

# Real-Life Tools for Real-Life Challenges

STRESS REDUCTION KIT

**B A N G  
H E A D  
H E R E**

## Directions:

1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.



*Leadership \* Enhanced Communication \* Productivity \*  
\* Stress Busting \**  
*WOW NOW Patient Service \* Effective Change Management*  
*There's a resource with answers for you at: [www.KelliV.com](http://www.KelliV.com)*  
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## 146 Things to Say When Things Don't Go Your Way!

1 We could be working for Enron.  
2 Compost happens.  
3 100 years, all new people.  
4 In 1 million years it won't matter.  
5 Omelet making in progress—Eat it.  
6 When life gives you lemons, make lemonade.  
7 When in Rome, do as the Romans do.  
8 Being dead is bad for business.  
9 Tomorrow is another day.  
10 Tomorrow I'll thank you.  
11 What is Plan B?  
12 There are always possibilities.  
13 I won't repeat that mistake.  
14 Maybe no one will notice.  
15 You always have choices.  
16 I can't wait to see the good that's going to come from this!  
17 Don't worry; be happy.  
18 It beats the alternative.  
19 Yeah, Baby.  
20 100 years from now, who will care?  
21 How can I rise to this challenge?  
22 What can I learn from this?  
23 Tomorrow will be a better day.  
24 I'll laugh at this later.  
25 He's/She's doing the best they know how.  
26 I'm good at what I do.  
27 I am a good person.  
28 They put their pants on the same way I do.  
29 What's the best thing that could happen?  
30 This is a chance for me to shine.  
31 Is there something I can do to help?  
32 I'm still above ground.  
33 What past experiences can I draw on?  
34 Where is (name) coming from?  
35 What do I want from this exchange?  
36 Yea, tho' I walk through the valley...  
37 Awesome!  
38 Oh, fascinating!  
39 Cool!  
40 I'm going to learn from this.  
41 In theory...  
42 My bad.  
43 Another opportunity  
44 What an opportunity  
45 The mother of all opportunities  
46 Another teaching situation.  
47 A learning moment  
48 You may have youth, but I have insurance.  
49 Right.  
50 That would be great.  
51 When opportunity knocks...  
52 I love a challenge  
53 If it were easy, everyone could do it.  
54 Well, it can only get better.  
55 Is it time for the deck party?  
56 Can't get any worse than the bottom.  
57 Keep your chin up.  
58 Change is good.  
59 Better to have loved and lost than never to have loved at all.  
60 Expect the worst; hope for the best.  
61 Hang in there.  
62 It can only go up from here.  
63 Check this out.  
64 Can't get any worse.  
65 Same song; different day.  
66 Same dog; new pile of poo.  
67 That'll fix it.  
68 Lead balloon  
69 Who's the genius?  
70 Clear as mud and twice as thick.

72 Lipstick on a pig  
73 Running & running but going nowhere  
74 Water under the bridge.  
75 Somewhere, somehow there is someone who doesn't like me.  
76 Nowhere to go but up.  
77 Try again.  
78 Life is full of surprises.  
79 It could be worse.  
80 Worse things happen at sea. (?)  
81 I hope that's the worst thing that happens today.  
82 Every cloud has a silver lining.  
83 Always look on the bright side of life.  
84 Remember the ant and the rubber tree plant. (*Oops there goes another rubber tree plant!*)  
85 I think I can.  
86 A ship in the harbor is safe, but that's not what ships are made for.  
87 Who moved my cheese?  
88 We are not given more than we can handle.  
89 That's special.  
90 Smile; it can't be *that* bad.  
91 More wisdom.  
92 Look on the bright side.  
93 The sun will come up tomorrow.  
94 Aim high, lay low.  
95 A golden opportunity.  
96 A golden opportunity.  
97 The pig's gassed up and ready to fly.  
98 Time wounds all heels.  
99 Aye yi yi!  
100 Better luck next time.  
101 Dead Man Walking  
102 Well nowwww, isn't *that interesting?*  
103 It's my turn.  
104 It always happens in 3's.  
105 It couldn't possibly get worse.  
106 What's next?  
107 Next, please?  
108 How do we get out of this one?  
109 Who can we call to help?  
110 How can I help?  
111 Don't worry about what you can't control.  
112 Pretty is as pretty does.  
113 What comes around, goes around.  
114 It can't be that bad.  
115 Don't judge a book by its cover.  
116 Go with the flow.  
117 Stay tuned for the next episode.  
118 Don't sweat the small stuff.  
119 No biggie.  
120 Whatever will be, will be ( *Que' sera', sera'*)  
121 SW, SW,SW,SW (Some Will, Some Won't , So What, Someone else's waiting)  
122 Stuff happens  
123 Shift happens  
124 \*\$!\$%^ happens.  
125 This could suck, but I refuse to let it.  
126 What now?  
127 Soon the day's gonna end.  
128 At least I *have a job*.  
129 I've been through worse.  
130 Life goes on.  
131 I've been unemployed before.  
132 Why not me?  
133 Cancel, cancel (to extinguish any negative thoughts or phrases we let slip out automatically)  
134 Deal with it.  
135 This is not *that bad*.  
136 All planes will still fly.  
137 We still get paid.  
138 There's always the fridge.  
139 There's always chocolate.  
140 There's a light at the end of the tunnel (and it's *not* a train).  
141 It's always darkest before the dawn.  
142 Bad times help you appreciate the good.  
143 It is the characteristic of wisdom to not do desperate things.  
144 A lesson won't present itself until it's learned.  
145 Life is 10% of what happens to us and 90% of how we react.  
146 Keep moving forward!

# Real-Life Tools for Real-Life Challenges

## Because the Patient

Because the patient has a *need*, we have a *job* to do.

Because the patient has a *choice*, we must be *the better choice*.

Because the patient has *sensibilities*, we must be *considerate*.

Because the patient has an *urgency*, we must be *quick*.

Because the patient is *unique*, we must be *flexible*.

Because the patient has *high expectations*, we must *excel*.

Because the patient has *influence*, we have *the hope of more patients*.

Because of the *patient*, we **exist**.

By Annette R. Karnash, R.N., M.N.