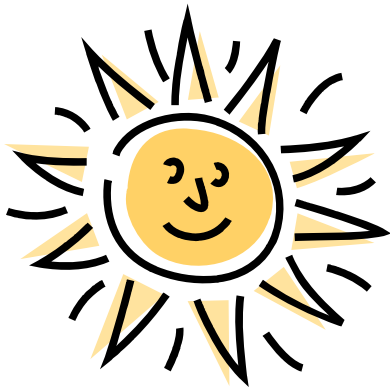


Who's Pushing Your Buttons



Texas Association for Court Administration
Annual Educational Conference
November 12, 2009

Presented by:

Jack Harris

(520) 296-5488
(520) 298-8738 (fax)
jack@jackharris.org (e-mail)
www.jackharris.org

About Jack Harris . . .

As a trainer, workshop leader, keynote speaker and conference presenter, Jack Harris makes presentations to people from around the world on a variety of topics aimed at helping *Keep Good People Good*. With an insightful understanding of human nature & behavior, as well as a good sense of humor, his presentations are entertaining and filled with useful information, not just theory and trendy “buzz-words.” His unique combination of law enforcement & management experience, behavioral science background, and a passion for practical solutions, allows Jack to provide results-oriented training that helps people develop practical skills they can apply to everyday, real-life situations.

His work in the areas of management and leadership skill development, anger and conflict management, disgruntled and malcontent employees, communication, personal resilience, emotional survival, ethical decision making, change management, trauma and critical incident response, and dealing with difficult people has earned him an outstanding reputation throughout the country. He is a frequent presenter at law enforcement and public safety conferences throughout the country. His upcoming book, *Giving Feedback That Matters*, is being written to help managers develop the skills necessary to be more effective and confident when dealing with personnel related matters. The International Association of Chiefs of Police, the Department of Justice, the Pennsylvania Chiefs of Police Association and the Community Policing Exchange have published some of his work.

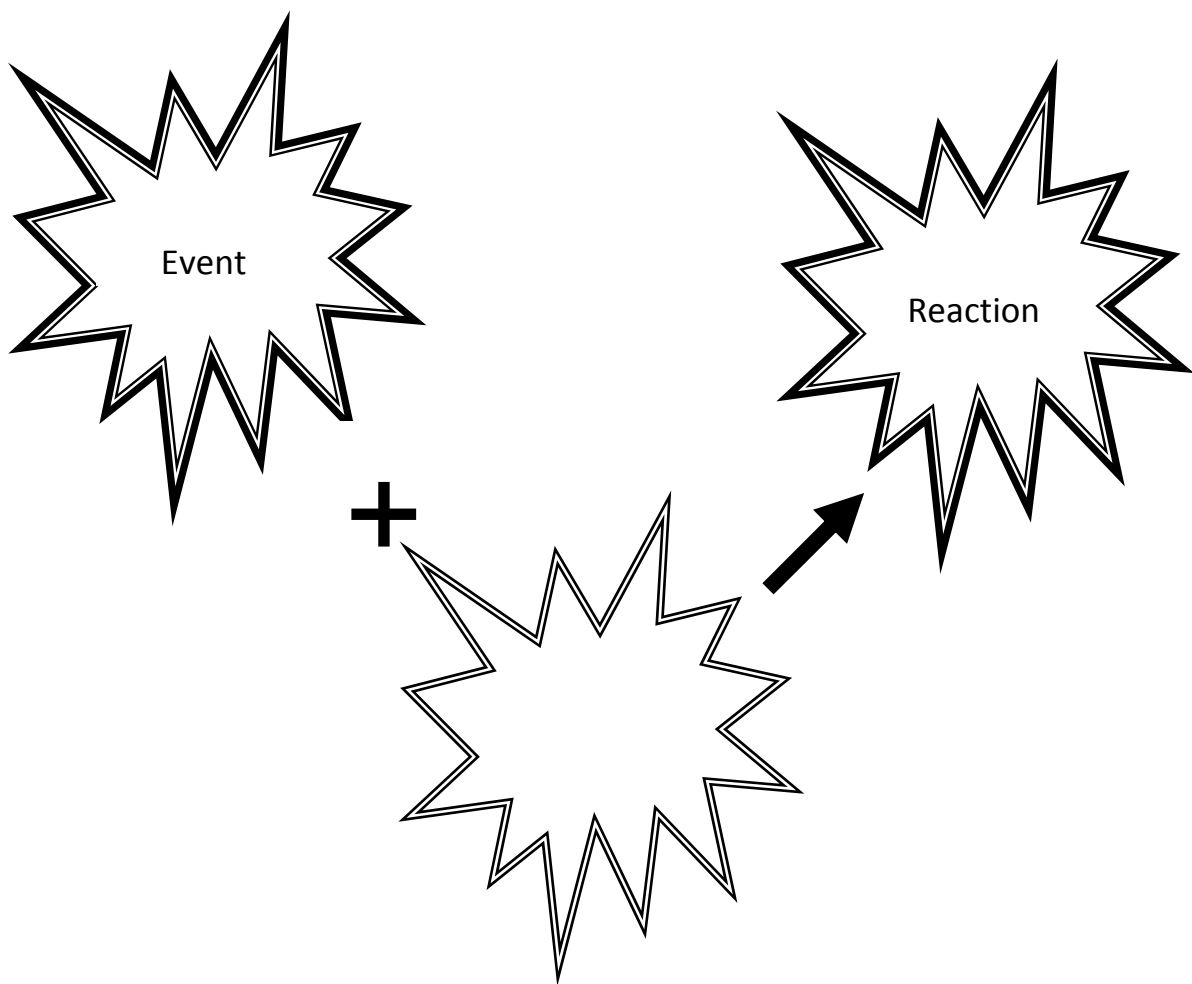
Jack started his law enforcement career as a deputy with the McDonough County Sheriff's Department in Macomb, Illinois. After spending twenty years with the Tucson, Arizona Police Department, Jack retired in 1994 as a captain. During his career, he held a variety of executive-level command assignments, including narcotics, training, patrol, air support, communications, management information, and staff services.

