

*the office professional*  
**interactive audio conference**

PRESENTED BY

**The Office  
Professional**

# Harnessing Optimism to Get More Done

**A 60-Minute Interactive Audio Conference**  
**Wednesday, May 11, 2011**

with **Pamela Jett**

Please visit [www.theofficeprofessional.com](http://www.theofficeprofessional.com) for more information about our upcoming seminars.

- ▶ **THE AMAZING ASSISTANT**  
Thursday, June 2, 2011  
Speaker: Rhonda Scharf
- ▶ **MANAGING CONFLICT  
IN THE WORKPLACE**  
Tuesday, July 19, 2011  
Speaker: Diane Moore
- ▶ **INTRODUCTION TO  
MINUTE TAKING**  
Wednesday, July 20, 2011  
Speaker: Rhonda Scharf

Need to report a problem  
with the conference  
materials or a phone  
connection issue?

Contact us at 888-303-2373  
or [opsubs@mcmurry.com](mailto:opsubs@mcmurry.com).



*Did you miss out on  
an audio conference?  
No problem!*

All of our audio conferences are available  
on CD. For a complete listing visit  
[www.theofficeprofessional.com](http://www.theofficeprofessional.com).

# The Case for Optimism

- ▶ **Optimists are healthier than their pessimistic counterparts**
- ▶ **Optimists experience better performance and achievement than pessimists**
- ▶ **Optimists don't give up as easily as pessimists - they are more persistent**
- ▶ **Optimists live longer and experience less stress!**



### Monitor and Adjust Your Own Self Talk for Success

#### ▶ Pre-framing for success

- Choose to be happy!
- Avoid toxic people
- Avoid toxic things
- Get a “wrinkly brain”
- “Delete” negative self-talk

### “Delete” These Optimism Killing Words/Phrases

- ▶ “It’s not fair”
- ▶ “When will they...”
- ▶ “Why don’t they...”
- ▶ “You make me....”
- ▶ “I can’t”

## Monitor and Adjust Your Own Self Talk for Success

### ▶ Reframing for success

- $E + IR + ER = O$
- *“Is this a crisis?”*
- *“Will this matter in 15 years?”*
- *“How might the ‘best version of myself’ view this?”*
- *“How might my \_\_\_\_\_ view this?”*

### Monitor and Adjust Your Own Self Talk for Success

- ▶ Beware of these pessimistic thought patterns
  - “Catastrophe” thinking
  - “Unsubstantiated conclusion” thinking
  - “Negative Psychic” thinking
  - “Why me?” thinking (beware always and never)
  - “Negative fixation” thinking

### Monitor and Adjust Your Own Self Talk for Success

- *Is this way of thinking helping or hindering me?*
- *Is this based in fact or feeling?*
- *What evidence do I have to the contrary?*

### Bounce Back from Set-Backs

1. Practice “like best... next time”
2. Accept all criticism with... then “reframe”



## **Four Types of Criticism**

- 1. Accurate and Well Intended**
- 2. Inaccurate and Well Intended**
- 3. Accurate and Not Well Intended**
- 4. Inaccurate and Not Well Intended**

- ▶ **Evict people who are living  
“rent free” in your head!**

### Tools to Boost Productivity - Even When the Pressure is On!

- ▶ Have a plan for the day
- ▶ Use assertive communication
- ▶ Know your leader's pain and be a pain reliever
- ▶ Focus on "leading indicators" (not lagging)



### **Tools to Boost Productivity - Even When the Pressure is On!**

- ▶ Be clear that urgent is not the same as important
- ▶ “Eat a frog” first thing every morning
- ▶ Work on your strengths (not your weaknesses)

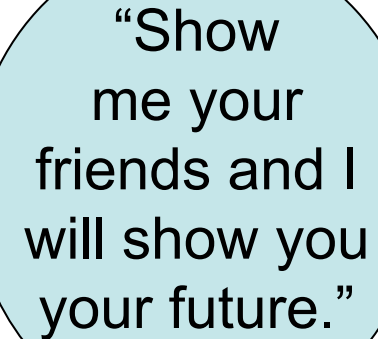
**Tools to Boost Productivity - Even When the Pressure is On!**

**Learn to say “no”, not feel guilty, and still come across as a team player.**

- ▶ Acknowledge the request
- ▶ Decline (brief)
- ▶ Give reasons
- ▶ Suggest alternatives



Kevin Hall, Author of *Aspire*



“Show  
me your  
friends and I  
will show you  
your future.”

- ▶ You are the “average” of the five people you spend the most time with.
- ▶ Who are your “top five?”
- ▶ Are they optimists? Pessimists?
- ▶ What do you need to do to “up your average?”
- ▶ Where do you find them?

"Optimists are right. So are pessimists. It's up to you to choose which you will be."

Harvey Mackay

# Connect with Pamela Jett at JettCT.com

- ▶ **Social network with Pamela on Facebook, Twitter, and YouTube (PamelaMJett)**
- ▶ **Interested in bring Pamela to your organization? Call Aimee at 866.726.5388**
- ▶ **Discover more of Pamela's powerful tools at her success store**

