

BEFORE THE ENCOUNTER

MINIMIZE TASK RELATED STRESS



Be prepared



Arrive on time



Eliminate distractions

GET IN THE ZONE



Pre-session debriefing



Develop a ritual

AFTER THE ENCOUNTER

DEBRIEF PARTNER

Avoid professional isolation.

Have a debrief partner who will LISTEN.

STRESS CAN BE YOUR FRIEND

Reshape how you think about stress. When you are stressed, it is your body preparing you for the challenge.

Watch "How to make stress your friend" by Kelly McGonigal at www.ted.com

THE POWER OF A POSITIVE "NO"

YES! EXPRESSES YOUR INTEREST

NO. ASSERT YOUR POSITION

YES? FURTHER YOUR RELATIONSHIP

Read "The Power of a Positive No" by William Ury

DURING THE ENCOUNTER - 5 STEPS

1 NAME AND RECOGNIZE THE EMOTION

“Simply recognizing and naming an emotion quiets its effect.”

(“When Labeling an Emotion Quiets it”
Tom Valeo, 2013)

2 CHANGE FOCUS

Remember that you are not your emotions.



Taking notes



Rub your hands



Focus on your big toe

3 DISTANCE YOURSELF FROM THE EMOTION

Source: Neuro Linguistic Programming



OWN REALITY

You are in the situation



2ND POSITION

You are watching yourself



3RD POSITION

Two steps removed

Take 2 mental steps back to distance yourself from the situation.

4 RESET



Straighten your back



Deep breaths



Look up

Reset and hit refresh on your thoughts.

5 BE PRESENT

Focus only on the task at hand.

Be in the “Here and Now.”

