



It's Friday at 6PM... The schedule is clear as far as you can tell... other guys have been getting cleared right and left... so you call in standby. 5 minutes pass, 10 minutes pass, you check in again... and sure as &%\$#! You get sent across town to another call that YOU KNOW has been there ALL DAY. That dispatcher is trying to make you pay because of that time you threw her under the bus to the service manager!

I'm pretty sure this exact scenario has happened to me several times and I know these sorts of thoughts go through the minds of techs all around the globe daily.

### **We can pick on dispatchers, but it isn't just them**

- The new apprentice who ALWAYS loses your tools because he's sloppy
- The other tech who ALWAYS gets stupid callbacks that you must take after hours
- The lying customer who "just changed" their filter when it looks like it's been in since Reagan was in office
- The Wholesaler counter guy who doesn't know a drier from a TXV
- The Manager who hits you with a callback when it WASN'T YOUR FAULT! (and it wasn't a callback anyway)
- The idiot installer who NEVER sets the charge right and ALWAYS leaves the gas valve off!
- And don't even get me started on SALESMEN!

### **What is Head Trash?**

Head trash is any unproductive thought or emotion.

Head trash makes you angry, gets your blood pressure up, impacts your health, hurts your relationships, distracts you, takes you off your game.

Head trash leaves you feeling like a victim, like circumstances have the upper hand on you, like you have no control of your life.

Head trash impacts your family, your career, your goals, your friends and your co-workers.

### **Isn't This Self-Help, Bull Malarkey?**

It may sound like it, but all the most healthy, fulfilled and happy people I know understand how to manage and eliminate head trash. To me, the results speak for themselves. Combatting head trash is simple to do but difficult to choose. Dumping head trash goes against our natural fight or flight instincts.

We have a whole portion of our brains called the Amygdala that is DEDICATED to our most basic needs and fears and it comes in HARD when we feel angry, scared or persecuted.

Blaming and complaining is popular, even comfortable, but it's completely unproductive. The world has so many real problems you can work to solve without spending time thinking and talking about things you aren't doing anything about or attempting to fix.

### **Here are Ways to "Take Out" the Head Trash for Techs**

- Think about the people you care most about and why you do what you do.
- Remember that you chose and continue to choose your profession and where you work. You are COMPLETELY FREE to change at any time and find something you like better. You are in control of your career and decisions.
- Consider your own weaknesses and mistakes. This will help you have more patience with others when they fail in different ways.
- Remember that almost everyone values their own contributions and importance to an organization as unrealistically high, INCLUDING YOU.
- Call someone that helped you along the way, thank them and check in on them.
- Don't assume bad intent. Sometimes people are out to get you, more often than not, they are dealing with their own issues that you don't even know about. People are rarely thinking about or scheming against us as much as we imagine, just fault on the side of assuming the best of others.
- Choose to be positive as an act of protest negativity and drama.
- Talk to someone who won't stand for your whining BS, not to someone who agrees with you about how tough you have it.

I heard something the other day that really stuck with me.

**It is impossible to be ungrateful and truly happy. It is impossible to be truly grateful and unhappy.**

If you are like me, you want to try and pick that statement apart and try to find exceptions... STOP!

You can and will beat head trash if you –

- Take responsibility for your choices
- Choose a positive outlook
- Surround yourself with happy people who want to make you better
- Stay away from dramatic complainers
- Take time for gratefulness

Here is some tough talk. In the good old USA you decide what type of person you are going to be and what sort of life you are going to have.

***"Take out the head trash"***