

April 2, 2018
Ombud Minute Report

Webster defines frustration as “a feeling of anger or annoyance caused by being unable to do something, the fact of being prevented from succeeding or doing something.”

Most of us are powerless to influence the decisions that have been announced recently, and that is a frustrating feeling. There are some things we can control, namely, checking our expectations, gauging our reactions and crafting our response.

Here are some things to consider as you continue in your work. I’m pulling from a 2015 article in [Psychology Today](#) for these suggestions.

Before anger gets the better of you, consider alternative interpretations. Is this happening to you, personally, intentionally or is there a different motivation? It might reduce your frustration to look at this situation from the perspective of your supervisor, Director, President Benson. My guess is that every one of them shares your frustration.

Venting is not especially beneficial. Rather, venting focuses on the cause, the negative event and often prevents us from moving toward a constructive course of action. Catharsis increases anger and aggression and even is detrimental to your cardiovascular health.

It’s okay to be angry. It’s not okay to make a hostile act. It’s okay to be assertive; it’s not okay to be aggressive. How you handle your anger is different from how you feel it.

Take care of yourself. Pay attention to your body. Get a little exercise, eat a decent meal, take a moment of quiet, try to get a good night’s sleep. You will be better able to face the day’s challenges.

Every one of you is dedicated to making Eastern Kentucky University a great place for our students. Your spirit, your commitment inspires me and inspires your colleagues to do their best. Thank you for everything you do.

The next several weeks will be difficult, as we endeavor to keep moving. For those who received notices it will be about what’s next. For those who remain it will be about how to be with a colleague who will soon be leaving. If you find it awkward and want help to navigate this period, call me. I can facilitate conversations in your work settings, to help you all work together more comfortably during this period.