



# PRACTICING PATIENCE WITH OUR PATRONS

A 60-minute Webinar

"Patience is the companion of wisdom." ~ Saint Augustine

## PATIENCE SEEMS TO BE A LOST ART. WHY DOES IT MATTER TO YOUR LIBRARY WHETHER OR NOT YOU EXHIBIT PATIENCE WITH YOUR PATRONS?

- a) It's difficult to show that you \_\_\_\_\_ your patrons without patience.
- b) Impatience leads to \_\_\_\_\_.
  - i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_
  - iv. \_\_\_\_\_
  - v. \_\_\_\_\_
- c) Developing patience reduces \_\_\_\_\_, which affects:
  - i. \_\_\_\_\_
  - ii. \_\_\_\_\_
  - iii. \_\_\_\_\_
  - iv. \_\_\_\_\_
  - v. \_\_\_\_\_
- d) Patience helps you develop \_\_\_\_\_.
- e) Patience lessens the chance of damaged \_\_\_\_\_.

## HOW CAN YOU DEVELOP PATIENCE?

- 1) Know your own \_\_\_\_\_.
  - a) \_\_\_\_\_ do you get the most impatient?
  - b) With \_\_\_\_\_ ?
  - c) \_\_\_\_\_ ?

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2) What are some challenges to keeping your patience in your workplace – and our society?

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3) How can **you** tell when you are becoming impatient?

- |   |  |
|---|--|
| <input type="checkbox"/> shallow breathing  | <input type="checkbox"/> anxiety/nervousness |
| <input type="checkbox"/> muscle tension     | <input type="checkbox"/> rushing             |
| <input type="checkbox"/> hand clenching     | <input type="checkbox"/> snap decisions      |
| <input type="checkbox"/> jiggling feet      | <input type="checkbox"/> _____               |
| <input type="checkbox"/> irritability/anger |  |

**TIPS TO IMPROVE YOUR LEVEL OF PATIENCE ~ WHICH WILL YOU USE?**

- a) Remember past experiences of being \_\_\_\_\_.
- b) Have \_\_\_\_\_ expectations of yourself *and* others.
- c) When you're feeling impatient, \_\_\_\_\_ top to bottom.
- d) \_\_\_\_\_ your reaction.
- e) Don't be a \_\_\_\_\_.
- f) Be a \_\_\_\_\_.
- g) Practice \_\_\_\_\_.
- h) Develop \_\_\_\_\_.
- i) Don't carry \_\_\_\_\_, \_\_\_\_\_, or grudges.
- j) \_\_\_\_\_ before you \_\_\_\_\_.
- k) Take \_\_\_\_\_ under stress.
- l) \_\_\_\_\_ for a whole day.
- m) Intentionally \_\_\_\_\_.
- n) Practice delaying \_\_\_\_\_.
- o) Be kind to yourself when you don't quite reach \_\_\_\_\_.
- p) Understand that anger, blaming, shaming, irritation, and outrage are \_\_\_\_\_, \_\_\_\_\_, **and** \_\_\_\_\_.

q) Watch your \_\_\_\_\_:

- |   |  |
|---|--|
| <input type="checkbox"/> "He never..."        | <input type="checkbox"/> "Doesn't she ever..."     |
| <input type="checkbox"/> "She always..."      | <input type="checkbox"/> "Why didn't he..."        |
| <input type="checkbox"/> "Why can't she..."   | <input type="checkbox"/> "Are you kidding me?????" |
| <input type="checkbox"/> "Don't they..."      | <input type="checkbox"/> _____                     |
| <input type="checkbox"/> "Can you believe..." | <input type="checkbox"/> _____                     |

r) Instead, create new self-talk:

"This is merely \_\_\_\_\_, not intolerable or unbearable."

s) Pay attention when your impatience \_\_\_\_\_ and deal with it quickly.

t) Develop a \_\_\_\_\_ that requires patience.

- |  |   |
|--|---|
| <input type="checkbox"/> painting                  | <input type="checkbox"/> knitting             |
| <input type="checkbox"/> sculpting                 | <input type="checkbox"/> crocheting           |
| <input type="checkbox"/> writing                   | <input type="checkbox"/> making fishing lures |
| <input type="checkbox"/> gardening                 | <input type="checkbox"/> making jewelry       |
| <input type="checkbox"/> calligraphy               | <input type="checkbox"/> scrapbooking         |
| <input type="checkbox"/> cooking                   | <input type="checkbox"/> _____                |
| <input type="checkbox"/> reading a different genre | <input type="checkbox"/> _____                |

u) Recognize when impatience is triggered by something \_\_\_\_\_ and manage the trigger:

- |                                 |                                      |
|---------------------------------|--------------------------------------|
| <input type="checkbox"/> hunger | <input type="checkbox"/> fatigue     |
| <input type="checkbox"/> pain   | <input type="checkbox"/> dehydration |

v) Recognize when the situation or circumstances are beyond your \_\_\_\_\_.

w) Remember that impatience doesn't change anything except your \_\_\_\_\_!

*"Patience is something you admire in the driver behind you and scorn in the one ahead." ~ Mac McCleary*

**What triggers your impatience with patrons?** \_\_\_\_\_

\_\_\_\_\_

**What can you do differently to overcome your impatience?** \_\_\_\_\_

\_\_\_\_\_

**Why should you bother??** \_\_\_\_\_

\_\_\_\_\_