In addition to his law enforcement background, Jack is a licensed counselor, a certified instructor for the International Critical Incident Stress Foundation (ICISF), a Board Certified Expert in Traumatic Stress by the American Academy of Experts in Traumatic Stress and a trained mediator. He holds a Masters Degree from the University of Arizona and a Bachelors Degree from Western Illinois University.

If you have questions or would like more information about today's presentation or other programs Jack offers, please contact him at (520) 296-5488 or at jack@jackharris.org.

What Pushes Your Buttons?

-
-
-
-



- Events (or other people) do not cause our reactions!
- Our interpretations (the tape that plays in our heads) cause our reactions!
- When we change our interpretation, our reaction will change!

Change the Tape That Plays in Your Head . . .

The Event	My Reaction	The Tape that is Playing in My Head	What I Want My Reaction to Be	The Tape that Would Have to be Playing in My Head

1. In the 1st column (Event), describe the event you want to use as an example.
2. In the 2nd column (My Reaction) column, describe the reaction you first experience following the event (don't think about, analyze, judge or evaluate this, just be honest and write your first and real reaction(s)).
3. In the 3rd column (The Tape), describe the things you are telling yourself about the event (this is the hardest part of this exercise and again, don't over-think or analyze this – just be accurate and honest with yourself).
4. In the 4th column (What I Want My Reaction to Be), describe the reaction you would prefer to have.
5. In the 5th column (The Tape that Would Have to Play), describe what you could tell yourself that would result in your preferred reaction (be creative, open minded and imaginative).

*If you can't change a "Button Pusher,"
change the way that person affects you . . .*

The choice is yours and yours alone!

- It is not a question of IF your buttons will be pushed . . . it is only of matter of when and how often!
- Don't give other people the power to control you by pushing your buttons!
- Every time you say, "You make me so _____," . . . you give that person a tremendous amount of power and control over you!
- Manage yourself . . . don't allow button pushers to manage you!
- This is a skill . . . practice it!

*The best training in the world cannot and will not produce meaningful results
UNLESS you take what you learn in the classroom and
consistently apply it to everyday, real-life situations!*

Your Personal Action Plan . . .

1. What are two things you thought about during this conference that you are willing to begin using immediately to get the results you want?

