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### Flash From the Past...

CPFI would like to acknowledge those who have made the newsletter and journal available to CPFI members over the years. Thank you for your service.

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## Letter from the Editor: **Let it Go** by Mary Ferrill



A 2013 Gallup poll showed that of 150,000 Americans surveyed, over 70% either hate their job or are completely disengaged. The survey did not have a specific category just for pharmacists, but nurses and physicians did not fare much better than the total group combined. There are many books available that speak about making changes to improve workplace morale, but I have found that most have plans that are too cumbersome, difficult to implement, and do not provide for lasting results.

One of my favorite books that is easily transferrable to both workplace and home is *The No Complaining Rule: Positive Ways to Deal with Negativity at Work* by Jon Gordon (2008, John Wiley & Sons, Inc). He explains why it's so important to change the attitude of employees in the workplace. The book states that negativity costs the U.S. economy between \$250 to \$300 billion every year in lost work productivity — and this number is conservative since it doesn't take into account the ripple effect of complaining and negativity. Ninety percent of doctor visits are stress related, according to the Centers for Disease Control and Prevention; and the number one cause of office stress is coworkers and their complaining, according to Truejobs.com.

*The No Complaining Rule* book provides three “no complaining” tools that can be used instead of mindlessly complaining. The first tool is “the But Positive” method. This technique helps turn your complaints into positive thoughts, solutions, and actions. When you realize you are complaining, you simply add the word “but”, and then a positive thought or action. An example is: “I don't like it when patients are rude, *but* I have to remember that they may be going through some very difficult times and I have the knowledge to help them.”

Tool number 2 is the “Get To” instead of “Have To” concept. Too often we complain and focus on what we have to do. Instead, shift your viewpoint and realize it's not about having to do anything. You get to live this life. You get to go to work while so many people are unemployed. You get to show love and empathy to those around you.

The last Tool is “Turn Complaints Into Solutions.” The intent is to eliminate the kind of mindless complaining that does not serve a greater purpose, while allowing complaints that are justified and worthwhile. Take your valid complaints, along with a solution, to someone who can help to implement the desired outcome.

The book also lists five things to do instead of complaining. The Life Application Study Bible commentary for Psalm 39 (written by King David) states that “Christians all have complaints about their job, money, or situations; but complaining to others may make people think that God cannot take care of us. It may also look as if we blame God for our troubles. Instead, like David, we should take our complaints directly to God.” How often do we complain to others first, rather than take it to God in prayer?

The first action we can take to combat complaining is to practice gratitude. The Bible makes reference to gratitude or thankfulness more than 100 times... so I would think that God considers gratitude an

important character trait. In 1 Thessalonians 5:16-18, Paul tells us how to face life: “*Be joyful always; pray continually; give thanks in all circumstances, for this is God's will for you in Christ Jesus.*”

The second action we can take is to praise others. As a general rule, provide **three times** as much praise as criticism. Proverbs 31:31 says, “*Reward her for her work— let her actions result in public praise.*”

The third action is to focus on success. Each night when you pray, find at least one great thing that happened at work that day for which you can praise the Lord.

The fourth action is to let go of that which you have no control over, and focus on the things you have the power to change. As the Serenity prayer states: “God grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference.”

And the fifth action is to pray for God's help. In 1 Colossians 4:2, Paul states: “*Devote yourselves to prayer, being watchful and thankful.*”

When you start to complain or become disengaged from your job, remind yourself of the reason why you decided to become a pharmacist. I imagine that the majority of you would say it was because you wanted to help people.

God knew we would have struggles with complaining, that is why he gave us these instructions through the Apostle Paul in his letter to the Colossians: “*Whatever you do, work at it with all your heart, as working for the Lord, not for men*” (Col 3:23).

My prayer for each of you in our CPFI family is that your personal and professional lives will be marked with limited complaining and unceasing gratitude — gratitude born of wisdom, humility and faith. The product of gratitude is joy. It's all part of a simple formula that God provides to those who walk with Him and seek His will, in all circumstances, whether good or bad. When you let God guide your pharmacy practice with a thankful heart, the gifts He has given you, the plans He designed for you, and the needs of the people He places around you will blend together in perfect harmony. The result will be a rewarding and meaningful life and career... with minimal complaints and maximum joy.†

*Dr. Ferrill completed her Pharm.D. at the University of Nebraska Medical Center College of Pharmacy and then two ASHP accredited residencies in Drug Information and Clinical Pharmacy at the University of Illinois at Chicago. She spent 10 years in California as a professor at the University of the Pacific School of Pharmacy. The Lord called her and her husband to Palm Beach Atlantic University School of Pharmacy in 2001, to Wingate University School of Pharmacy in 2003 and back to Palm Beach Atlantic in late 2005, early 2006. They feel blessed to be able to work jointly to help with the spiritual growth of pharmacy students. Dr. Ferrill was on the Board of Directors of CPFI for 6 years and was the Editor for the CPFI publications, Christianity and Pharmacy Journal and the Faith Script newsletter for five years and has recently returned as the Editor for the Journal. mary\_ferrill@pba.edu*