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Work/Life NAVIGATOR

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What Worked, What Didn't, What's Next?

By Michael Angier

Work/Life

One of the common denominators of successful people is their ability to persevere when things don't go as planned. Effective people don't allow themselves to get bogged down in feelings that don't serve their purpose.

On the other hand, ineffective, unsuccessful people allow their emotions to rule rather than their rational and objective nature. They lament what happened or what didn't and become victims rather than masters of their circumstances.

We all have disappointments. We all suffer setbacks. If we're going to attempt anything worthwhile, we're going to experience failure. The mature--and ultimately successful person--sees failure as part of success. When one method fails, they try again with a new one. Sometimes it takes many attempts.

In my coaching/consulting work, I see all-too-often the tendency to fix blame instead of fix problems. Rather than looking at challenges rationally and objectively, emotions are allowed to dictate the process.

They're unable to make corrections without invalidation. Something goes wrong and they want to blame. Profit isn't reached fast enough and someone needs to be fired. There's never a shortage of people or things on which to blame the failure.

I would suggest a different approach. It's a process I call, "*What Worked, What Didn't, What's Next?*"

This practice works whether you're dealing with a business, a relationship, a project or your life. The key is to evaluate often objectively and then to move on. And the more often and impartially you measure and evaluate, the better it works. It's just feedback--

and feedback is neither positive nor negative. It's simply information. I call feedback the "*Breakfast of Champions*". Looking with detachment at what happened allows us to make better decisions.

What Worked?

What actions moved us toward our objective? What's worth repeating? What felt good? What created excellence?

Acknowledge your successes. If it's a big one, celebrate it. Praise your own as well as the efforts of others.

When you focus on what worked, you begin with positive energy. And you create momentum toward solutions.

What Didn't?

Ok, where did we screw up? What created the mistake? Not WHO dropped the ball, but when, where and how did we drop it? How can we avoid it next time?

It's rarely PEOPLE who mess up but rather systems that don't adequately support them. Most people mean well and try their best. The focus should be on how to better support one another to reduce errors and increase quality.

There are many ways to accomplish what you desire. Often, in finding NEW ways, we create things we never would have if the first or second effort had succeeded.

Acknowledge the mistakes, make new plans and devise new strategies.

What's Next?

Regardless of how well or how badly things went, IT'S HISTORY. Nothing is going to change the past. Being upset about it, feeling guilty, placing blame--or even resting too long on our laurels will cause us to lose headway.

One might be wise to use the US Marine Corp acronym, FIDO--Forget It, Drive On. But I would add one more piece; learn from the experience.

After you analyze what happened, the question should be, "What's next?" This takes the focus off from what's happened and places it on where we're going and what needs doing.

You can quickly go through this process alone or with a group. It can take a few moments or several hours depending on the complexity of the project.

The key is to do it with impartiality and objectivity. Mistakes, corrections and new attempts are merely part of successful ventures. They don't mean anything, they're simply opportunities to create excellence.

Question to Ponder - What's Working, What's Not?

This is a slightly different twist to the process outlined in the article above. Every now and then, it's good to step back and look closely at our life. And from that, make decisions on what we want to do to improve or change about what we see.

Make a list of what's working in your life with regard to your health, your relationships, your finances, career, home, community, environment, etc. Give yourself some time to really evaluate and be grateful for the good you have in your life.

Then, in the same areas, write down what's NOT working. Don't judge it; just write it down.

When you've gone through this process, you'll be in a great position to start making some clear choices about what you want to do more of, what you want to improve and what you want to change.

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Health

Soda Causing Nutritional Deficiencies in Children

Children and adolescents who drink soda may be depriving themselves of several important vitamins and minerals, results of a new survey suggest.

The researchers note that soda consumption among children and adolescents rose 41% between 1989-1991 and 1994-1995, mostly displacing milk and juice, the leading sources of many vitamins and minerals in the American diet.

The results are based on data from more than 4,000 children aged 2 to 17 years.

Among children aged 2 to 5:
75% drank milk -- 53% drank juice -- 34% drank soda

In those aged 12 to 17:
63% of boys and 49% of girls drank milk -- 34% drank juice -- 68% of boys and 63% of girls drank soda

Soda drinkers were less likely to get the recommended levels of vitamin A, calcium, magnesium

(Source: Archives of Pediatric and Adolescent Medicine November, 2000; 154: 1148-1152)

Humor

5th & 6th Grade Responses to Science Questions

There are 26 vitamins in all, but some of the letters are yet to be discovered.

Genetics explains why you look like your father, and if you don't, why you should.

Vacuums are nothings. We only mention them to let them know we know they're there.

The cause of perfume disappearing is evaporation. Evaporation gets blamed for a lot of things people forget to put the top on.

Water vapor gets together in a cloud. When it is big enough to be called a drop, it does.

Thunder is a rich source of loudness.

Mushrooms always grow in damp places, which is why they look like umbrellas.

Momentum is something you give a person when they go away.

A monsoon is a French gentleman.

The word "trousers" is an uncommon noun because it is singular at the top and plural at the bottom.

To keep milk from turning sour, keep it in the cow.

When planets run around and around in circles, we say they are orbiting. When people do it, we say they are crazy.

For asphyxiation, apply artificial respiration until the patient is dead.

One of the main causes of dust is janitors.

Inspiration

Forgiveness

Forgiveness isn't something nice I do for someone who is "guilty."

Forgiveness is something nice I do for my own mind.

Do I want a mind that tortures me or one that is a friend to me?

