



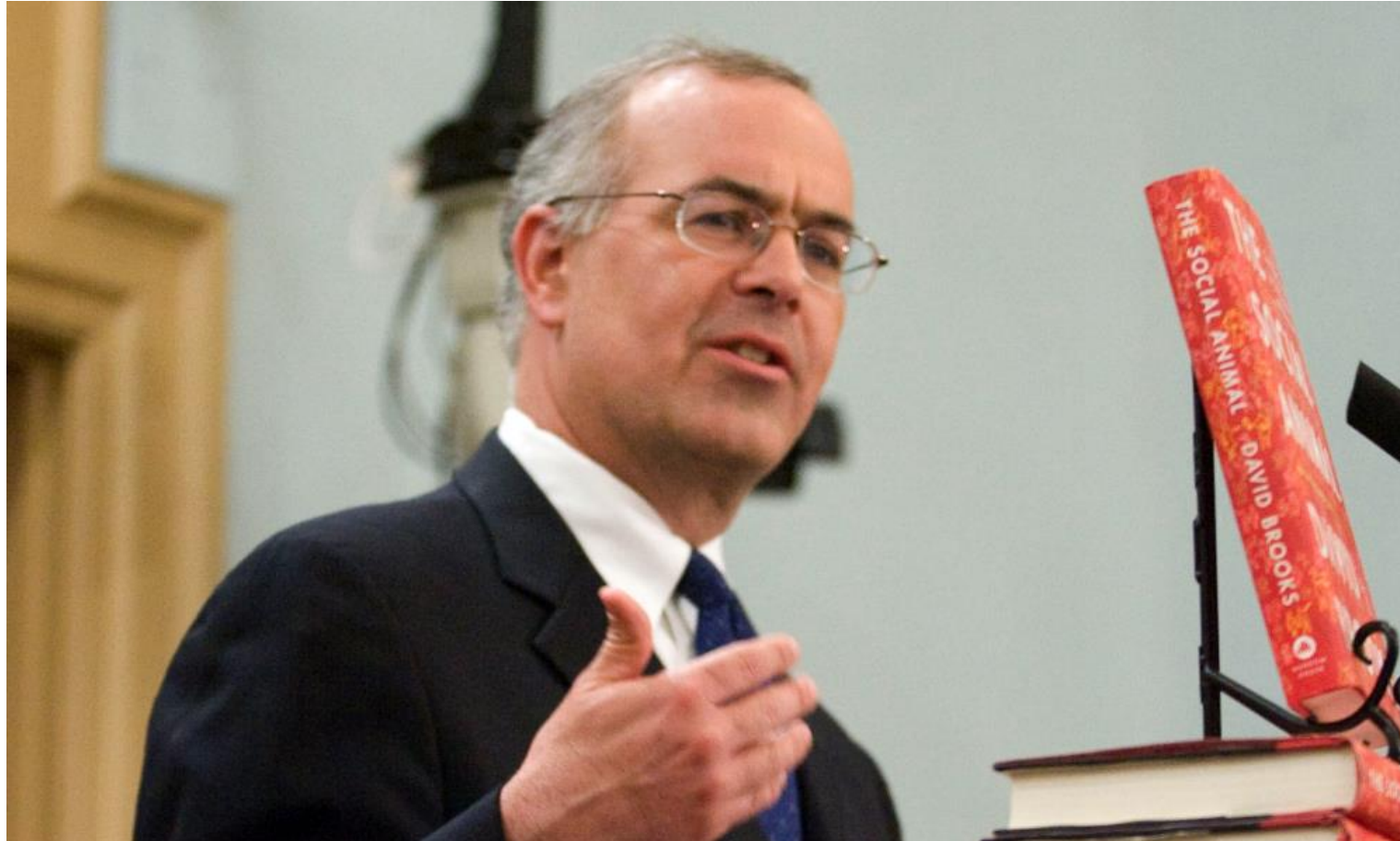
Working effectively & ethically in an environment of high emotion

**Hugh Dillon
COAT Conference, Sydney, September 2018**

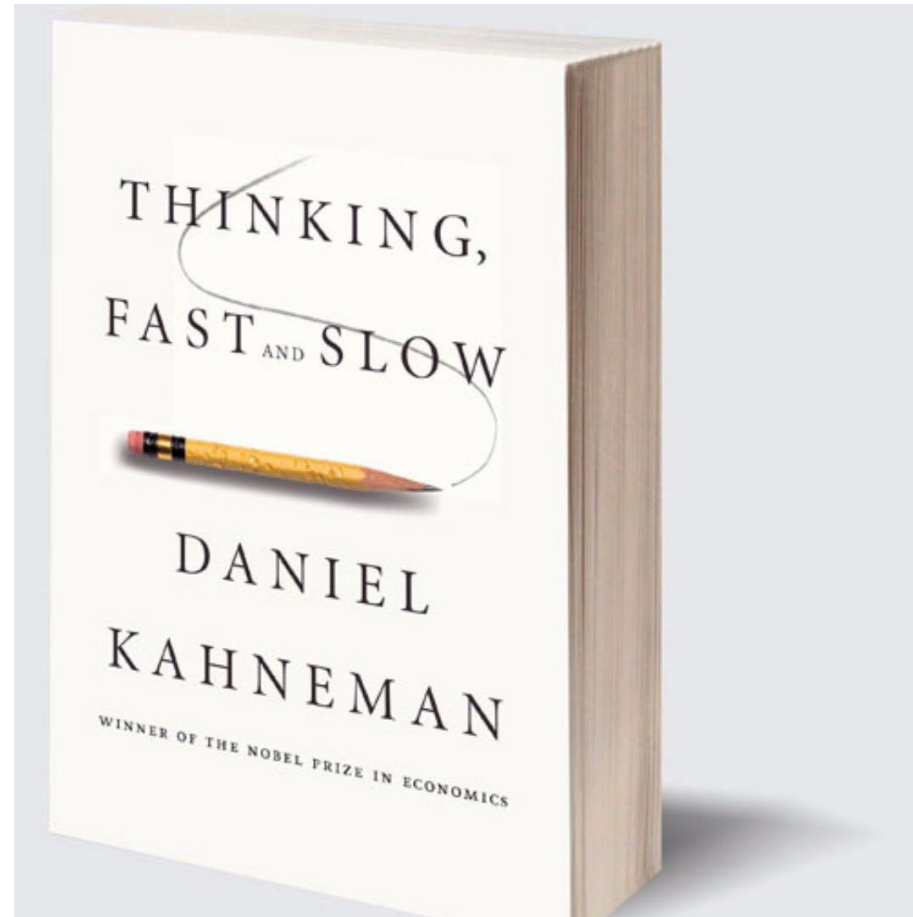
**1. Find the real meaning of your job:
What is the *good* you can do?**



2. Values – think big



3. Know thyself



4. Develop your professional skills: become an expert



5. Support your colleagues – and ask for support too.



6. But don't be a whinger or a lame duck



7. Contribute to your organisation



8. R-E-S-P-E-C-T



9. Do something kind – or thank someone



10. When all else fails, fatalism & stoicism help



Happiness and freedom begin with a
clear understanding of one principle.
Some things are within your control.
And some things are not.

—Epictetus

