

How to Deal with Setbacks

A problem can send you into a downward spiral of negativity. But problems, big and small, happen every day, and setbacks are inevitable. Next time something goes wrong, ask yourself these questions.

- What is the worst thing that could happen? How realistic are my concerns?
- Are my attitude and thinking making this situation worse than it actually is?
- What is the best thing that could happen?
- Is there anything I could have done differently to keep this from happening?
- What can I do in the future to keep a similar situation from happening again?
- What can I do to help myself feel more positive about this?
- Is there anything good that will come out of this situation?
- In five years, will this matter?
- What action can I take to change this?
- Is there another way to look at what happened?

What is resilience?

Resilient people bounce back after a setback instead of falling apart. They have the inner resources to stay strong in the face of adversity. Becoming more resilient won't keep mistakes and problems from happening, but it will help you see past them.

HIGH PERFORMANCE

More Ways to Tune Up Body and Mind

Eat right. Fuel up on the right foods to keep your energy high and your mind sharp. Include lean protein (poultry, fish, tofu, nuts), whole grains and at least five servings of fruits and vegetables daily.

Cut down on caffeine. Caffeine can make you jittery and anxious, and can bring on a midafternoon withdrawal headache that hampers performance.

Get plenty of rest. Most people need seven to eight hours of sleep per night. Research shows that not only does sleep recharge your body, but important physiological developments take place that help your brain function better.

Keep moving. Regular exercise helps you manage your weight, control stress and sleep better. Aim for at least 30 minutes of aerobic exercise most days.

Flip-flop failures. Setbacks can work for you if you view them as steps to success. For example, if you miss a deadline, schedule extra time for your next project. **Remember:** Failures happen and then they're gone, but success goes on and on.

Surround yourself with upbeat people. A winning attitude is as catchy as the common cold — but much more fun.

Be patient. Winners spend most of their time doing the things that lead to success, not simply “being” successful. Stop periodically to consider how much you're learning, how your skills are improving and how good you'll feel once you've accomplished your goals.

Smile. Turning the corners of your mouth up relaxes facial muscles and might help you *feel* happy.

Final thought: Even if you don't always feel your best, getting to “great” is an achievable goal. Don't be afraid to think big!



Think Like a Winner

Your Guide to Great Performance



Join the Winners' Circle

What sets winners apart? They have a lot of "yes" in them. Where others balk, winners find ways to get things done, whether it's tackling a difficult project at work or resolving a troubling issue at home.

That's not to say that winners never get discouraged — they do. The difference is that winners are confident that things will work out in the end.

Being a winner means you're a good employee or boss, an effective parent, a good friend and a creative, fulfilled person. Sounds great, doesn't it? But how do you get there? The tips in this brochure can help.

Your Checklist of Winning Ways

✓ **Give yourself credit.**

Think of positive events in your life as a direct result of your talents.

✓ **Put setbacks in perspective.**

When you have a bad day, put it behind you and move on.

✓ **Focus on your strengths.** It's important to step up to the plate and take responsibility for your mistakes. But don't forget to celebrate your successes and feel good about what you do well.

✓ **Take one step at a time.**

If the big picture has you overwhelmed and anxious, focus on the next task, conversation, project or event ahead of you.

✓ **View failures as opportunities.** Use mistakes as a chance to learn and improve.

✓ **Trust your instincts.** Go with your gut and avoid second-guessing your decisions.

✓ **Be confident.** Smile, hold your head up, look people in the eye. Sometimes putting on a brave face helps you feel strong on the inside too.



THE MAKING OF AN OPTIMIST

Happiness, success, professional satisfaction, creativity — it may surprise you that people who have these qualities have something in common: positive thinking. Luckily, you don't have to be born an optimist. You can learn it just like any other skill. **Your first three lessons:**

ACCEPT CHANGE. Everything changes, including you. Don't make it your life's goal to be comfortable, because once you get used to the way of your world, change will happen. Instead, focus on growth, adaptability and meeting challenges.



7 Ways to Feel on Top of the World

One surefire way to feel more like a winner is to stop blaming outside factors for your failures. Instead, look within and realize that whether or not life goes your way, today is largely within your control.

Take charge with these steps:

1 **Celebrate the good that's happened.** Think about how your attributes, talents, decision-making, skills and unique know-how contributed to the positive event.

2 **Fix problems.** Focus on solutions instead of dwelling on what went wrong.

3 **Let things go.** Stop trying to achieve perfection. Let your best be good enough.

4 **Visualize your success.** Rehearse mentally and picture yourself achieving the results you hope for.

5 **Do a good deed.** Stepping outside yourself to help someone else can take the focus off your own problems and make you feel good.

6 **Break bad habits.** Stop using unhealthy self-comfort measures such as smoking, overeating, alcohol abuse, or excessive Internet chatting and video games. Instead, exercise, connect with others and find positive activities that make you feel good.

7 **Know what makes you happy.**

Whether you like to listen to music, socialize with friends, play a sport or watch funny movies, know the one special activity that always picks you up, no matter how bad your day was.

LIGHTEN UP. Most likely, you give those around you the benefit of the doubt. What about yourself? Don't be hypercritical of your own actions and abilities or have unreasonable expectations of your performance. Be proud of your past successes and look forward to future achievements.

FIND YOUR BLISS. When do you feel happiest? Perhaps it's when you're playing with your children, walking the dog, exercising, fishing on a lake or cooking. Make activities that give you pleasure part of your daily life, and find ways to hang on to those positive feelings.

Roadblocks to Success

*Fear
Doubt
Low Self-Esteem
Perfectionism
Pessimism
Negativity
Anger*



START THE DAY RIGHT

You can't jump hurdles if your mind is mired in negativity. Change your mindset. As you start each day, say to yourself:

- Today is the best day of my life.
- I am strong, capable and ready to win.
- I can handle anything.
- Nothing can get me down.
- I'm proud of my success.