

Reach New Heights Without Climbing the Walls

Summary of the Presentation by Dr. Tom Jadin, 11th Annual Conference & Exhibition, St. Louis, MO

Do hassles like time, pressure, job changes and juggling work and home automatically mean we will go through "problems"? Not necessarily - some hassles we can avoid and some we can't, but the key is not the hassles, but how we handle them. The best tool we have as we live our lives or do our jobs is ourselves. We really are no good to anyone else until we are first a little good to ourselves. Those who survive hassles and thrive show "hardiness," i.e. a **commitment** to who I am and what I'm doing, a feeling of **control** vs. being controlled, and a sense of **challenge** or vigorousness.

In order to achieve this "hardiness," we first need to be able to recognize the signs and symptoms of fading both in our individual lives and in the work group.

These signs include cynical/negative attitudes, "getting out" behaviors, an increased use of sick time, new or increased use of alcohol and other drugs, depression, isolation and friction, suppressed thinking of "customers," less time with customers and trying to feel good and justify "how much" I do.

Some causes of fading can include a supervisor's or co-worker's attitude, lack of preparation or concentrating too much on the public's perception either of you or of the job you do.

In order to overcome this fade and get our lives and jobs back on track - to possess that "hardiness," we need to follow the following guidelines.

For a sense of **commitment** we need to:

- Develop "special friends" someone who accepts you as being **you** - someone who will hold up the mirror so that you can take a good look at yourself.
- Keep a close eye on the environmental factors around

us - personal space as well as the noises, etc. around us.

- Seek "alone" times.
- Shut up, slow down, and think A LOT. Listen to others and practice Detached Concern.
- Hold our opinions loosely.
- Watch our supervisor's and co-worker's attitudes.

For a better sense of **control** we need to:

- Practice a sense of humor.
- Give ourselves the "Awfulness Test."
- Set goals for ourselves and watch the expectations of others.
- Feel good about doing rather than only when we are "done."
- Focus on one thing at a time.
- Insure competency in our job, its process, and in working closely with other people.
- Separate work from home.
- Stop sharing work problems with those at home.
- Realize the difference between stress, burnout, etc. and just "getting old."

For a better sense of **challenge** we need to:

- Force ourselves to be creative.
- Realize the physical/mental connection
- Remain flexible
- Check out our anger levels
- Practice "guts" games
- Broaden our horizons.

Once we can learn to recognize the signs and symptoms and understand how to control them without letting them control us - we will be able to accomplish whatever we set our minds to do!



President Rich Moffitt has made the following selections for STMA Committees Chairs for 2000:
Membership Co-Chairs: Mike Andresen & Kurt Nilsson; Chapter Relations: Abby McNeal; Education: Dr. Tony Koski;
Education Sub-Committee: Conference: Mike Trigg; Other Education: Dave Rulli;
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If you would like information on any of these committees - or would like to serve on one, please contact the Committee Chair, President Moffitt, or STMA Headquarters.