

A close-up photograph of a person's hand holding a lit incandescent lightbulb. The hand is positioned palm-up, with the fingers supporting the base of the bulb. A string of small, glowing white lights is wrapped around the neck of the bulb. The background is dark, making the bright light from the bulb stand out.

The Power of Frustration

# Introduction

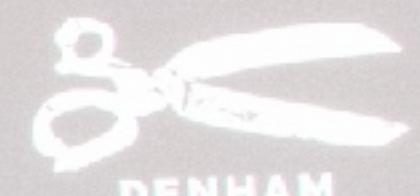
Board TEDxAmsterdam

Leadership

Culture

Diversity/Equity/Inclusion

Process Artist



# Today

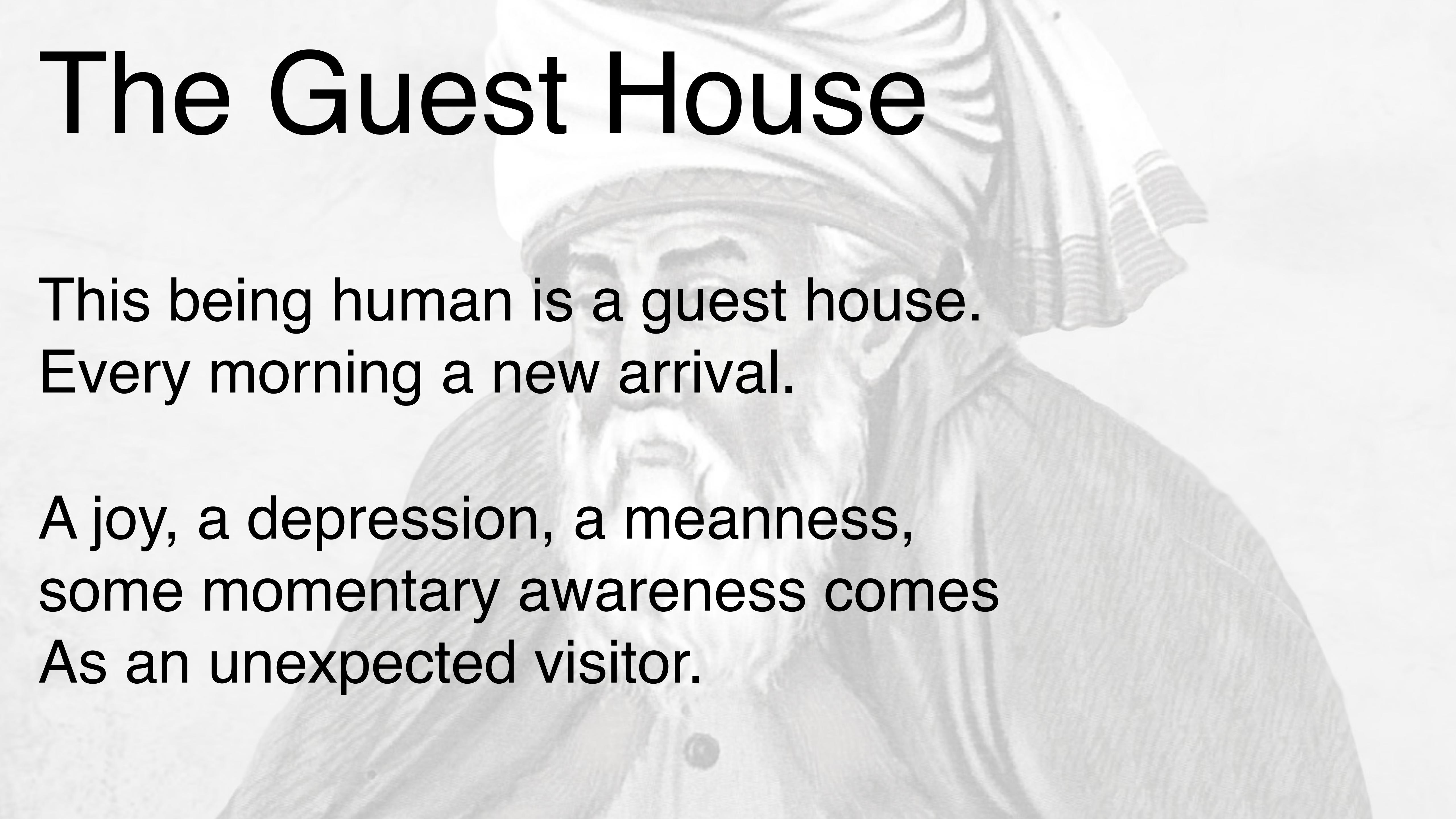
Connecting with each other

New perspectives on Frustration

Transformation

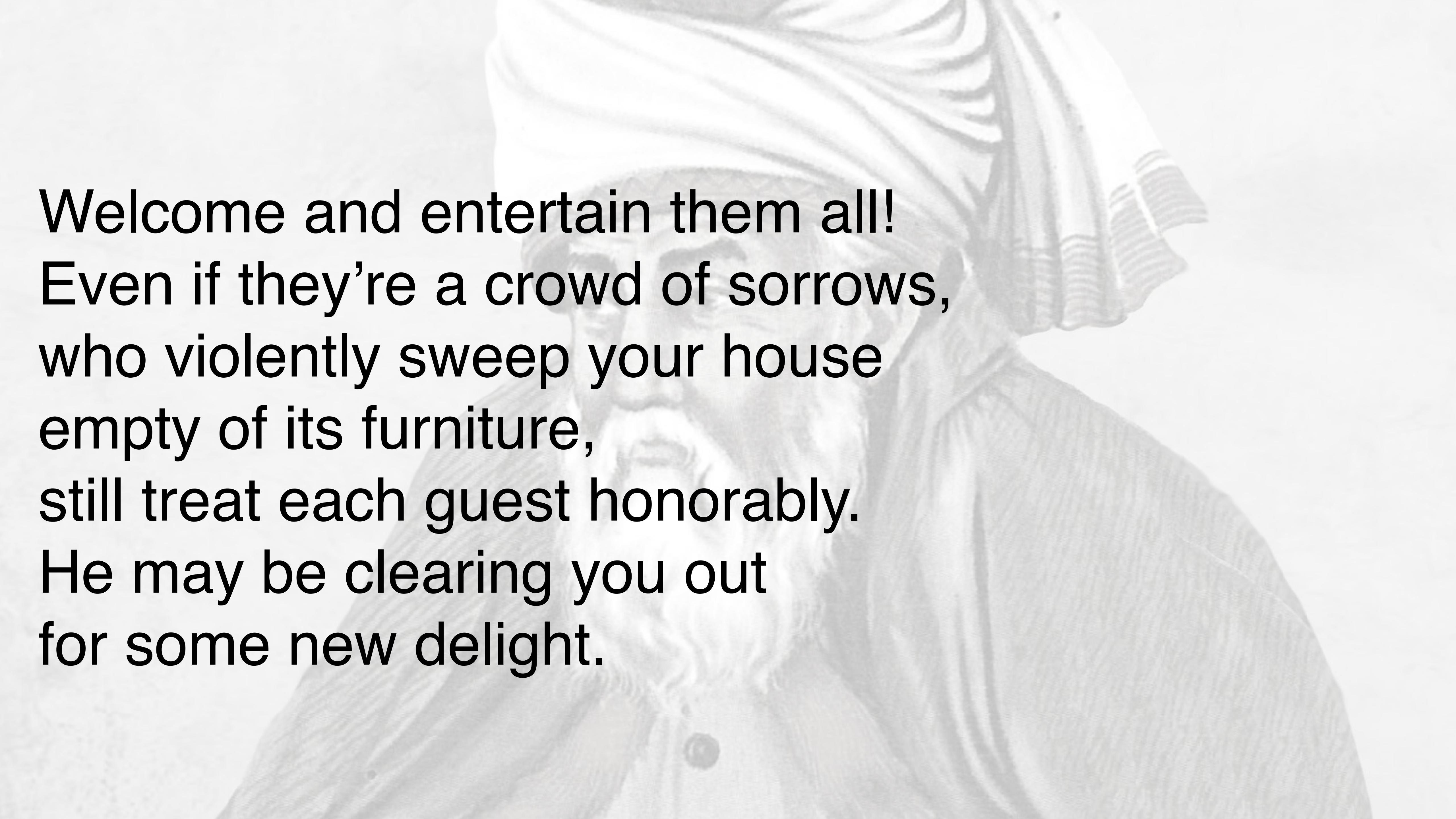


# The Guest House

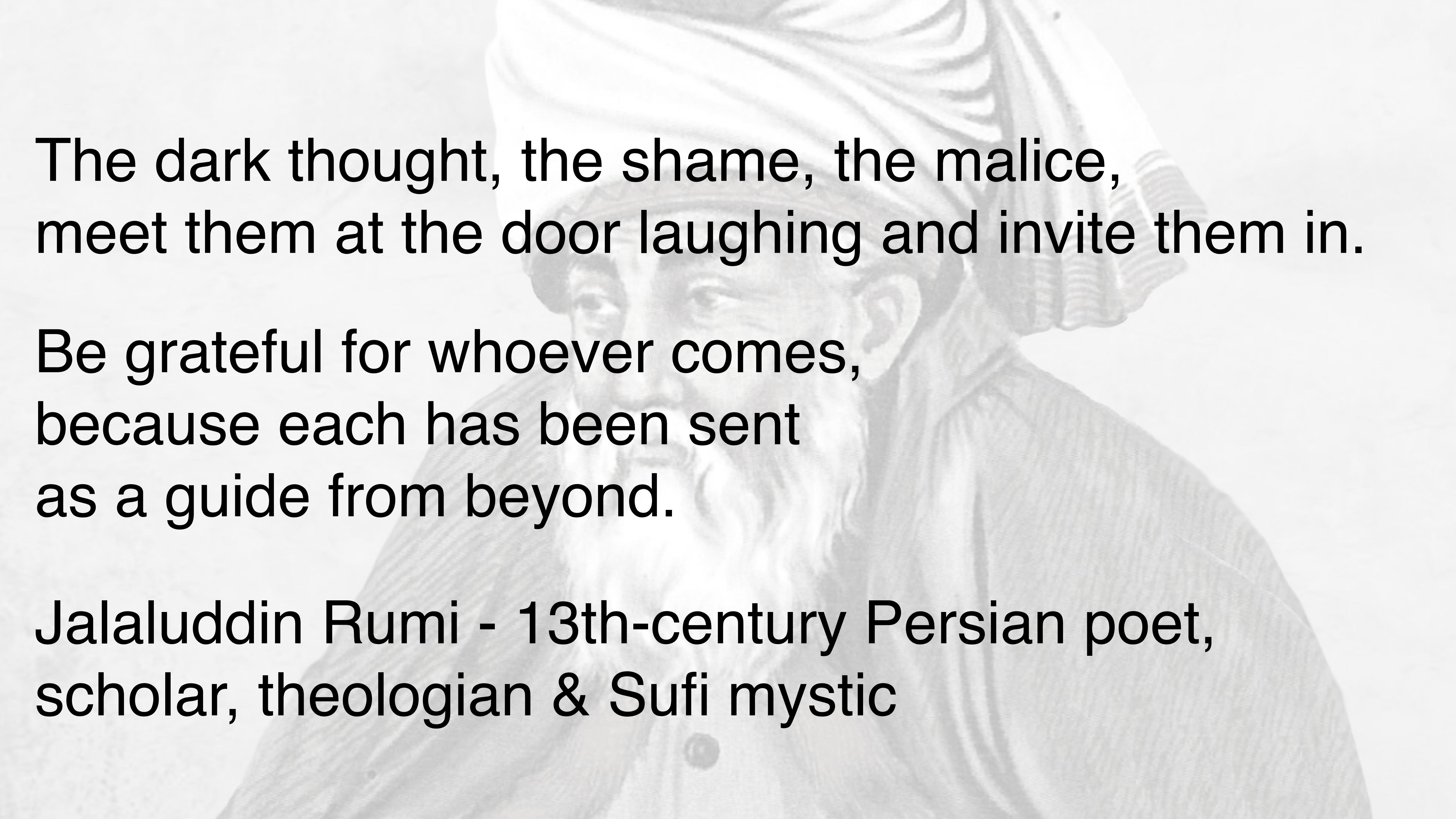


This being human is a guest house.  
Every morning a new arrival.

A joy, a depression, a meanness,  
some momentary awareness comes  
As an unexpected visitor.



Welcome and entertain them all!  
Even if they're a crowd of sorrows,  
who violently sweep your house  
empty of its furniture,  
still treat each guest honorably.  
He may be clearing you out  
for some new delight.



The dark thought, the shame, the malice,  
meet them at the door laughing and invite them in.

Be grateful for whoever comes,  
because each has been sent  
as a guide from beyond.

