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.
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