

Mindful Work

The three A's practice (formerly LALA) and re-framing

When events (external or internal) trigger negative emotions, we can learn to respond differently, in a way that embodies our core values and our innate loving kindness.

To train ourselves to change responses, we need to first recognise our emotions rising, then step back with objective curiosity, re-frame what's happening, and then choose a wholesome response and action.

We have developed the 3 A's practice to address this:

Acknowledgement	By staying aware of feelings in the body, we can acknowledge emotions arising. The more we do this, the quicker we get at noticing even subtle stress signs (normally some form of physical contraction). When we notice this, step back with curiosity and non-judgement. Just acknowledge that it has happened.
Acceptance	Once the emotion is recognised, accept its presence with friendliness and interest, neither avoiding nor holding on to it. This is an internal process; we often can't control external events, so we act where we can, on our internal processing. We can re-frame what has happened to see the positives or the learning. As we do this, we can also allow the emotion to evolve; left alone it will always change and subside.
Appropriate action	With this process, we create a moment of choice based on the information gathered. We can choose to make creative and appropriate responses, based on our core values or daily aspiration (such as being kind to self and others) and thus re-programming our habituated response when this occurs again.

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Exercise: re-framing

Be intentionally observant of your own reactions and emotions. Every time you feel the rush of emotion affecting you, let it happen, observe with curiosity, and write down what you felt and what your tendency is in reacting to that kind of event.

*Also practise being **intentionally positive**. For example, if you did not close a deal, recognise what an amazing learning experience it was, and how you built a relationship with the potential client, that you can use to help inform your next sales promotion. Recall how professional you were, how clear your offer was, and how it gives you vital information about how you could do things better next time.*

In addition, when you experience success, make sure you spend even more time recalling the reasons for your success, fully experience the feeling of it, and the thoughts that arise. Make sure, however, that you are doing this with honesty; we're not building up the ego in a big-headed way, we're just building confidence in our strengths and capacities.