



MONDAY MOTIVATOR

CREATED BY PERFORMANCE STRATEGIES
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Welcome to your new edition of The Monday Motivator! In this edition, we're going to examine the topic of FRUSTRATION.



If you are reading this, you're probably a human. That's the good news. The other news is that we humans come with a standard package of limits that sooner or later drive us nuts, no matter our circumstances. Both rich and poor people have limitations. Men and women both have limitations. Young and old and every age in between have limitations.

All frustrations are self-induced. The universe gives us plenty of invitations to be upset and eventually some of us accept the invitation.

What are these limitations that "cause" us so much frustration? Where can we start? Look at this image and try to examine your mental response. Suppose this line is to get something you need? Now imagine that the line is really ten times longer beyond what you can see here. What are the emotional responses you are feeling?

Some will simply choose to leave the line. One person once sent us an email and stated that she would never stand in line to eat lunch. Really? What if lunch was the only meal you were going to get that day? Now would you stand in line?

Frustrations come from expectations, pure and simple. If we don't get what we expect then we feel frustrated, particularly if we don't see a quick



remedy we can happily live with. Examples are everywhere. For fun fill in this table below and then read it. Fill it out quickly, without a lot of time to ponder your reasoning. In the first column fill in your four biggest frustrations in the order you think of them. In the second column just how frustrated do you feel on average, on a scale of 1 to 10? In the third column pretend you have a magic wand and jot down how you would change the situation so it would not be frustrating to you.

My Frustration	Level 1 (low) to 10 (high)	Magic Wand Wish

How did you do? If you had to invent your frustrations, you probably did so to avoid emotionally experiencing the very frustration that irritates you. We humans are like that. When we merely THINK of what frustrates us we actually feel the frustration itself. So, we try to avoid thinking about it too much. As you can guess there are no “right” answers in the table above... just the reality of being yourself.

Much has been said about people being more willing to work around frustrations than confronting them head on. There’s probably some truth to that but many times what we want changed to suit us is beyond our control. The more this is true the more frustrating it seems to us.

So, what can we do to calm down and accept life as it comes to us and keep stress at a distance? For starters let’s change our expectations. A good example of this is being in a hurry. How many times have you seen people driving on freeways at 55 to 75 miles per hour while eating, reading, texting, putting on makeup or talking on their mobile phones? How willing are YOU to not be in such a hurry? How satisfying would it be to not risk your life in order to multi-task at freeway



speeds? It all comes down to leaving on time; allowing a little more time than you know it's going to take to get where you're going. Then your expectation of "no traffic" will change to "with traffic, I'll still get there on time." There won't be frustration if there's no cause for it. Another example is getting to an airport only to find that your plane is delayed. You quickly mentally recap the schedule you thought you would be keeping then start thinking of who you can blame for messing that up for you.

That's when the frustration sets in. You can't really blame anybody and you know it. You're stuck and there's not much you can do about it. As long as you expect the situation to change to one you'll be satisfied with, is about how long your frustration is going to last.



Now let's look at other sources of frustration that are minor but still add up to "a bad day." Let's say we're driving along and miss our left turn that would have taken us to our destination. No problem; we'll just drive up to the next intersection and do a U turn then get back on track. We get to the next intersection and see this...No real problem; we'll just go the NEXT intersection and complete the U turn there. Then we see this second sign. No real problem until we then realize the next U turn possibility is one mile up the road. Are you feeling the love yet? Probably not right now. You're not alone either. Driving in general is one of the more frustrating things we do.



Other irritating sources of frustration include waiting for service in a retail store, having to park a city block away from the front entrance, realizing you don't have time to shave, losing your keys, forgetting your phone, getting collection calls from an account you forgot about over a year ago, getting a traffic ticket, looking in the mirror and seeing wrinkles that were not there yesterday, getting on a scale only to find that it is defective as the number can't possibly be as high as it reports, preparing a beautiful bowl of fruit and cereal only to discover you're out of milk or getting a phone call from the police asking if your child's parents are home.

Welcome to humanity; and this is the very short list. You can probably add twenty to thirty more experiences to the frustration list without breaking a sweat. So, what do we do? Who do we call?

Here is what the experts say: First, stop expecting what you can't get. Just stop it. Then take a deep breath and count to ten while thinking of the times when you got exactly what you wanted. So what if you ordered Chinese take-out only to get home and discover your cashew shrimp stir fry is missing the shrimp? So what if you're going to miss your train? There's another one coming eventually, and if you're worried about how you'll explain to your boss what caused you to be late you can always admit that you did not manage your time well. That excuse is one that



can't be argued with so at least you'll be at work and stress free for the first half hour or so.

In summary, do a careful examination of that little voice inside your head that never stops reminding you of what you should have, could have, or would have if only something else had been different. It's easy to look at the world around us and assume that only we are getting the

short end of the stick. But as comedian George Carlin used to say, "It's not good for ya!"

Want to feel a little better? Perhaps the best poem ever written for busy people can be read here:

<http://www.businessballs.com/desideratapoem.htm>

Until next week, if you know of any business that would benefit with a little coaching in the areas of organization, time and task management, social media, sales, marketing, customer service, operations, HR, leadership or team-building, have them give us a call at 562-577-7000 or send us an email. We will keep you in the loop on how it's going.

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