

## How to turn hard times into helpful learning

### What do we mean by a hard moment?

We all experience moments of challenge in our day jobs. From difficult people to disagreements in meetings, disappointing feedback to differing expectations.

When issues happen they can take us by surprise and leave us feeling like we don't have control. However, these moments can also be brilliant for our learning and accelerate our self-awareness.

Describe the experience and emotions of a recent hard moment



### In the moment, remember the 3 A's



#### Acknowledge

Reflect on why this moment feels hard rather than dismissing it.



#### Accept

Know that you can't change what has happened. Dwelling will only make it more difficult to move on.



#### Act

Focus on what is in your control and take a small action to increase your ownership of the outcome.

### From hard to helpful - the learning cycle

#### Perspective playback

Ask for someone else's view on your situation.



#### Choose your ending

End the experience with an action that makes you feel positive.



#### Rehearse your response

What would you do differently if this moment happened again?



### Coach yourself questions

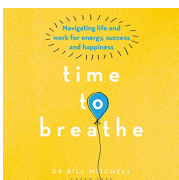
What am I already doing well that's helping me to navigate the hard moments in a week?



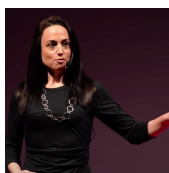
What 1 word do I want to use to describe myself after a hard moment?



### Recommended resources



**Time to Breathe**  
by  
Dr Bill Mitchell



**Becoming Mentally Strong**  
**TedX talk**  
from psychotherapist  
Amy Morin.



**Squiggly Careers Podcast**  
How to move forward from failure  
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