

Put HCL into Practice with Another Challenge (from p81)

Choose a situation in your life that can benefit from a new approach. For instance, dealing with frustration or feeling rejected at work or wanting to stay calm during heated negotiations when you feel manipulated.

1. Describe the situation.
2. What did you do?
3. What were your thoughts?
4. How did you feel?
5. What were the outcomes?
6. How did the context affect you and the others involved?

After you answer those questions, respond to the prompts on the facing page to reimagine a new response to the same situation. Feel free to review the HCL tool summaries on pages 37-46 of the Overview Toolkit.

1. Are you seeing yourself and the others involved as smart, good-hearted people with emotional needs, triggers, fears and good intentions? Or as titles, roles or objects that need to *do* something specific to be considered good?
2. List the ways you *want* to think and feel in this situation as if it's happening again. What would you do when you think and feel those ways?
3. How can you counter any negative context-based influences?
4. What are your unmet needs?
5. What are your emotions telling you?
6. What would a wise person do?