

REVIEW!

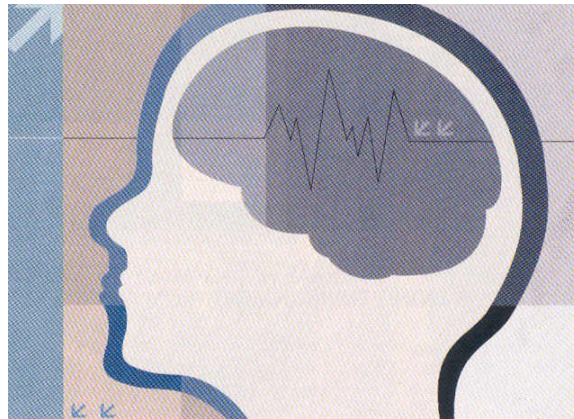
Promoting Thoughtful Action

Adapted from:

- Nelson-Jones, R. (1997). *Using your mind: Creative skills for work and business success*. London, UK: Cassell.
- Kidman, A. (1986). *Tactics for changing your life*. London, UK: Kogan Page.
- Burns, D. (1989). *The feeling good handbook*. London, UK: Penguin.

We think in visual images before we think in words. And while language provides a framework for thinking, it contains hidden assumptions based on our attitudes, beliefs and values. Emotional reaction occurs when the way we see events gets exaggerated beyond the available evidence. An event (A) triggers an interpretation of the event through a series of thoughts experienced as 'self talk' (B), which creates feelings (C), and leads to behaviours (D). So, what we do is a reflection of how we feel and what we think about a particular situation: A – B – C – D.

Thoughtful action comes from *reviewing* the *thinking* that caused emotional and behavioural responses to a particular situation, and then using your mind to make *choices* that are more affirming to yourself and others.



Recreate the triggering event:

- “When were you first aware of (the situation)?”

Encourage recollection of thoughts:

- “What were your thoughts at that point?”

Verify feelings:

- “What were you feeling then?”

Identify action taken:

- “What did you *choose* to do?”

Express Alternative actions:

- “What other *choices* could you have made?”

Welcome suggestions (Wrap-up):

- “What action will you take now (in the future)?”