

English for Business
Level 7
الإنجليزية للأعمال
المستوى السابع



How Successful People Stay Calm?

كيف يبقى الناس الناجحون هادئين؟



Source: Travis Bradberry, Ph.D.

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How Successful People Stay Calm

- The ability to manage your emotions and remain calm under pressure has a direct link to your performance. Talent Smart has conducted research with more than a million people, and we've found that 90% of top performers are skilled at managing their emotions in times of stress in order to remain calm and in control.
- Besides increasing your risk of heart disease, depression, and obesity, stress decreases your cognitive performance. Fortunately, though, unless a lion is chasing you, the bulk of your stress is subjective and under your control. Top performers have well-honed coping strategies that they employ under stressful circumstances.
- While I've run across numerous effective strategies that successful people employ when faced with stress, what follows are ten of the best. Some of these strategies may seem obvious, but the real challenge lies in recognizing when you need to use them and having the means to actually do so in spite of your stress.

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How Successful People Stay Calm

They Appreciate What They Have

- Taking time to contemplate what you're grateful for isn't merely the "right" thing to do. It also improves your mood, because it reduces the stress hormone cortisol by 23%. Research conducted at the University of California, found that people who worked daily to cultivate an attitude of gratitude experienced improved mood, energy, and physical well-being. It's likely that lower levels of cortisol played a major role in this.

They Avoid Asking "What If?"

- "What if?" statements throw fuel on the fire of stress and worry. Things can go in a million different directions, and the more time you spend worrying about the possibilities, the less time you'll spend focusing on taking action that will calm you down and keep your stress under control. Calm people know that asking "what if?" will only take them to a place they don't want—or need—to go.

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How Successful People Stay Calm

They Stay Positive

- Positive thoughts help make stress not constant by focusing your brain's attention onto something that is completely stress-free. When things are going poorly, and your mind is flooded with negative thoughts, this can be a challenge. In these moments, think about your day and identify one positive thing that happened, no matter how small. If you can't think of something from the current day, reflect on the previous day or even the previous week. Or perhaps you're looking forward to an exciting event that you can focus your attention on.

They Disconnect

- Given the importance of keeping stress not constant, it's easy to see how taking regular time off the grid can help keep your stress under control. When you make yourself available to your work 24/7, you expose yourself to a constant line of stressors. Forcing yourself offline. Turning off your phone gives your body a break from a constant source of stress. Studies have shown that something as simple as an email break can lower stress levels.



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How Successful People Stay Calm

They Limit Their Caffeine Intake

- Drinking caffeine triggers the release of adrenaline. Adrenaline is the source of the “fight-or-flight” response, a survival mechanism that forces you to stand up and fight or run for the hills when faced with a threat. This is great when a bear is chasing you, but not so great when you’re responding to an email. When caffeine puts your brain and body into this hyperaroused state of stress, your emotions overrun your behavior.

They Sleep

- I’ve beaten this one to death over the years and can’t say enough about the importance of sleep to increasing your emotional intelligence and managing your stress levels. When you sleep, your brain literally recharges, shuffling through the day’s memories and storing or discarding them (which causes dreams), so that you wake up alert and clear-headed. Stressful projects often make you feel as if you have no time to sleep, but taking the time to get a decent night’s sleep is often the one thing keeping you from getting things under control.

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How Successful People Stay Calm

They Reframe Their Perspective

- Stress and worry are fueled by our own inclined perception of events. It's easy to think that unrealistic deadlines, unforgiving bosses, and out-of-control traffic are the reasons we're so stressed all the time. You can't control your circumstances, but you can control how you respond to them. So before you spend too much time dwelling on something, take a minute to put the situation in perspective.

They Breathe

- The easiest way to make stress intermittent lies in something that you have to do everyday anyway: breathing. The practice of being in the moment with your breathing will begin to train your brain to focus solely on the task at hand and get the stress monkey off your back. When you're feeling stressed, take a couple of minutes to focus on your breathing. This task may seem too easy or even a little silly, but you'll be surprised by how calm you feel afterward.

