

1. EXPERIENCE

Just Before: I had a call scheduled for 3:00 PM with one of my managers based in Colombia. He is the black sheep of my group, and I've been forced to closely monitor his activities. After waiting two hours for his call, I started writing an email to John with a copy to the general manager for Colombia. I was expressing how upset I was about the irresponsibility John had displayed.

At the Moment: While writing the email, the telephone rang. I turned around and immediately knew it was him. *Something assured me it was John calling and that I should not pick up the phone.*

Right After: I didn't answer the call and continued writing the email message. I read the message twice, hit the send option, and then the message was gone. Then I checked my voice mail and found that John had called.

2. OBSTACLES

Fears/Desires: I feared that if I picked up the phone, I would not be strong enough to call John on his behavior. I feared I would behave weakly in the situation. I have an instant desire to answer the phone even when I'm busy or in a meeting. This automatic reaction without reflecting is not a healthy pattern. I need to work on pausing to listen to myself as each situation arises.

Mental Clutter: Many thoughts were going through my head as I prepared a trip report for my general manager. But they were all coming together in a summary of the key points he needed to know about the trip. My mind was very active but focused.

3. SOURCE

Internal/External: The message came as a mixture partly from within myself and partly from outside. When the phone rang, I turned around and looked at it. Something beyond said who it was, and something within told me what to do.

Rational/Intuitive: The message was totally intuitive. The phone rang two hours after the time scheduled for the conference call. I receive many calls during the day. There was no rational reason why I would have thought it was John.

4. MESSAGE

Form: The experience was definitely a thought. When the phone rang, I turned and looked at it for a second. It was then that the thought came to mind: It was John, and I should not answer the phone.

Kind: I had a premonition of what was going to happen if I picked up the phone. When it rang, something advised me the person calling was John and not to answer.

5. INFORMATION

Strength: The information came like a strong flash. When the phone rang, I looked at it and immediately knew it was John and knew I should not pick it up. The message was clear, and I felt confident it was true.

Clarity: The message was crystal clear: It was John calling, and I should not pick up the phone. There was no ambiguity about it. The message was direct and to the point.

Accuracy: The information was on target. I acted immediately to follow my intuition. I knew it was John, and I didn't answer the phone. I checked my voice mail and verified that it was John who had called.

6. EVALUATION

Use/Benefit: I sent an email putting his irresponsible behavior in writing. If I had answered the phone, John would have given me a list of excuses, and I would not have written. It shows the advantage of paying close attention. Even though this may sound like a lucky guess, it was not. It was a clear intuition. Many times I've had similar experiences and have not paid attention to them.

Personal Learning: The main learning was the importance of acting slowly enough to reflect. My instinctive behavior was to answer the phone. By pausing to sense the situation, I was able to experience an intuition, and the correct course of action was taken. From now on, I'll try to pay attention to even to the smallest signals my body or my mind send me.