

## On the job... The boss is late

### ***Situation:***

Yesterday we were supposed to get to work early, for 8:00 a.m. I got there about three minutes to eight and the door was still locked. At ten after eight there were three of us employees standing outside and the manager with the key still wasn't there. Everybody was getting worked up.

### ***Symptoms:***

We were talking about where she could be, if something happened to her. One person was complaining that we were there on time and she wasn't. I thought the same thing. "This isn't fair! I wonder how long it's going to be? There's no way to call anyone, besides none of us has a cell phone." I started getting fidgety. I was kind of pacing around. I felt jittery inside. I wondered out loud to the others if they'd pay us for the time that we were standing outside because it wasn't our fault that we weren't starting work on time. We were locked out. I could tell everybody was getting more tense.

### ***Solution:***

Then I remembered, calm begets calm. Rather than help everybody stay nervous about the situation, I could help calm us all down. So I said: "This is distressing, but it's not dangerous." Someone else said that it might end up being dangerous – what if she never showed up? So I told them that right this minute it was not dangerous. And even if she didn't show up at all, it would be only uncomfortable, not really dangerous. I know that the other people are like me, we like to stay on a set schedule. We could practice being flexible instead.

The anger was against the manager for being late. We were judging her wrong. And, she's not wrong, she's average. Everyday across the world people are late for work. That makes it average. And, for sure, we weren't the first people in the world locked out from where they worked. When I look at the averageness of a situation, that helps take the danger away from it for me.

The fear was that we might have our pay docked, but at that point we really didn't know for sure. Another fear thought was, "What are we supposed to do?"

Even though it might be a little complicated finding a phone to call from, realistically there are offices and stores around. If we went to one and explained the situation, they'd let us make a call. It's not like the place we worked was in the middle of nowhere.

It might be uncomfortable asking to make a call, but I know that comfort is a want, not a need. I could do it if I command my muscles to move.

Also I know that I can't control what's outside of me – the boss, the door, the lock.



Rather than be part of the confusion, I thought it would be good to be part of the solution so I suggested to the other employees that if the manager didn't get there by 8:30 that I would go across the street and phone the main office. They said OK. So we had a plan. We made a decision. All we had to do was wait until 8:30 and then I'd act.

***In the past:***

Before Taking Charge I had no idea that I could change my thoughts. My imagination would have played up all kinds of horrible scenes. This would have been an emergency. This time I saw it for what it was: an irritation, frustration and disappointment. And, it was a triviality when I compare it to my mental health. I would have acted on my fear and anger. I would have held on to it for at least the whole day. And because I didn't resolve the first triviality of the day, everything else that happened would have piled up on top of that one incident.