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How Successful People Stay Calm

They Use Their Support System

It's tempting, yet entirely ineffective, to attempt tackling everything by yourself. To be calm and productive, you need to recognize your weaknesses and ask for help when you need it. Everyone has someone at work and/or outside work who is on their team, rooting for them, and ready to help them get the best from a difficult situation. Identify these individuals in your life and make an effort to seek their insight and assistance when you need it. Something as simple as talking about your worries will provide an outlet for your anxiety and stress and supply you with a new perspective on the situation. Most of the time, other people can see a solution that you can't because they are not as emotionally invested in the situation.



6 Toxic Behaviors That Push People Away: How To Recognize Them In Yourself and Change Them

6 سلوكيات سامة تدفع الناس بعيداً: كيفية التعرف عليها في نفسك وتغييرها



Source: Kathy Caprino

سلوكيات سامة تدفع الناس بعيداً 6

6 Toxic Behaviors That Push People Away

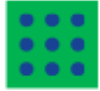
- In my line of work, I hear from hundreds of people a month, and connect with professionals in a more public, open way than ever before. Through this experience, I've seen scores of toxic behaviors that push people away (including me). And I've witnessed the damage these behaviors cause – to relationships, professional success, and to the well-being of both the individual behaving negatively, and to everyone around him or her.
- Let's be real - we've all acted in toxic, damaging ways at one time or another (none of us are immune to it), but many people are more evolved, balanced, and aware, and it happens only rarely in their lives.
- Whether your toxic behavior is a common occurrence, or once in a blue moon, it's critical for your happiness and success that you are able to recognize when you're behaving badly, and shift it when it emerges.

The 6 most toxic behaviors I see every day are:



Taking everything personally

- In the powerful book *The Four Agreements*, Don Miguel Ruiz talks about the importance of taking nothing personally.
- People are toxic to be around when they believe that everything that happens in life is a direct assault on them. The reality is that what people say and do to you is much more about them, than you. People's reactions to you are about their filters, and their perspectives, wounds and experiences. Whether people think you're amazing, or believe you're the worst, again, it's more about them. I'm not saying we should be narcissists and ignore all feedback. I am saying that so much hurt, disappointment and sadness in our lives comes from our taking things personally when it's far more productive and healthy to let go of others' good or bad opinion of you, and to operate with your own heart, intuition and wisdom as your guide. So yes – don't take anything personally.



Obsessing about negative thoughts

- It's very hard to be around people who can't or won't let go of negativity – when they dwell on and speak constantly about the terrible things that could happen and have happened, what they've suffered, and the unfairness of life. These people stubbornly refuse to see the positive side of life and the positive lessons from what's transpiring. Pessimism is one thing – but remaining in negative thoughts is another. Only seeing the negative, and operating from a view that everything is negative and against you, is a skewed way of thinking and living, and you can change that.

Treating yourself like a victim

- Another toxic behavior is non-stop complaining that fuels your sense of victimization. Believing you're a victim, that you have no power to exert and no influence on the direction of your life, is a toxic stance that keeps you stuck and small. When you stop whining, and refuse to see yourself as a victim of fate, chance or discrimination, then you'll find that you are more powerful than you realized, but only if you choose to accept that reality.



Cruelty - lacking in empathy or putting yourself in others' shoes

- Cruelty – stems from a total lack of empathy, concern or compassion for others. We see it every day online and in the media – they tear people down online, using their anonymity as a weapon. Cruelty, backstabbing, and ripping someone to shreds is toxic, and it hurts you as well as your target. If you find yourself backstabbing and tearing someone else down, stop in your tracks. Dig deep and find compassion in your heart, and realize that we're all the same.

Excessive reactivity

- An inability to manage your emotions is toxic to everyone around you. We all know these people – men and women who explode over the smallest problem. Yelling at the bank teller for the long line, screaming at your assistant for the PowerPoint error he made, or losing it with your child for spilling milk on the floor. If you find that you're overly reactive, losing it at every turn, you need some outside assistance to help you gain control over your emotions and understand what's at the root of your emotionality.