Jalaluddin Rumi - 13th-century Persian poet,  
scholar, theologian & Sufi mystic

# A few questions

Who

Why



# Who are you?

Without your

Name

Work title/position

Where you live & work

Roles/responsibilities in life



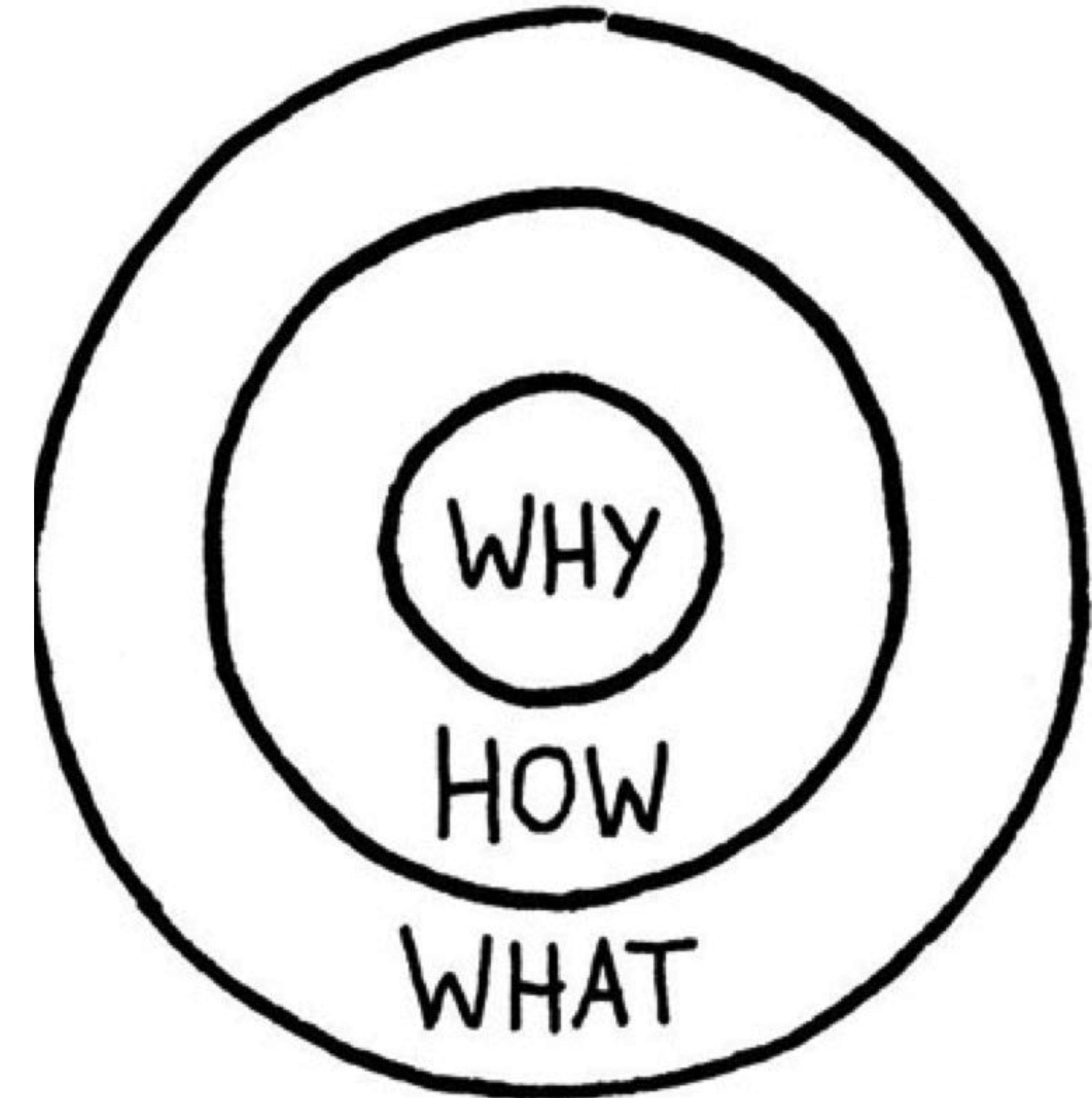
# Why

Why did you ever start working at your current position?

Why are you working here today?  
(Why did you wake up this morning to come to work?)



# Golden Circle



# Frustration

Take a few breaths

Choose something that you are frustrated about currently in your work

- Where do you feel it in your body?
- What does it trigger and where do you feel it?
- What is this telling you? Why is this important to you?



