

*Good day?*

I wake up on time and get straight out of bed (defying my lazy thoughts to stay in bed a bit longer!)

I have a long, hot shower and have time to sit down and eat a bowl of cereal and have a cup of tea.

Over breakfast I get organized: look through my diary, pack my bag and check emails on my home PC.

I buy a coffee with just cream on the way to work and pick up a paper, taking a slow pace to the office as I read through the headlines.

I walk in the office and have time to smile and talk to whomever I see.

I sit down in a relatively empty office and have time to plan my day in more detail; read through any paperwork and prepare for meetings.

I have time to talk to people in my team and help them resolve any challenges that might come up.

I get to and finish meetings in time and feel like I've made a contribution and difference.

I get time to talk to people my team supports and add another layer to my understanding of what we need to do in order to improve and add this to any meeting agendas that might be coming up.



*Bad day?*

My alarm clock fails, I wake up late and rush to get ready without any breakfast or anything to drink.

I forget my day planner. Without it I feel lost and disorganized.

The bus is late and I have not time to pick up a paper and buy a flat-white coffee.

I arrive at work, and as I'm late, am not smiling but already feeling behind and probably look a little stressed. My normal hellos become a fleeting wave and grunt!

I turn on the computer and my electronic day planner tells me that I'm meant to be elsewhere for a meeting.

I look at my emails right away and there are more than 30, with half of them marked as urgent. This is stressful, particularly if I now need to go to a meeting.

Someone wants to talk to me and I cannot give them time as I'm in a rush. They probably feel neglected and I feel bad because I don't stop and listen.

I skip lunch because I'm behind with work. This causes more stress and deepens my hunger.

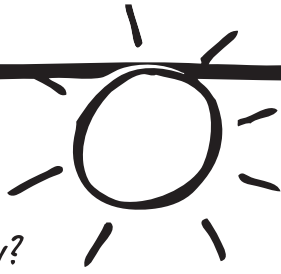
*What will it take to have more good days and fewer bad days?*

Change my alarm clock.

Get up early, allowing time to get organized, eat breakfast and set myself up for the rest of the day. If this happens, a lot of other things fall into place.

Always have breakfast, prepare it the night before so it can be eaten on the way to work if necessary.

Continued ...



Good day?

I drink plenty of water and decide to walk home (in the sun) reflecting on the day, and preparing myself for home.



Bad day?

Colleagues talk around me as I try and catch up with work on the computer, and I end up not being able to visit a service I manage and talk to the people I planned to talk to.

I get home, look at my day planner and find that I missed a meeting, so have to phone and apologize before I sit down with my family and eat dinner, probably in a bad mood.

*What will it take to have more good days and fewer bad days?*

Arrive at work early (make this a habit) and with a big smile. Tell others that this is what I plan to do as a public statement often helps me do things.

Make time in my day planner to talk to people. Shut out any other distraction and listen. Ask the person if they feel it has been productive.

Drink water and eat throughout the day to keep up energy levels.

Reflect and plan on my way home