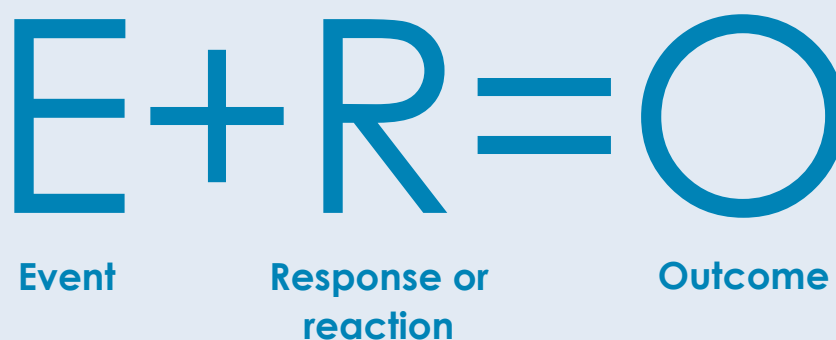


# My thinking style

This tool is a simple reminder for mentees that the outcomes we get are a result of how we choose to respond to the events in our lives.



## How to use the tool

'E + R = O' is a concept developed by Jack Canfield, the person who came up with the 'Chicken Soup for the Soul' books. The letters stand for 'Events + Response = Outcomes'.

Essentially, you have control on how you respond to an event, if you want a positive outcome then think about how you need to respond to drive the conversation to that outcome.

### Next time you experience a difficult event:

- Notice the emotions that the event is triggering in you.
  - Pause – resist the urge to react immediately. If you need to, create space between yourself and the event (e.g. ask to have a moment to yourself, step out of the room, go for a walk or simply take a few deep breaths).
  - Remind yourself that you always have a choice in how you respond and that how you respond will determine what you achieve.
- Talk to someone you trust to help you to determine what the best response to the event will be, keeping in mind both your personal needs and the needs of the business.

### As a mentor ask the following reflective follow-up questions:

- Consider a time when you had a difficult conversation without planning how you were going to approach it and how you were going to respond? What would you do differently next time and why?
- Who would be your appropriate, trusted confidante? Why would you chose them and do they manage their emotions well? If not, who else could support you to practice difficult conversations with?
- When you feel emotionally triggered, what impact do you think you have on the other person in the conversation? What could you do to change that impact into a more positive one?