--Hugh Prather, *SPIRITUAL NOTES TO MYSELF*

An authentically empowered person is one who forgives. Forgiveness is not a moral issue. It is an energy dynamic. When most people forgive they do not want those that they forgave to forget that they forgave and forgot.

This kind of forgiveness manipulates the person who is forgiven. It is not forgiveness, it is

a means of acquiring external power over another.

Forgiveness means that you do not carry the baggage of an experience.

When you choose not to forgive, the experience that you do not forgive sticks with you. When you choose not to forgive, it is like agreeing to wear dark, gruesome sunglasses that distort everything, and it is you who are forced everyday to look at Life through those contaminated lenses because you have chosen to keep them. You wish everyone else to see the world that way, and it is indeed that world that you are looking at, but it is only you who sees it. You are looking through the lenses of your own contaminated love.

--Gary Zukav, *THE SEAT OF THE SOUL*

Those who injured us did only what they knew how to do, given the conditions of their lives. If you won't forgive them, then you allow those ancient injuries to continue their hold on you.

--Wayne Dyer

Worth Knowing

Coping with Telemarketers

Telemarketers always use a script: why shouldn't you?

Every time you get a call you consider junk, just ask the questions in this script. If they answer no, you may be able to sue them. You can print copies of it to keep by every phone at home. If everyone follows it, the junk calls will slowly but surely drop off.

1."Are you calling to sell something?" (or "is this a telemarketing call?")

2."Could you tell me your full name please?" \$

3. "And a phone number, area code first?" \$

4."What's the name of the organization you're calling for?" \$

5."Does that organization keep a list of numbers it's been asked not to call?" \$

6."I would like my number(s) put on that list. Can you take care of that now?" \$

7."And does the company you work for also make telemarketing calls for any other organizations?" (If they answer no, skip the next question.)

8.(If yes) "Can you make sure your company won't call me for any other organization?" \$

You may need to ask to speak with a supervisor if they sound lost. When you're ready to let them off, you might close with "Is it clear that I never want telemarketing calls from anyone?" and just say goodbye.

If you want to keep going ...

1."Will your company keep my number on its do-not-call list for at least ten years?" \$

2."And does your company have a written policy that says that on paper?" \$

3."Can you send me a copy of it?" \$

4."What's your supervisor's first and last name?"

5."What's your employer's business name, address and main telephone number?"

6."Are you calling for a tax-exempt nonprofit organization?"

7."Is this call based on a previously established business relationship?"

Before hanging up, check you have all their answers written down, then say goodbye. Add the date and time to your record. (Is it between 8 a.m. and 9 p.m.? \$)

Disclaimer: nothing here should be taken as legal advice. If they answer no to any question ending in "S" you may be able to sue them for \$500-\$1500 under the Telephone Consumer Protection Act. But if the answer to either of the last two questions is yes, then the Act doesn't consider the call to be a solicitation, so it's not covered by many of its regulations. Also excluded are calls to business numbers. For more details, see www.junkbusters.com

Resources You Can Use



The following are available from the Work/Life Library:

The Only Retirement Guide You'll Ever Need by Kathryn and Ross Petras

A step-by-step approach covering every phase of retirement planning, complete with detailed worksheets, helpful tips and special sources.

Places Rated Almanac by David Savageau and Geoffrey Loftus
Your guide to finding the best places to live in North America. All 351 Metropolitan areas ranked and compared for living costs, job outlook, transportation, health care, crime, recreation, climate, etc.

Random Acts of Kindness

Donate old cell phones. As you upgrade your cell phones, don't throw away your old ones. Call a local battered-women's shelter to see if they'll take them. A cell

phone can still call 911 even if it's not connected to a service. This can save a woman's life if she is attacked by her former partner. If you can't find a local shelter, contact Call to Protect (<http://www.calltoprotect.org>) which collects phones for shelters nationwide.

Web Picks

www.Abika.com is THE source for thousands of free books for download.

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Tip of the Day

DWT - Driving While Tired

Most people are well-aware of the danger posed by drunk drivers, but tired drivers may be an even more dangerous problem on the road today, as a tired driver's response times and accuracy may be even more impaired than someone who has had a few drinks.

Researchers studied 39 subjects from the transportation industry and the army. They measured response times and accuracy of subjects after being sleep deprived for up to 28 hours and also after consuming alcohol up to a blood alcohol concentration (BAC) of 0.1%, which is the limit in most states to be considered "intoxicated".

After 17-19 hours without sleep, performance on some tests was

equivalent or worse than that at a BAC of 0.05%, which is the limit in most states for being considered "ability impaired".

According to the authors: Response speeds were up to 50% slower for some tests and accuracy measures were significantly poorer than at this level of alcohol. After longer periods without sleep, performance reached levels equivalent to the maximum alcohol dose given to subjects BAC of 0.1%)....

To go seventeen hours without sleep may sound like a lot until you consider that if you wake up at 6 AM you will be up 17 hours by 11 PM. Taking into account that many people often go out late at night to movies, bars, dancing, etc., they could easily be up well over 19 hours, not to mention the fact that they may have had a few alcoholic drinks as well. Add to this the fact that many medications, even non-prescription ones, can cause drowsiness.

"These findings reinforce the evidence that the fatigue of sleep deprivation is an important factor likely to compromise performance of speed and accuracy of the kind needed for safety on the road and in other industrial settings," the authors conclude.

Questions, comments to:
Evelin Saxinger, Work/Life Program Manager, esaxinge@hq.nasa.gov or 358-1311

An on-line version of this newsletter may be found at <http://www.hq.nasa.gov/office/codec/cc/navig-10.pdf>