Needing constant validation



- Finally, people who constantly strive for validation and self-esteem by obsessing about achieving outward measures of success, are exhausting to be around. Those men and women who get caught up in the need to prove their worth over their colleagues or peers, are toxic and draining.
- Overly-attaching to how things have to look and be, and to achieving certain milestones and accomplishments rather than going with life in a more flexible, easy manner, can wear you out and bring everyone else around you down. There is a bigger picture of your life, and it's not about what you achieve or fail today. It's about the journey, the process, the path - what you're learning and applying, how you're helping others, and the growing process you allow yourself to engage in.
- Stop stressing over the particular outcomes like, "I need that promotion now!" or "My house has to be bigger and more beautiful than my neighbor's." A desperate need to prove your dominance or value and build your self-esteem through outer measures of success is (sadly) apparent to everyone but you, and it's pushing away the very happiness outcomes you're longing for.

11 Simple Concepts to Become a Better Leader

11 مفهوم بسيط لتصبح قائداً أفضل

LinkedIn



Source: Dave Kerpen

11 مفهوم بسيط لتصبح قائداً أفضل

11 Simple Concepts to Become a Better Leader

Being likeable will help you in your job, business, relationships, and life. I interviewed dozens of successful business leaders in my last book, Likeable Business, to determine what made them so likeable and their companies so successful. All of the concepts are simple, and yet, perhaps in the name of revenues or the bottom line, we often lose sight of the simple things - things that not only make us human, but can actually help us become more successful. Below are the eleven most important principles to integrate to become a better leader:



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11 Simple Concepts to Become a Better Leader

1. Listening

- "When people talk, listen completely. Most people never listen." - Ernest Hemingway
- Listening is the foundation of any good relationship. Great leaders listen to what their customers and prospects want and need, and they listen to the challenges those customers face. They listen to colleagues and are open to new ideas. They listen to shareholders, investors, and competitors. Here's why the best CEO's listen more.

2. Storytelling

- "Storytelling is the most powerful way to put ideas into the world today." -Robert McAfee Brown
- After listening, leaders need to tell great stories in order to sell their products, but more important, in order to sell their ideas. Storytelling is what captivates people and drives them to take action. Whether you're telling a story to one prospect over lunch, a boardroom full of people, or thousands of people through an online video - storytelling wins customers.

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11 Simple Concepts to Become a Better Leader

3. Authenticity

- "I had no idea that being your authentic self could make me as rich as I've become. If I had, I'd have done it a lot earlier." -Oprah Winfrey
- Great leaders are who they say they are, and they have integrity beyond compare. Customers, employees,etc all want to an authentic person. There used to be a divide between one's public self and private self, but the social internet has blurred that line. Tomorrow's leaders are transparent about who they are online, merging their personal and professional lives together.

4. Transparency

- "As a small businessperson, you have no greater leverage than the truth." -John Whittier
- There is nowhere to hide anymore, and businesspeople who attempt to keep secrets will eventually be exposed. Openness and honesty lead to happier staff and customers and colleagues. More important, transparency makes it a lot easier to sleep at night - unworried about what you said to whom, a happier leader is a more productive one.

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11 Simple Concepts to Become a Better Leader

5. Team Playing

- "Individuals play the game, but teams beat the odds." -SEAL Team Saying
- No matter how small your organization, you interact with others every day. Letting others shine, encouraging innovative ideas, practicing humility, and following other rules for working in teams will help you become a more likeable leader. You'll need a culture of success within your organization, one that includes out-of-the-box thinking.

6. Responsiveness

- "Life is 10% what happens to you and 90% how you react to it." -Charles Swindoll
- The best leaders are responsive to their customers, staff, investors, and prospects. Every stakeholder today is a potential sparkplug, for better or for worse, and the winning leader is one who recognizes this and insists upon a culture of responsiveness. Whether the communication is email, voice mail, a note or a tweet, responding shows you care and gives your customers and colleagues a say, allowing them to make a positive impact on the organization.

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11 Simple Concepts to Become a Better Leader

7. Adaptability

- There has never been a faster-changing marketplace than the one we live in today. Leaders must be flexible, and nimble enough to pivot at the right moment. Stubbornness is no longer desirable to most organizations. Instead, humility and the willingness to adapt mark a great leader.

