

ACTION SIGNAL #1

Uncomfortable emotions like boredom, impatience, unease, distress, or mild embarrassment are sending you a nagging message that something is not quite right. **Either your perception of the situation is making you uncomfortable, or your current actions are not supporting you in your goal.**

The Solution

- 1) Use the skills you learned in Section 2 of this book to immediately change your emotional state.
- 2) Clarify how you want to feel now or what you want to accomplish.
- 3) Change or refine your actions. Try a slightly different approach to see if you can immediately change the way you're feeling about the situation or if you can change the results you're producing. Like all emotions that aren't dealt with, Action Signal #1 will grow into something more intense, possibly Action Signal #2.

ACTION SIGNAL #3

The action signal of hurt comes from a feeling of loss. The sense of loss is often illusory.

This action signal is calling us to **change our perception or realize that our expectations may have been inappropriate.**

The Solution

- 1) Realize you may not have actually "lost" anything. Raised voices do not necessarily mean someone no longer loves you.
- 2) Reevaluate the situation by asking: Is it possible that by not having my expectations met, I've actually *gained* something else? Have I judged this situation too soon or too harshly?
- 3) As elegantly and appropriately as possible, communicate your feeling to whoever you see as its source: "I know you really care about me. Can you clarify for me what really happened?"

ACTION SIGNAL #5

The action signal of *frustration* means that in spite of your current lack of progress, at some level you believe that something you're doing could be done better, that you could be getting a greater result. This is a call to action telling you to **change your approach and you can still achieve what you want.**

The Solution

- 1) Be flexible! Realize that frustration is your friend, and brainstorm new ways to get a result.
- 2) Find a role model, someone who has found a way to get what you want, and learn from him or her.
- 3) Become fascinated by what you could learn to help you handle this challenge in a way that consumes very little time or energy and actually creates joy.

ACTION SIGNAL #7

The action signal of *guilt* tells you that you have violated one of your own highest standards, and that **you must do something immediately to ensure that you correct the situation and keep yourself from ever violating it again.** This is how we maintain internal integrity.

The Solution

- 1) Acknowledge that you've violated your own critical standards.
- 2) Absolutely commit to making sure you'll never repeat this behavior. Mentally and emotionally rehearse how you'd deal with the same situation again in a way consistent with your highest personal standards.
- 3) Don't wallow in guilt. Now that you've utilized it to get yourself back in line, let go of it—do the right thing! Continually beating yourself up will not help you or anyone else to be better.

ACTION SIGNAL #9

The action signals of *overload*, *overwhelm*, *grief*, *depression*, and *helplessness* occur when we think of all the things that have happened to us that we cannot control.

You must break the situation down into simple steps.

The Solution

- 1) Decide which of the many things you're dealing with are absolutely essential to focus on.
- 2) Prioritize the most important steps for making progress in this area, thus gaining a sense of control.
- 3) Immediately tackle the first simple item on your list.
- 4) In dealing with all-encompassing emotions like grief, focus on what you *can* control. Realize that there must be some empowering meaning to it all. Remember, everything in life happens for a reason and a purpose, and it will serve you

ACTION SIGNAL #2

If we don't deal with situations that are making us uncomfortable, often they grow into fear. The emotions of *fear*, apprehension, worry, and anxiety are simply a call to action telling you that **you need to be more prepared for what's about to occur.**

The Solution

- 1) Think about the situation you're feeling fearful about and decide what you must do right now to prepare yourself mentally or physically.
- 2) Figure out what actions you need to take to deal with the situation in the most effective way possible.
- 3) Once you've prepared yourself, decide to stop worrying, then visualize yourself consistently and successfully dealing with this situation until you feel a sense of continued confidence.

ACTION SIGNAL #4

The action signal of anger, annoyance, resentment, or rage is a powerful emotion. Its source is feelings of hurt that have not been dealt with.

This action signal tells us that **one of our important standards, or rules, has been violated by ourselves or someone else.**

The Solution

- 1) Realize you may have misinterpreted, and the person you believe has "broken your rules" may not even know they've broken them.
- 2) Realize that your rules are not necessarily the "right" rules (sometimes that's hard to do).
- 3) Interrupt the anger by asking yourself such questions as "In the long run, is it true that this person really cares about me? What can I learn from this? How can I communicate the importance of my standards?"

ACTION SIGNAL #6

The action signal of *disappointment* is the painful feeling of being let down based on the belief that you're going to miss out on something forever. This action signal calls you to **change your expectations.**

The Solution

- 1) Figure out what you can learn from this situation, or change your expectations.
- 2) Set a new, even more inspiring goal toward which you can make immediate progress.
- 3) Realize that you may be judging too soon. Often the things you're disappointed about are only temporary challenges.
- 4) Have patience. Reevaluate what you truly want, and begin to develop an even more effective plan for achieving it.
- 5) Cultivate an attitude of positive expectancy about what will happen in the future, regardless of what has occurred in the past.

ACTION SIGNAL #8

The action signal of *inadequacy* is telling you that **you don't believe you currently have the information, understanding, strategies, confidence you need for the task at hand.** It's a call to gather additional resources.

The Solution

- 1) Maybe you've applied completely unfair criteria for assessing your performance. Ask yourself, "Is it possible I really do have the ability to deal with this, and it's only my perception making me feel inadequate?"
- 2) If you decide that you really don't have the skills to deal with this situation, appreciate your feelings of inadequacy as a call to improve yourself.
- 3) Find a role model who's effective in this area and learn some simple things you can do immediately to become more adequate or effective in this area.

ACTION SIGNAL #10

The action signal of *loneliness* tells you that you need a connection with people, that you really care about them and love being with them. It's calling you to **reach out and connect.**

The Solution

- 1) Realize that you can reach out and make a connection *immediately*. Caring people are everywhere.
- 2) Identify what kind of connection you need: basic friendship? love? a sympathetic ear?
- 3) Take immediate action to reach out and connect with someone.