# Frustration

Share:

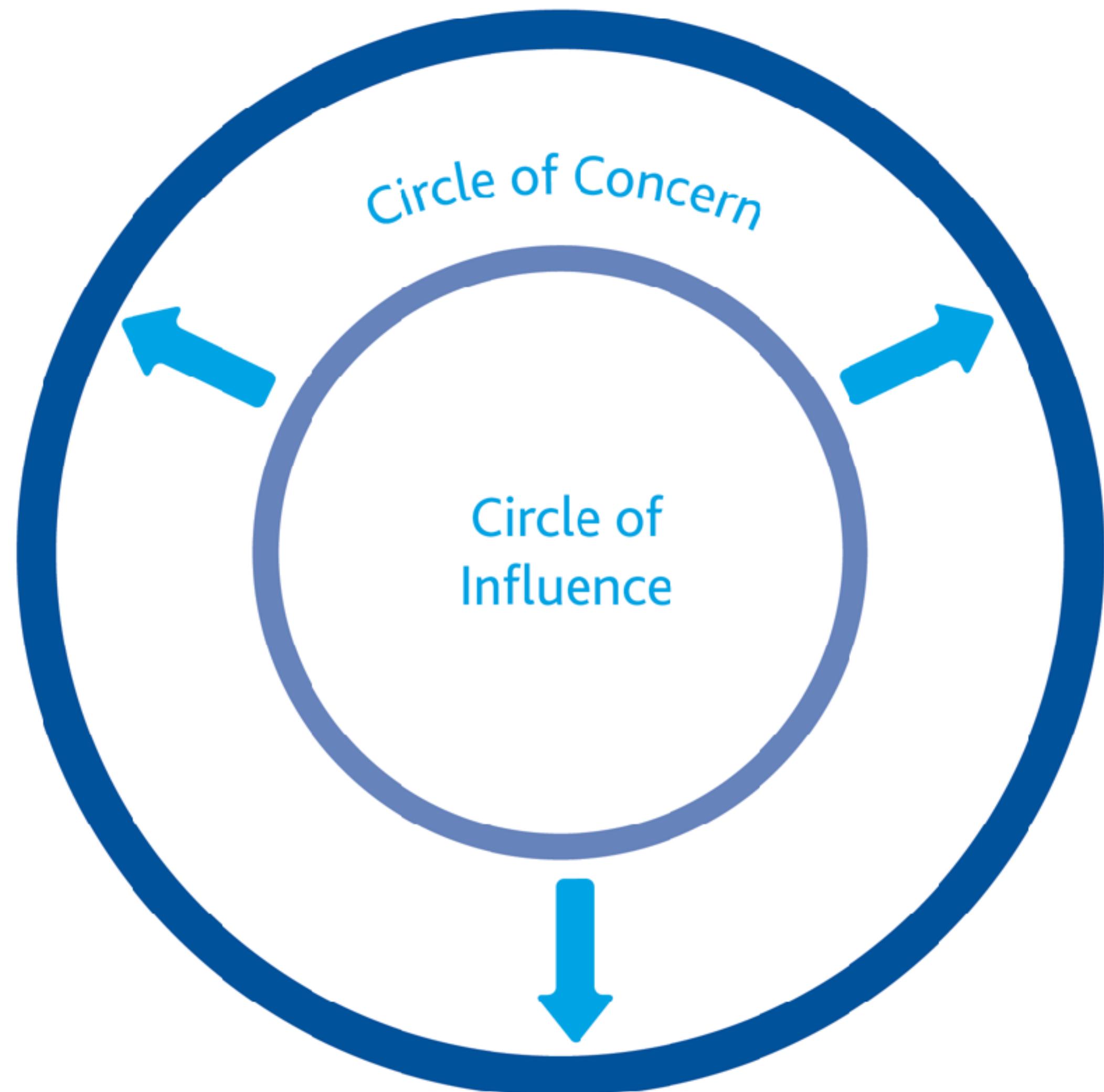
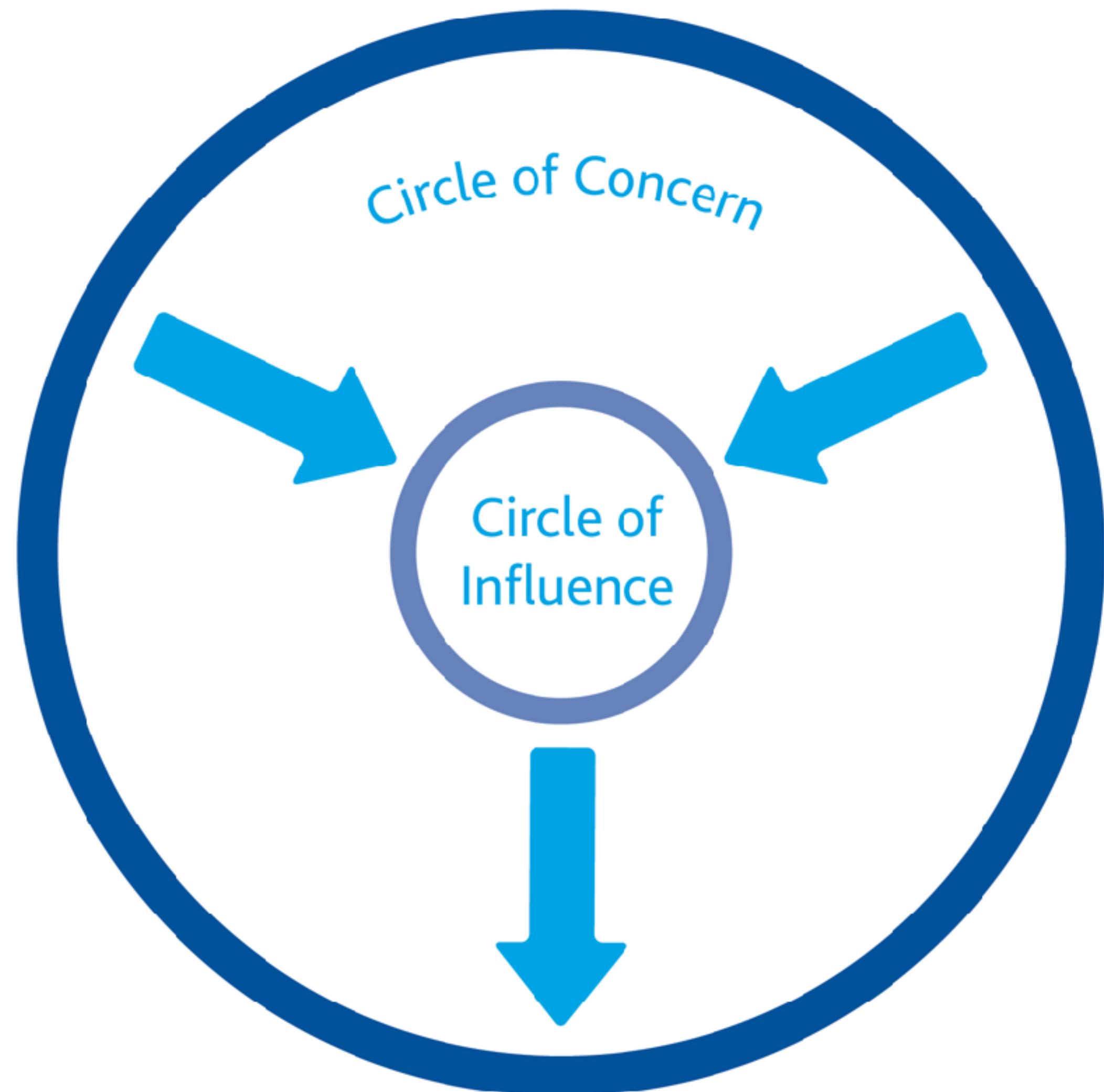
- What the Frustration was?
- Where you felt it in your body?
- Why this is important to you?



