



EFFECTIVE PROBLEM SOLVING
THE ABILITY TO WORK UNDER PRESSURE
ADJUSTING TO NEW SITUATIONS
ABILITY TO COMMUNICATE
BALANCING WORK WITH FAMILY
ADAPTABILITY

Rafał Szrajnert

EFFECTIVE PROBLEM SOLVING

- **1. Identify the issues.**
- **2. Understand everyone's interests.**
- **3. List the possible solutions (options)**
- **4. Evaluate the options.**
- **5. Select an option or options.**
- **6. Document the agreement(s).**
- **7. Agree on contingencies, monitoring, and evaluation.**

THE ABILITY TO WORK UNDER PRESSURE



A	1	I
B	2	II
C	3	III
D	4	IV
E	5	V
F	6	VI
G	7	VII
H	8	VIII
I	9	IX
J	10	X
K	11	XI
L	12	XII

- Taking off work is very costly. According to a Basex study, in 2005 they cost the US economy \$ 588 billion.

<https://lib.store.yahoo.net/lib/bsx/basexcostpayes.pdf>

- University of California Irvine Labor Cost Survey - It takes an average of 23 minutes and 15 seconds to return to an assignment!

<https://www.ics.uci.edu/~gmark/chi08-mark.pdf>

- **Start Predicting And Planning For Crunch Times**
- **Create A Prioritization Strategy**
- **Forget The Future, Focus On The Present**
- **Break Your Tasks Down**
- **Stop Procrastinating**
- **Take Contrary Action With Purposeful Slacking**
- **Change How You Think About Pressure**

ADJUSTING TO NEW SITUATIONS

- When a good change appears, accept it with grace.
- When a negative change is looming, start looking for alternatives before it actually happens, if you can.
- Change is constant, so we usually don't notice the little or the expected changes
- Emotional changes can be the hardest to adjust to.
- Take responsibility for how you deal with changes. Dr. Albert Ellis, once said, "The best years of your life are the ones in which you decide your problems are your own. You do not blame them on your mother, the ecology, or the president. You realize that you control your own destiny."

ABILITY TO COMMUNICATE

- **1. Active listening**
- **2. Adapting your communication style to your audience**
- **3. Friendliness**
- **4. Confidence**
- **5. Giving and receiving feedback**
- **6. Volume and clarity**
- **7. Empathy**
- **8. Respect**
- **9. Understanding nonverbal cues**
- **10. Responsiveness**

BALANCING WORK WITH FAMILY

- Dwight D. Eisenhower (Eisenhower Matrix)



① Do First

First focus
on important tasks
to be done the same day.

② Schedule

Important, but
not-so-urgent stuff
should be scheduled.

③ Delegate

What's urgent,
but less important,
delegate to others.

④ Don't Do

What's neither urgent
nor important,
don't do at all.

ADAPTABILITY

S

Define the **Situation**

T

Identify the **Task**

A

Describe your **Action**

R

Explain the **Result**