

How to Overcome Tough Situations

(Follow a simple acronym - **ADVERSITY**.)

A ... Anchor yourself in faith and stay centered. Recognize that everything happens for a reason, your current situation does not dictate your future situation, and that each and every situation can be a "gift" or a "lesson" - and what's bad about that?

D ...Drive to thrive. Muster the energy and determination to overcome. Rise above the drama. Reframe negative thoughts into positive ones. For example, instead of complaining about the poor customer review, thank that person for pointing out areas for improvement and ask yourself and team how you can make it better.

V ...Be the Voice of calmness. Give people a sense of security by keeping them informed. When the wind blows, be the flagpole, not the flag.

E ...Be Empathetic. Listen to understand the needs and concerns of your team, complaints of your customers or interests of the opposition. Seek peaceful conflict resolution and "out of the box" solutions that can satisfy each side. For example, for a team lunch, if one person wants pizza and another one wants Chinese food, how about a Peking duck pizza? How about a potluck? How about Italian food that everyone likes?

R ... Read and Respond appropriately. Provide direction when skills need improvement. Offer support when spirits wane. Remember the three most important words in leadership, are "talk to me".

S ... Study and learn from the experience. Conduct debriefings. Learn from your mistakes. Provide training. Refine the system.

I ...Promote "team" work: Individual effort and Interdependence. Build a culture in which everyone does their share and works cooperatively (think canoe paddling!)

T ...Make "Tea." Remember when you find yourself in "hot water (difficulties, trouble, tough times), you have three choices: Be a whiney, complaining "carrot," angry, bitter "hard-boiled egg," or make "tea" with the "hot water." Flip it!

Y ...Yield. Bruce Lee proclaimed, "Yielding will overcome anything superior to itself; its strength is boundless. Nothing in the world is more yielding and softer than water; yet it penetrates the hardest substances. It enters spaces that appear to have no room. It is so fine, that it is impossible to grasp a handful of it; strike it, yet it does not suffer hurt; stab it, and it is not wounded." When tough times and difficult people "push" at you, don't push back. Instead, "pull" or yield. Better results manifest.