Grant me the serenity to  
accept the things I cannot change,  
courage to change the things I can,  
and  
wisdom to know the difference

– Reinhold Niebuhr

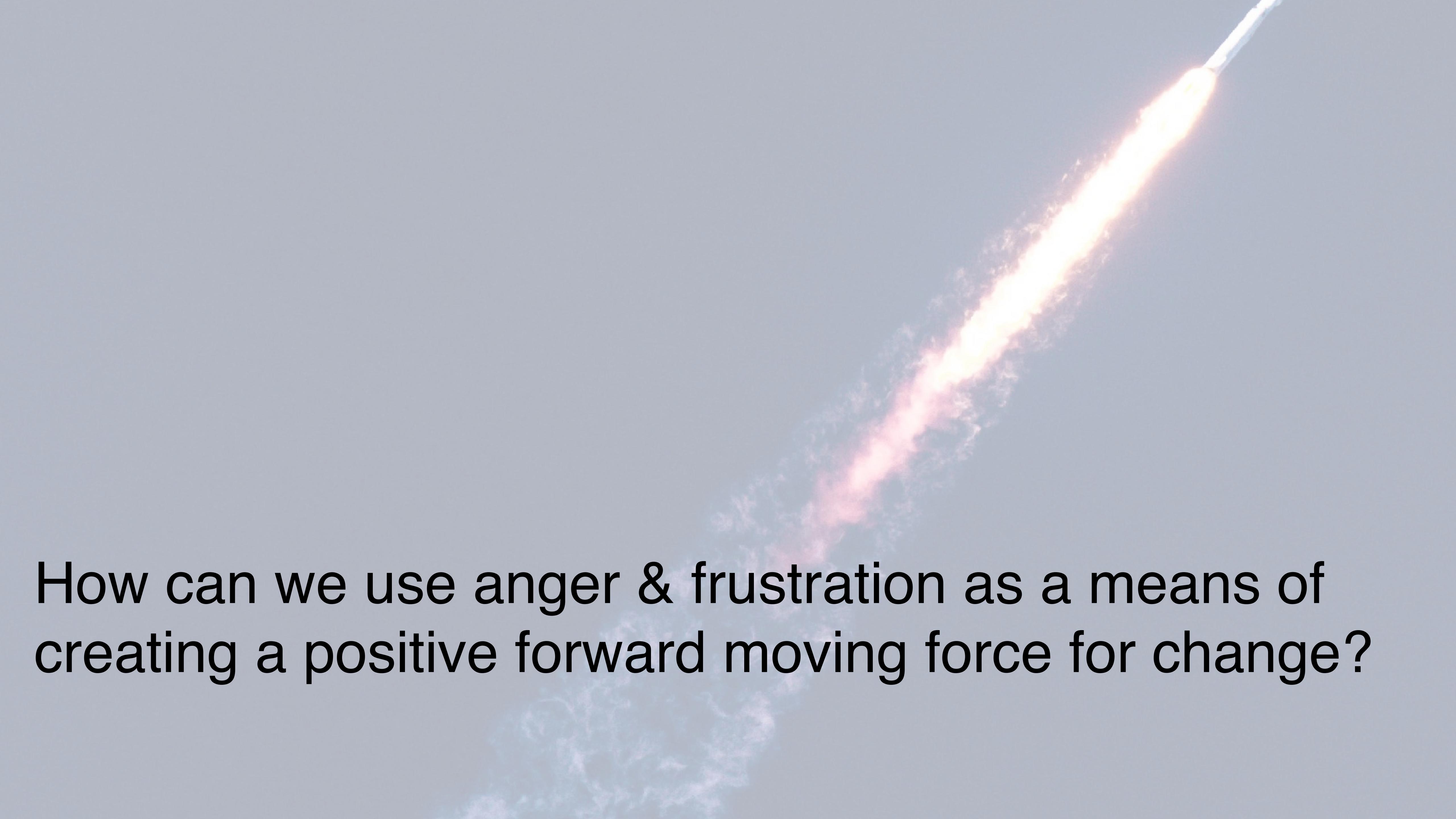
American theologian (1892–1971)



“The law of conservation of energy states that energy can neither be created nor destroyed - only converted from one form of energy to another.”

*Émilie du Châtelet  
A French natural philosopher and mathematician  
(17 December 1706 - 10 September 1749)*



A photograph of a rocket launching vertically against a clear blue sky. The rocket's engine is at the top, emitting a bright, intense orange and white flame. A thick, luminous white smoke trail extends from the engine down towards the bottom left of the frame. The background is a pale blue.

