








ConnectionSHIFT Exercise

This is your chance to apply what you've learned and a valuable step in creating a **SHIFT** habit. You may be thinking, "I don't want to do this exercise," but I assure you that practicing and personalizing the steps are crucial to making them work for you!

1. Under "POW" give a brief description of a recent meeting or conversation you had with a coworker or customer that created a negative connection, including why you were having a tough time connecting positively.
2. Under "S" write the word **STOP**. This will help you remember to say "Stop!" and breathe the next time you're hit with a POW.)
3. Under "H" list the harmful knee-jerk reactions you had in response to the POW you described in Step 1.
4. Under "I" list the emotions you experienced.
5. Under "F" list as many ideas as you can think of that are new options for the scenario you described.
6. "Under "T" write down at least one action you will take if you are faced with this POW again.
Under "WOW" list the positive outcomes that would result from this ConnectionSHIFT.

 POW	 Stop and breathe	 Harness knee-jerk reactions	 Identify & manage emotions	 Find new options	 Take one positive action	 WOW