



Stay focused on the issue...

You're upset about a situation with a co-worker. You want to address it with your boss, but fear your emotions will get the better of you and you will either become rude or sound whiney. But, if you don't talk it out, you'll act it out— inappropriate venting, avoiding your co-worker, or developing a bad attitude. How do you keep you emotions in check?

Consider the situation objectively – Do you have all the facts? What assumptions are you making? How does your relationship with this particular co-worker influence your reaction to the situation?

Be proactive, not reactive – Consider the consequences of your response. A negative, harsh response could result in you being viewed as petty or uncooperative, and could damage your relationship with your co-worker and boss. A positive, inquiring response could lead to the outcome you want *and* have you seen as a collaborative, creative problem-solver.

Name the emotion you're feeling – Are you angry, frustrated, scared, hurt or nervous? Accurately naming your feelings helps you better convey your concerns without becoming overly emotional. To reduce emotions, plan and practice what you want to say before the meeting, making sure to use "I" messages.

Use a positive approach – Ask to talk about it. For example, "Jim, I have some concerns about a situation with a co-worker and would like to talk with you about it. When can we meet?" When you meet, respectfully share your concerns (not complaints), and ask for your boss's perspective. Then listen to understand. What you learn may change your viewpoint. What your boss learns could help him respond to a previously unknown problem.

For the best result, talk it out, don't act it out.

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Words to Live By...

"If you have an apple and I have an apple and we exchange apples, then you and I will still each have one apple. But, if you have an idea and I have an idea and we exchange these ideas, then each of us will have two ideas."

George Bernard Shaw



A BRIGHT IDEA

Take charge of your attitude...

Decide each day what attitude you will embrace. Consciously fill your mind with good thoughts and your attitude will usually fall in line behind them. Use positive self-talk. Expect success from yourself and others – you and they will often become what you expect. Look for the pearl in the oyster. Every "problem" presents an opportunity – to learn a lesson, create understanding, or discover something new.

"Spring Training" Corner

Spring has sprung! Spring is when baseball teams are getting back in shape and rebuilding their skills, and it's the perfect time for all of us to rebuild some of the skills that may have faded over the winter. Replenish your own toolbox with the skills that drive individual and organizational success. Learn to listen effectively, to be assertive without being confrontational, to problem-solve collaboratively and to build top notch performance teams. Learn more at www.alternativeresolutions.biz or contact us at 920-993-1490 to tailor training to your specific needs.

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