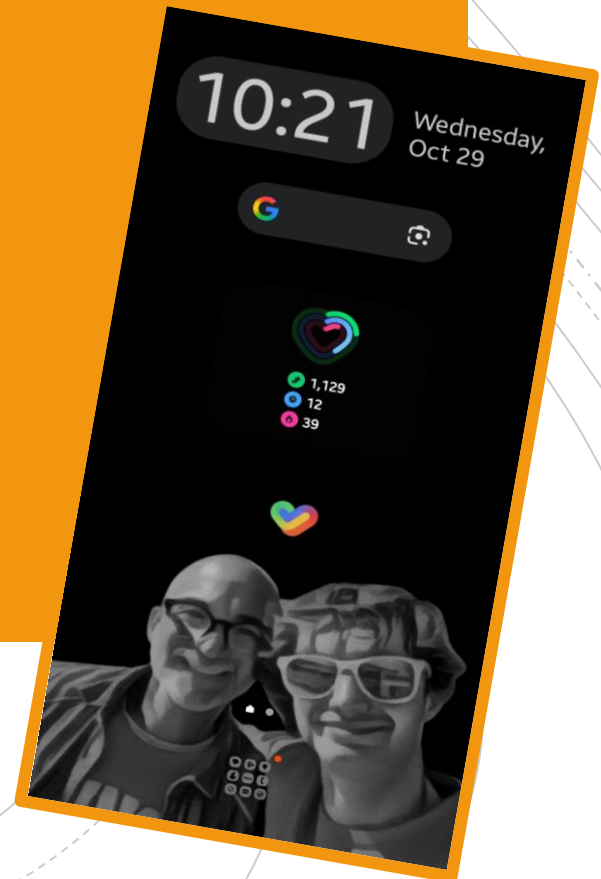


**Acceptance +
Awareness =
Workplace Harmony?**

Jim Klein, EdD, LPC
Associate Professor of Counseling
University Ombuds



Overview

- Welcome
- Quick Introduction
 - Informal
 - Independent
 - Impartial
 - "Confidential"
- Today's goal: Provide a potential (and partial) foundation for addressing conflict.
- Two Foundational Characteristics:
 - Acceptance: "Let Them" (Boundaries)
 - Awareness: "Dealing with Feeling" (Emotional Regulation)
 - #3 Agreement: "Collaborative Problem Solving"

Acceptance

"LET THEM THEORY" BY MEL ROBBINS

- Core Idea: Regain control by accepting what you cannot control (i.e., other people's opinions, feelings, and actions).
- Learn & practice how to release the urge to control or correct others & reclaim your focus on your actions, goals, and values.
- Workplace Application: Let them be frustrated with [blank]. Let me focus on the part of the project I can complete now and/or control.

Awareness

"DEALING WITH FEELING" BY MARC BRACKETT

- Core Idea: Emotions are valuable signals (data), not just "good" or "bad." Our ability to manage emotions (emotional regulation) is a learned skill.
- RULER Method: Recognize, Understand, Label, Express, & Regulate.
- Workplace Application: Instead of suppressing/internalizing stress, label it & be vulnerable enough to share/discuss it ("I feel anxious about *blank*"). Understand the trigger(s). Regulate (e.g., take a brief walk)

Plan B & Agreement cont.

DR. ABLON'S CORE PHILOSOPHY:

- Challenging behavior in the workplace is due to lagging skills (e.g., time management), not because of a lack of motivation or a deliberate intent to sabotage. People do well if they can.
- Why Traditional Methods Fail:
 - Demands, ultimatums, or punishment often lead to resentment and temporary compliance, but don't sustainably solve the issue(s). Avoidance simply ensures the problem will return.
- The Solution:
 - A structured, non-punitive process to solve problems mutually.

"How We Feel" Free App

Dr. Marc Brackett & Yale's School of
Medicine and Center for Emotional
Intelligence

- [Article](#) for understanding
- Overview of [the app](#)

Contact & References

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References:

- Ablon, S. (2018). *Changeable. How Collaborative Problem Solving Changes Lives at Home, at School, and at Work*. Penguin Random House.
- Brackett, M. (2025). *Dealing with Feelings. Use Your Emotions to Create the Life You Want*. Celadon.
- Robbins, M. (2024). *Let Them Theory*. Hay House.

"The ultimate freedom in the office is the freedom to choose your response, not the freedom to control everyone else."

"Mood follows action." -Rich Roll