

You Are Not A Frog

Workbook, CPD & Reflection Log



Episode 78: Complaints and How to Survive Them: Preparing to Fail Well with Drs Sarah Coope, Annalene Weston and Sheila Bloomer

In this episode, Rachel is joined by Drs Sarah Coope, Annalene Weston and Sheila Bloomer. They share their experiences with coaching doctors on complaints made against them. They also discuss the difficulties of dealing with failures and share valuable advice on how to cope with its effects.

Shifting from a perfectionist mindset with high expectations is vital to handle complaints and mistakes in the workplace better. It's normal for mistakes to happen, and it's important to acknowledge that you're only human. You can always learn to handle difficult situations with more empathy and kindness for yourself and the people around you.

Podcast links

- [Medical Protection Society](#)
- [Dental Protection Australia](#)
- [The Power of Believing You Can Improve](#), a TED talk by Carol Dweck
- [Permission to Thrive CPD Membership](#)
- [Sign up here](#) for more FREE resources.
- [Email Rachel](#) or reach her on [LinkedIn](#) or [Twitter](#).
- Join the [Shapes Collective Facebook group](#).

QUOTE TO REMEMBER:

'Really, a mistake is a way to learn and grow and move forward not just for ourselves, but — as Sarah, Rachel and Annalene have been saying — it's a way of helping others as well. Because unless you've been in the shoes of someone who's made a mistake, it's difficult to give them guidance about how to get through it.'

What You Will Learn from the Activity

It is common and normal to make mistakes. It's also very common for us to process and react to them in ways that don't help us. When we're confronted by our mistakes, it's easy to berate ourselves and become preoccupied with what we've done wrong. This is especially true when our mindset, as well as our environment, is clouded by perfectionism which can then affect our physical, mental and emotional well-being.

But mistakes happen no matter how careful we are, or how much training we've had, or how much we put others first. Sometimes we have to accept that these things simply occur. We can choose to lose ourselves in our mistakes, believing that we can never change or we have the option to learn and grow from them.

This workbook centres on self-inquiry where you are reminded to allow time and space for yourself to reflect on what went wrong. Doing so can help you examine what happened in a much clearer light. You can learn to acknowledge failures and mistakes and move on by learning from them.

This workbook reminds you that there is always room for improvement. Nobody's perfect, and mistakes are always bound to happen, but mistakes don't make you a bad person. So be kind to yourself just as you would be to others.

Activity: How to Shift Your Mindset to Handle Complaints and Mistakes in the Workplace

What significant thoughts come up when I'm faced with failure?

What are my biggest fears in my workplace? Do most of them relate to failure?

What powerful emotions come up when I make a mistake (e.g., shame, anger)? Is there anything that underlies these emotions?

Do my emotions help or hinder me from going through my day? Have I experienced situations where I was too preoccupied with my mistake?

How can I reframe my thoughts so that I don't dwell on my failures or on feelings of doubt and fear among others?

How can I release my emotions so that I don't dwell on them? What activities help me de-stress?

When I feel like a failure, what are three things I can do immediately to calm down or to feel less alone?

Who can I approach to talk about what I'm going through?

What would I say to a colleague or good friend who has made a mistake? Write at least three things you will say to that person. For example, *It's okay, mistakes are a normal part of life..*

Using what you wrote above, tell this to yourself whenever you make a mistake.

CPD time claimed:

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