

# Six “F”s for Managing Loss and Change

- Let Go of “Familiar” Past
- Confront Unpredictable “Future”
- Acknowledge Loss of “Face”
- Rebuild “Focus” & Focused Anger
- Seek Trusted, Objective “Feedback”
- Have “Faith” in New Emergence

**Stress Doc: “Whether the loss is a key person, a desired position or a powerful illusion each deserves the respect of a mourning. The pit in the stomach, the clenched fists and quivering jaw, the anguished sobs prove catalytic in time. In mystical fashion, like spring upon winter, the seeds of dissolution bear fruitful renewal.”**

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# Five “C”s of Power Struggles

- **Control**
- **Competition**
- **Change**
- **Cultural Diversity/Competency**
- **Communication Skills**

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# Four Key Communication Tips

- **“Drop the Rope” Technique**
- **Connect to the Four “P”s – Pain & Passion, Purpose and Power**
- **Reduce Status Differential**
- **Avoid All or None Thinking**

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# Feedback Exercise

- When instructed, using a critical tone or attitude, Person B says to Person A:
- **“Wow, you really fumbled the data. I thought you said you prepared!”**

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# **Disarming A Critical Aggressor:** *Techniques and Strategies*

- **Distinguish Reaction & Response**
- **Distinguish Evoke & Provoke**
- **Replace Blaming “You”s with Affirming “I”s**
- **Learn to Metacommunicate**
- **Does the Critic Have An Agenda?**
- **Take a Time Out or Paraphrase**
- **Verbal and Nonverbal Mix**

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# Functions of Humor

## *Good for What AILS You*

- **A = Arousal and Absurdity**
- **I = Incongruity and Imagination**
- **L = Liberation and Letting Go**
- **S = Superiority and Self-Effacing  
Solidarity**

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# **Transforming Fear of Exposure into Fun of Embarrassment**

- **Cultural Diversity vs. Mutual Humanity**
- **Misery-Mastery-Mirth & Memory  
Connection**
- **Natural Embarrassment vs. Neurotic  
Humiliation**
- **Life Jacket in Stormy Sea of Change &  
Protective Vest Against Slings & Arrows**

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# Benefits of Errors and Failures

**Remember, errors of judgment or design do not necessarily signify incompetence; they more likely reveal inexperience or immaturity, perhaps even boldness. Our so-called “failures” can be channeled as guiding streams (sometimes raging rivers) of opportunity and experience that widen, deepen and enrich the risk-taking passage. If we can just immerse ourselves in these unpredictably roiling yet ultimately rejuvenating waters.**

**Mark Gorkin, the “Stress Doc”™**

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# **Creative Risk-Taking:**

## ***The Art of Designing Disorder***

### **A. Aware-ily Jump In Over Head**

- 1) Quick Assessment of Skills & Resources : SERVE**
- 2) Anxiety & Loss Generates Rapid/Crisis Learning**

### **B. Strive to Survive High Dive**

- 1) Strive High and Embrace Failure; Aspiration vs. Position Gap**
- 2) Time & Space Frame: Beachheads and Battles; Seek Air & TLC**

### **C. Thrive On Thrustration**

- 1) Torn Between Direct Action and Frustration; Psychic Volcano**
- 2) Take an Incubation Vacation; Generate Creative Perspective**

### **D. Design for Error & Opportunity**

- 1) Range of Possibilities Over Fixed or Ideal Goals; No B.S.**
- 2) Choosing Confusion Over Illusion; Connections & Challenge Over Control**

# The Four “P”s of *Passion Power*

<b><i>Psychology Mode</i></b>	Gravitas	Comedia
Cognitive	<b><i>Purposeful</i></b>	<b><i>Provocative</i></b>
Affective	<b><i>Passionate</i></b>	<b><i>Playful</i></b>

# **Five “A”s of Arousing Performance:** *Provocative Leadership*

- **Attention: Stop, Look & Listen**
- **Anticipation: Cutting Edge to Edge of Seats**
- **Animation: Stirring Excitement & the Sou**
- **Activation: Training & Tools and Taking Action**
- **Actualization: Experience and Excellence,  
Essence and Energy Flow**

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# **Managing Transitional Stress:**

## ***Team Collaboration Tactics***

- **Supervisor Wears Two Hats**
- **Rotate Facilitators and Team Partners**
- **Wavelength: Hi Task, Hi Touch & Hi Truth**
- **Morning Huddles & Informal Lunches**
- **Cookout at Chief's House: IRAs**
- **Postal & Matrix Meetings – “Save the Retreat”**
- ***The Radical Leap* & “Raisinets”**
- **After Action Reviews & Pilot Projects**
- **Individual Interviews**
- **Outside Consultant**

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