

HELP, THINGS TURNED OUT DIFFERENTLY THAN EXPECTED!

GOAL DEALING WITH UNEXPECTED EVENTS

This tool can be used after an unexpected event when you don't know what to do. This can be an event during an internship, a situation within your studies, or even a personal situation. If you find yourself in such a situation, the following tips may help you move forward:

First, calm down, and if necessary, inform others involved that you need a time-out.



If needed, take the time to release your emotions by paying attention to your feelings.



Realize that it's okay to not-know for a moment and that things can be resolved with time; allow yourself to not-know and to take that time.



Consider how you could respond to the event and determine how you'd like to respond.



Think of a follow-up action to deal with the unexpected event; decide how and when you will implement this in practice.

Finally, remember that unexpected events are part of life. Expect the unexpected, and you may be less overwhelmed when it happens.



SUPPORTING OTHERS

Ask if the other person is open to a conversation to get it off their chest; sometimes just asking this question can be helpful.



Initially, offer a listening ear during the conversation and, if needed, encourage the other person to share more.



Ask questions to help the other person understand themselves; inquire about their thoughts, actions, feelings, and desires.



Try to recognize/acknowledge the other person's feelings: "I can imagine you feel this way;" perhaps mirror these feelings to make the other person more aware of them.



Explore the perspectives of others involved in the unexpected event to discover possible ways to respond to the situation.



Emphasize the bright spots in the other person's story, as these can provide support.



When thinking of a follow-up step, ask helpful questions such as "Who, what, where, why, when, and how;" such questions can help with finding the right next step.



If appropriate, help the other person to discover what (life) lesson(s) might be hidden in the unexpected event.