

PRESENTER



Nikki Pender, Franks Ogilvie, Wellington

Nikki is a principal at Franks Ogilvie and runs the firm's litigation and other disputes work. She is admitted in NZ, NSW and the Commonwealth of Australia. Nikki has more than 25 years' experience representing private sector clients and regulatory agencies in general civil, competition and public law cases. She is also a facilitator, trainer and certified NLP practitioner.

CONTENTS

STRESS MANAGEMENT	1
WHAT IS “STRESS”	1
“Good” stress: why it’s not all bad	1
IMPACT ON OUR WORK AS LEGAL SERVICE PROVIDERS.....	2
ASSERTIVENESS	3
MANUEL J. SMITH’S BILL OF ASSERTIVE RIGHTS	4
GETTING CLEAR ON WHAT’S IMPORTANT?.....	5
<i>Ideally?</i>	5
WHAT’S IMPORTANT?.....	6
<i>In Reality?</i>	6
EMOTIONAL MANAGEMENT – AN EXERCISE	8
<i>Reconnect to experience (applied retrospectively):</i>	8
<i>When reconnected to experience or if it is happening in real-time</i>	8
A FEW MORE RANDOM IDEAS	9
RESOURCES.....	10
<i>New Zealand Law Society</i>	10
<i>National Depression initiative.....</i>	10
LEARNING MEDITATION	11
ASSERTIVENESS SKILLS	11
<i>General.....</i>	11
<i>Negotiating Salaries and Performance Reviews</i>	11