

## **“Darn I Should of Said...” How to React in The Moment**

We all make great cases or presentations, and win every debate... *In the car on the way home from the business meeting.* So how do we avoid “Monday-Morning Quarterbacking”, and know how to say and do the right thing at the right time?

Hindsight, that sometimes annoying human trait of knowing what we should have done after a crisis or confrontation takes place, comes from an inability to expect the unexpected. Some career and motivational counselors describe the phenomenon as the “Black Swan”. A black swan is an anomaly, an unexpected and rare occurrence. People expect swans to be white. So when they see a black one they come up with all sorts of explanations as to how and why it got there. This forms the basis of what is known as the Hindsight Bias. Avoiding it, or knowing how to deal with things in the “now” requires the ability to see solutions and expect the unexpected.

Think of this scenario. You are going about your business, attending to your regular clients, or members of the public, when suddenly, out of nowhere, you are confronted by someone who is totally unreasonable, angry or loudly confrontational. What do you do? What do you say? How do you act? Good questions! According to world renowned motivational speaker and martial arts instructor Edmond Otis, based in New Zealand, these questions can only be answered adequately by someone who has had training and is confident that they can deal with the unexpected. But Mr. Otis adds in his workshops and seminars that one cannot see solutions if we have not learned practical methods to react the right way at the right time, or if we allow ourselves to feel as if we have been pushed past our limits. “Fundamentally, it’s a formula,” he says, “We need to be ready mentally, physically, and emotionally. The goal in each moment of truth, whether large or small, is to *do our best*, when we really need to *be our best*.” It is part of what Edmond Otis describes as becoming fearless

None of this is to say that hindsight does not have a purpose. In fact it can be a valuable tool to the entrepreneur or businessperson. So long as we learn from it. You need to allow hindsight to guide you into making the right decision the next time that you are confronted with the same or similar circumstances. Business coaches suggest keeping a notepad by your bedside and when that “Darn I should have done this...” moment hits you at 3AM document it. By the same token add to this knowledge brought to you by your subconscious by routinely documenting new strategic ideas and techniques that may hit you throughout the day. This starts turning hindsight into *foresight*.

You can learn to trust your instincts by quantifying the everyday wisdom present in hindsight. Then by way of seeing solutions you can apply what you learned into future inter-office interactions or business projects. Developing the discipline to look at the past and future simultaneously will help you make significant breakthroughs.

*Edmond Otis is a keynote speaker and motivational trainer dedicated to giving entrepreneurs, business owners, and key executives the tools they need for success. He has recently reallocated with his family from California to Hawkes Bay New Zealand. To learn more about his services to go [www.EdmondOtis.co.nz](http://www.EdmondOtis.co.nz)*