

Walking the Talk

It is all well and good espousing a way of being, and suggesting there is power available as we engage with others in a love-based responsive way and not from a fear-based reactive mode but putting the philosophy into action can sometimes be really challenging. Recently I hit one of those “character building” episodes.

Having spent significant energy redesigning and redeveloping my business web site I met a series of roadblocks to going live that related to supplier misrepresentation or incompetence. One example was a hosting provider, before sign up, stating I would be able to load my site and test it prior to going live. This proved false. After signing up I loaded my site and was then told, on asking how, that I could not view the site without changing my domain pointer to the new site, effectively putting my untested site live and taking the live site on-line. Misrepresentation!

Having found a suitable hosting provider and being ready to go live I then approached my original, then current, provider and indicated the steps I wished to follow for an ordered transition. On their recommendation I decided to leave my Domain Name Server (DNS) record with them. When I cancelled my hosting account, in line with their recommended change to my approach, they destroyed my DNS record. I had no email or web site. All gone.



Hair-pulling turmoil

Author

[Stephen Harrison](#) BSc (Hons), PMP, FPMINZ

Abstract

Falling into a trap of survive (fear-based) reactions is easy, yet it is worth reclaiming personal power by transitioning to thrive (love-based) responses, a real effort. This article outlines a specific episode of such transition and provides some ideas on how to do so.

Keywords

Anger, appreciate the fog, coaching, conscious living, frustration, powerlessness, reclaiming personal power, thrive (love-based) responses, survive (fear-based) reactions

First Published

4 July 2013

Copyright

© [Harrison International Ltd](#), 2013. This document may be transmitted & reproduced in its entirety.

Within hours of losing my email and web site I flew out-of-town with my wife on a holiday to attend a wedding and had significantly reduced capacity to follow-up and pursue a solution. I found myself anxious, furious and frustrated, with bouts of powerlessness and helplessness. I work in the IT and Telecommunications industries. If I were to cause a client severe (or any) inconvenience or was negligent in any way then I would be held liable, and would be expected to resolve any issues with all expediency. Not so for a large supplier with a small client. They showed no interest in resolving the situation, and had plenty of excuses. I found my emotional turmoil magnified. It turned out that I was without a web site and email for five days. The provider updated my file to include “sorry” but there was no personal acknowledgement.

At the height of this crisis I was totally without my power, consumed and crippled with emotional turmoil, leaving me in a highly reactive, fear-based state. What to do? This was a thoroughly unhelpful and unproductive way

of being. I could not positively resolve my hosting issues, and was not enjoying my holiday.

In my book “Appreciate the Fog” I write about power-based, thrive responses (Assert, Attend, Act and Authenticate) that are positive alternatives to the fear-based, survival reactions (Fight, Flight, Freeze and Fabricate). I was well and truly reactive, not really even surviving. The key question for me was “How do I reclaim my power?”

For me, in that moment, awareness that I needed to shift was key. My second aid was to share my struggle and

that I wanted to reclaim my power with my wife. She listened, allowed me to vent as a way of clearing myself emotionally, and then asked, “So what can you do now?” Great coach! Within minutes I was in a place of clarity, had taken a couple of small actions that positively moved things a little and I was largely free of my turmoil. I had reclaimed my power, and I had a great weekend. Yes, I still had to wait for the Telco monster to take their steps and resolve their incompetence, but I did so in a better place than if I had remained worked up. It can be difficult walking the talk, but it is worthwhile.

For more information related to themes in this article, refer to chapter 9 (Developing Personal Power) of: Harrison, S. G. (2012). [Appreciate the Fog: Embrace Change with Power and Purpose](#). Auckland, New Zealand: Xlibris Corporation.

Coaching can support you create the best outcome when working with areas covered by this article.

Follow these links for coaching information:

- [Coaching Overview](#)
- [Individual \(Leadership/Executive\) Coaching](#)
- [Team Coaching](#)
- [Group Coaching](#)
- [Why Sponsor Coaching?](#)
- [Offer: Free Individual Coaching Session](#)
- [Stephen’s Profile](#)