



## STEP 2: EXPECTATIONS AND “SHOULD”

The second aspect of the 7th intrapersonal root involves the types of “shoulds” and expectations we place on ourselves and others. When I am strongly attached to what I think others should or should not do or say, or if I have a rigid expectation that I want met, I have most likely set myself up to feel triggered into disappointment and frustration.

Instead of clinging so tightly to shoulds and expectations, it is more helpful to stay fully present in the moment and respond to what is actually occurring: to respond to what is, instead of pushing or trying to force what we think should be. The ability to “go with the flow” and respond to what is actually happening is a critical competency for effectiveness.

**Directions:** It can be insightful to develop a list of our innermost beliefs, convictions, rules, stances, and shoulds and then explore where and when we first heard them. Check (☑) any of the following that resonate with you:

- Don't make waves
- Don't rock the boat
- Leaders have to be calm and control their feelings
- It is unacceptable to make a mistake
- Leaders have to know the right answers

- Leaders should meet the needs of their employees
- Boys don't cry
- Don't air dirty laundry
- People should always be kind and thoughtful
- You have to fight for what you want
- Never ask for help; just do it yourself
- It's not ladylike to be assertive and state what you want
- You should never interrupt someone
- Don't raise your voice
- Always dress and act in a professional manner
- Smart people are logical and analytical
- Everyone should always get along
- Everyone should always be included in decisions that impact them