

My Situation: CUSTOMER SERVICE

Stress level before 7 Rs (1-10): **8** * = new ideal AR = already released
 Stress level after 7 Rs (1-10): **4** (If stress level after 7 Rs is greater than 1, there are still ideals to be met—repeat the process.)

R 1: Recognize ideal	R 2: Review current situation	R 3: Reveal overlaps and gaps	R4: Release ideals that are holding you back	R5: Raise the likelihood of attaining your ideal	R6: Remind yourself
My ideal	My current situation	What's working? What isn't?	What about the ideal is unmet yet still important to me?	What action(s) will I take to reach the ideal?	What will be my reminder?
A sturdy, reliable computer.	A computer whose hard drive has broken for the third time in 8 months. Have to send it for 5 days at a time for each repair.	No confidence in the product. Have to do extra-frequent back-ups* when unit is functional.	Reliability, trust in critical equipment.	Will request a new computer with upgraded service option.	Note on my current computer with link to manufacturer website.
To quickly reach the person who will solve my problem.	Four calls to tech support. Four conflicting claims of the cause and solution to the problem.	Was able to reach tech support each time and speak to people.	Want to be able to avoid a similar problem in the future. Be able to travel without fear of being cutoff.	Upgrade service option; ask Phil for the number of his tech support guy.	Note on my current computer.
To be heard, acknowledged, validated, respected and valued.	Three calls where I felt respected, one where I was dismissed. Still felt helpless as there was no satisfactory resolution.	Calls went smoothly most of the time. One bad apple really spoiled the bunch.	Feel that customers, especially me, deserve to be treated well.	Treat myself well; write a letter to the company.	Will frame inspirational poem on wall.
A solution that's quick, simple and free.	Costing me time and productivity to use my backup computer.	Still don't know cause or permanent solution to problem. No money spent, but time and patience are precious.	Problem is still unresolved.	Will request a new computer.	Note from above.
Added from process					
Have reliable back-up equipment.	Six year old computer that's never failed, but will overheat without proper ventilation; external hard disk that is a replacement for another hard disk that stopped working.	Not 100% confident in my patchwork backup system.	Need to feel secure about equipment.	Will ask Phil for recommendation of automatic online back-up of files.	Note to Phil. Same one as above.