8. Passion

- "The only way to do great work is to love the work you do." -Steve Jobs
- Those who love what they do don't have to work a day in their lives. People who are able to bring passion to their business have a remarkable advantage, as that passion is contagious to customers and colleagues alike. Finding and increasing your passion will absolutely affect your bottom line.

9. Surprise and Delight

- Most people like surprises in their day-to-day lives. Likeable leaders under-promise and over-deliver, assuring that customers and staff are surprised in a positive way. There are a plethora of ways to surprise without spending extra money - a smile, We all like to be delighted

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11 Simple Concepts to Become a Better Leader

10. Simplicity

- "Less isn't more; just enough is more." -Milton Glaser
- The world is more complex than ever before, and yet what customers often respond to best is simplicity — in design, form, and function. Taking complex projects, challenges, and ideas and distilling them to their simplest components allows customers, staff, and other stakeholders to better understand and buy into your vision. We humans all crave simplicity, and so today's leader must be focused and deliver simplicity.

11. Gratefulness

- Likeable leaders are ever grateful for the people who contribute to their opportunities and success. Being appreciative and saying thank you to mentors, customers, colleagues, and other stakeholders keeps leaders humble, appreciated, and well received. It also makes you feel great! Donor's Choose studied the value of a hand-written thank-you note, and actually found donors were 38% more likely to give a 2nd time if they got a hand-written note!

Here's One Thing Successful People Never Do!

شيء واحد لا يفعله الأشخاص الناجحون أبداً!

BUSINESS
INSIDER



Source: Bernard Marr

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Here's One Thing Successful People Never Do!

- It's hard to feel successful when you're staring failure in the face. Maybe you've lost a job, had to close a business, or been told that your brilliant idea won't work. You feel like a complete failure.
- But I have news for you: It's what you do next that counts.
- There's a wonderful Winston Churchill quote about this: "Success is going from failure to failure without loss of enthusiasm."
- In other words, the one thing successful people never do is give up just because they failed.
- Churchill himself is an excellent example of this mindset. The Nobel laureate and twice-elected Prime Minister of the United Kingdom didn't do well in school; in fact, he failed one year entirely! And if that weren't enough, he also lost an election and his seat in parliament. He became Prime Minister at the age of 62.

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Here's One Thing Successful People Never Do!

- Michael Jordan, the basketball superstar, was cut from his high school basketball team. He famously said, “I’ve missed more than 9,000 shots in my career. Twenty-six times I was trusted to take the game-winning shot and missed. I’ve failed over and over again in my life, and that is why I succeed.” Jordan would never have become the sports legend he is if he had given up because he missed a few shots or had a bad game.
- Even Steve Jobs, arguably one of the most successful business men of all time, was actually fired from Apple, the company he created. Yet he did not give up, and returned to the company a few years later to lead it on to stratospheric success.
- Abraham Lincoln is widely recognized as one of America’s greatest presidents, yet he failed time and time again. In his army career, he went off to war as a captain, but returned a private. He started multiple business ventures that went nowhere, and lost nearly every election in which he ran — until he became president.

شيء واحد لا يفعله الأشخاص الناجحون أبداً!

Here's One Thing Successful People Never Do!

- No matter what your field — or your failure — you must believe in yourself and keep trying. Stephen King submitted his first novel, *Carrie*, to 30 different editors, and got 30 rejection slips. He went so far as to toss the manuscript in the trash, but his wife convinced him to keep trying and *Carrie* is now a horror classic. Even Charles Shultz, the creator of the *Peanuts* comic strips, started his career with rejection. His high school newspaper rejected every comic he gave them, and after high school, he was turned down for a job working for Walt Disney (who experienced his fair share of failures as well!).
- Elvis Presley was fired after his first performance at the Grand Ole Opry. The Beatles were dropped by their first record label. Steven Spielberg was rejected from film school — three times!
- The point, then, is this: You never know when your breakthrough will come. You never know if the next submission or job application you send will be accepted, or the next backer you approach will say yes. If you believe in yourself and in your work, don't give up. Try again. Fail again. Fail better.



Thank You