is negative and the ability to "effectively argue" with yourself is of critical importance. Examining your explanatory style and when to be a flexible optimist:



- ✓ **OPTIMISM:** Optimists make friends with the past. Stay focused on the present and get excited about the future.
- ✓ **PESSIMISM:** Better known as flexible optimism . . . There is only one time in life to flex your optimism and look on the "down side." That is when the cost of failure is high.
- ✓ **NEGATIVISM:** Better known as learned helplessness.

### Optimistic Self-Talk:

According to Dr. Martin E.P. Seligman, optimistic people assume their troubles are temporary ("I'm tired today") rather than permanent ("I'm washed up"), and specific ("I have a bad habit") rather than universal ("I'm a bad person). In addition, they credit themselves when things go right, while externalizing their failures ("That was a tough audience," not "I gave a wretched speech").

--Newsweek Magazine

When a bad event happens, use this self-talk:

**Local** \_\_\_\_\_

**External** \_\_\_\_\_

**Specific** \_\_\_\_\_

When a good event happens, use this self-talk:

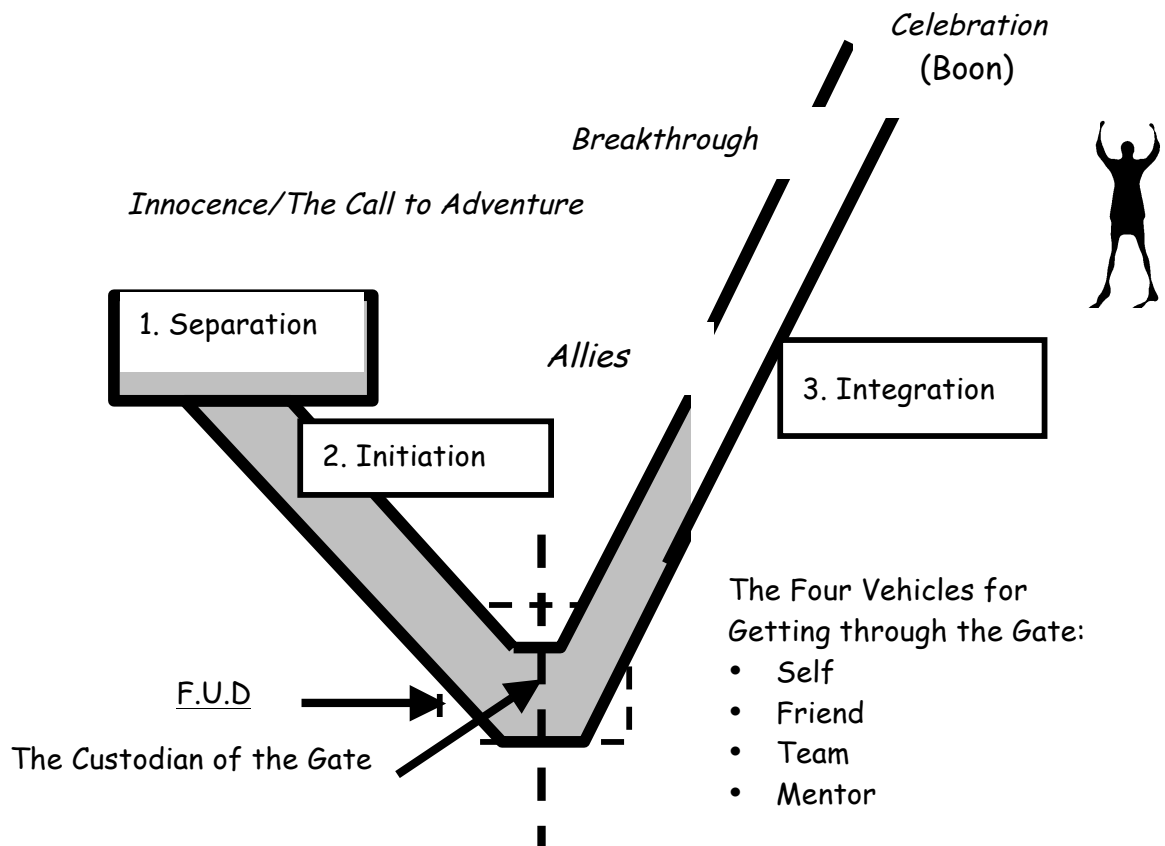
**Internal** \_\_\_\_\_

**Stable** \_\_\_\_\_

**Global** \_\_\_\_\_



## 2. THE HERO'S JOURNEY . . . THE BEST VISUAL MODEL FOR DEALING WITH CHANGE AND STAYING INSPIRED.



### The Stages of the Hero's Journey:

#### 1. SEPARATION:

- **Innocence** offers you a chance for renewal and growth.
- The **Call** energizes you and gets you moving.

#### 2. INTEGRATION:

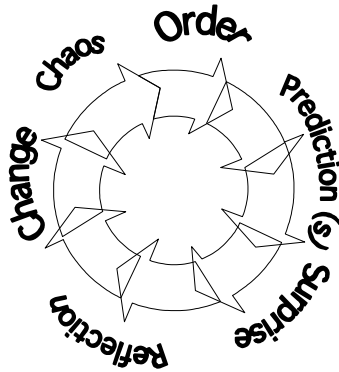
- **Allies** give you support for the adventure.
- **Breakthrough** takes you into a new world.
- **Celebration** generates joy and instills lessons that will prepare you for your next journey.

#### 3. INITIATION defines what you need to do.



### 3. THE CIRCLE OF CHAOS™ AND THE PBS FORMULA FOR HANDLING THE "CURVE BALLS" THAT COME YOUR WAY.

- Embrace the Circle of Chaos™:



*There may be value in order, but there is opportunity in chaos.*  
-Anonymous

#### PLAY:

- The three types of humor in the workplace:
  - ✓ Sarcasm/Aggressive humor (avoid this).
  - ✓ Positive (Victim-less) humor.
  - ✓ Cosmic humor.



*The highest form of humor is being able to laugh at what is sacred and still consider it to be sacred.* -Abraham Maslow

#### BLEND:

- There is not such a thing as balancing your life. It's about blending your life.

- \_\_\_ Faith
- \_\_\_ Family
- \_\_\_ Health
- \_\_\_ Productivity
- \_\_\_ Friends



#### SIMPLIFY:

- It's not about setting priorities. It's about setting posteriorities.

#### SUMMARY:



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