

Example 4

1. Recognize emotional pain

Upset and Hurting (While pain event is still fresh)

What happened? Be brief in your statement. (Perception)

I was taking something back to Wal-Mart and the lady in front of me was bringing back 10 items, making everyone wait a long time.

What thoughts or statements did you direct towards yourself during the event? (Thoughts)

It's not right that I have to wait this long.
I'm in a hurry.

What thoughts or statements did you direct towards the event itself? (Thoughts)

This stupid lady is so unthoughtful.
Why would she buy a bunch of crap just to bring it back?
Wal-Mart should have more employees working up here when it gets jammed.

What feelings did you experience? (One word descriptions)

Frustration, Anger

What did you want to do? (Actions)

Yell at them to hurry up.

What did you do? (Actions)

I asked a lady who was standing in line with me, loud enough for the other lady taking the stuff back to hear me, "What in the world is taking so long?"

Rate this event on a scale from 1 – 10 2

2. Create favorable conditions to process in

Before attempting to process an event, make sure you are rested, fresh and not violating the H.A.L.T formula. Don't allow yourself to get too hungry, angry, lonely, or tired. Be sure you are in a comfortable place where it is quiet and you are not likely to be disturbed

3. Two attitudes: Humility and a Positive point of view

Check the “me” factor by using humility.

How could you have viewed the event in a more positive light? (Looking at the **blessings, opportunities, benefits and wisdom** the event presented)

I was able to slow down and pause for a few minutes.

Other’s time is to be looked at as more valuable.

The lady bringing the things back probably didn’t want to be there either.

This presented a great opportunity to learn patience and now I know how to react in similar situations.

4. Process with three skills: Accurate Thinking, Assertiveness and Listening

Accurate Thinking

How could you have been more accurate in your response? (Identify all **negative thoughts**, find the **thinking errors** that were used, and write **accurate responses** for each)

Negative Thought

A. It’s not right that I have to wait this long.

B. I’m in a hurry.

C. This stupid lady is so unthoughtful.

D. Why would she buy a bunch of crap just to bring it back?

E. Wal-Mart should have more employees working when it gets jammed.

Thinking Error

A. Controlling/ Poor Me Thinking

B. Maximizing/ Controlling

C. Labeling/ Mind Reading

D. Jumping to conclusions/ Labeling

E. Should Statements

Accurate Thought

A. Why not? Everyone else is and pretty soon I will make someone wait.

B. I wasn’t really in a hurry. I just didn’t want to be there.

C. How could she know Wal-Mart would be so busy?

D. Maybe something came up and she really needed the money more.

E. It’s not realistic for Wal-Mart to have an employee just for when things get busy.

Listening

What could you have done to improve your listening? (Put yourself in the **other person’s shoes** and see it from **his or her viewpoint**)

The lady may have needed the money more than the items she was bringing back.

Money can get tight for most people at times.

The Wal-Mart employee was working as fast as she could.

Assertiveness

How could you have been more assertive? (Find **your need**. Then combine a **disarming statement** and **need statement** to get your need met while remembering the “**you**” rule)

Identify the need: 1. To gain patience.

Form an assertive statement: 1. This was a valuable learning experience for me and from now on when I’m in similar situations, I’ll take a breath, enjoy what is going on around me and understand that my job is to bring peace in other’s lives by being humble.

Be aware that the level of pain events processed should be in direct proportion to the level of attitude and skill development.