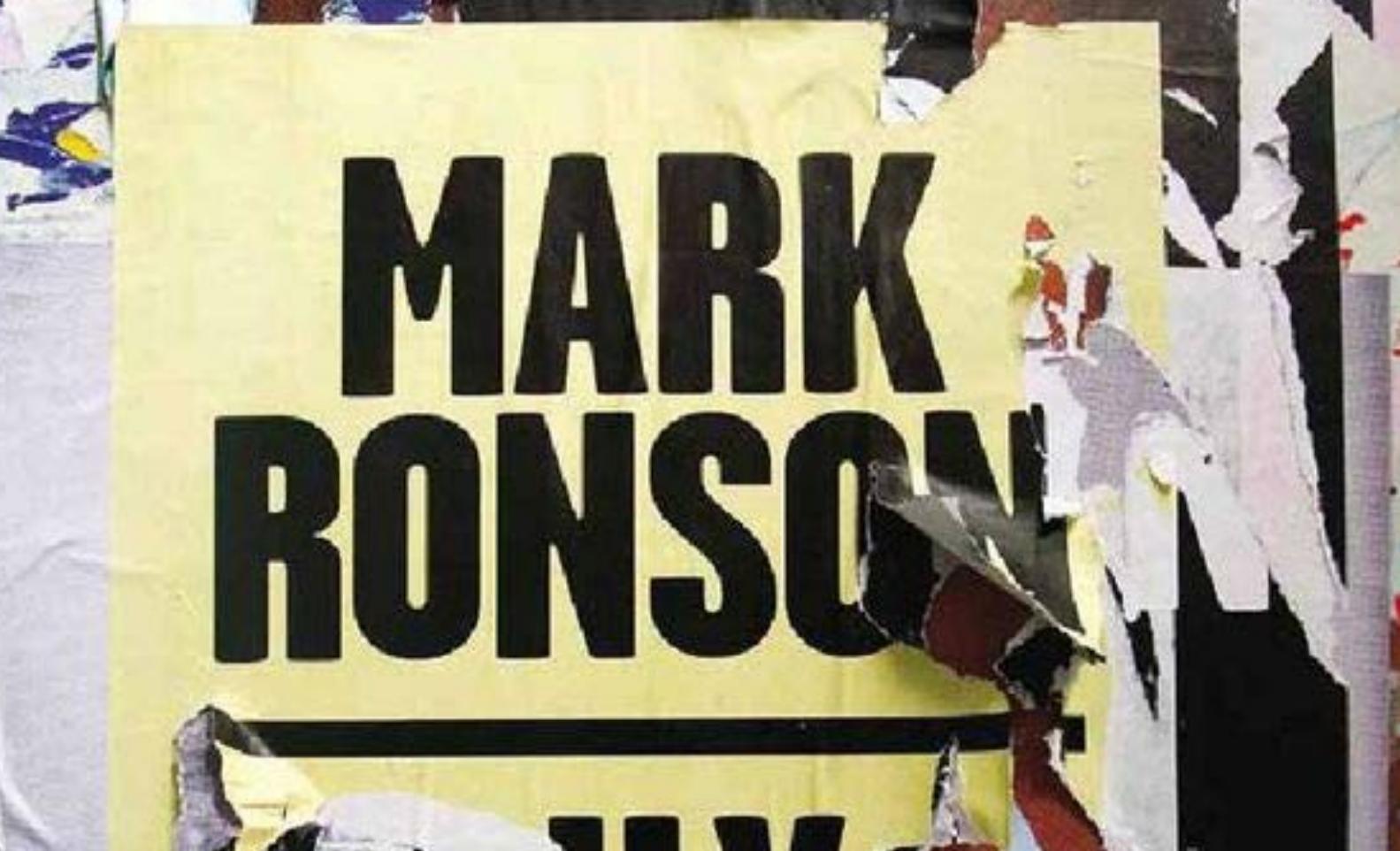
How can we use anger & frustration as a means of creating a positive forward moving force for change?



The Power of Frustration



# MAKE THE WORLD - GRETA - AGAIN





#ME  
TOO

Me  
too

# me  
too

#ME  
T TOO

ME  
TOO

Me  
too

#ME  
T TOO

#Me  
too

ME  
TOO

#ME  
TOO

EQUAL RIGHTS  
FOR WOMEN  
  
FEWER RIGHTS  
FOR ME...  
T'S NOT PIE!





MY PUSSY

HAS TEETH













**WE MARCH WITH SELMA!**





BLACK  
LIVES  
MATTER

BLACK  
*Lives*  
MATTER

**BLACK LIVES  
MATTER! Ook  
IN NEDERLAND  
IS ER RACISME**









# MAKE THE WORLD - GRETA - AGAIN



# Approaching Frustration

Steps that transform Frustration

- Awareness
- Listen
- Feel
- Identify
- What if?
- Conversion of energy
- Energy & Sources
- Acceptance & Surrender
- Action & Accountability



# Awareness

First step is slowing down and realising that there is a frustration taking place.

Stop  
Pause  
Become aware



# Listen

The most patient thing we can do is listen

Postpone judgement (to yourself) and the other.

*“Seek to Understand then to be Understood”*

What would it mean to feel understood?



# Feel

Where do you feel it in your body?

What is this signal telling you?

Can you recognise this feeling?



# Identify

*“The cave you fear to enter holds the treasure you seek.” - Joseph Campbell*

Identify the Root of where this emotion/  
thought is coming from?



# What if?

Go towards a future scenario to allow yourself to dream a bit

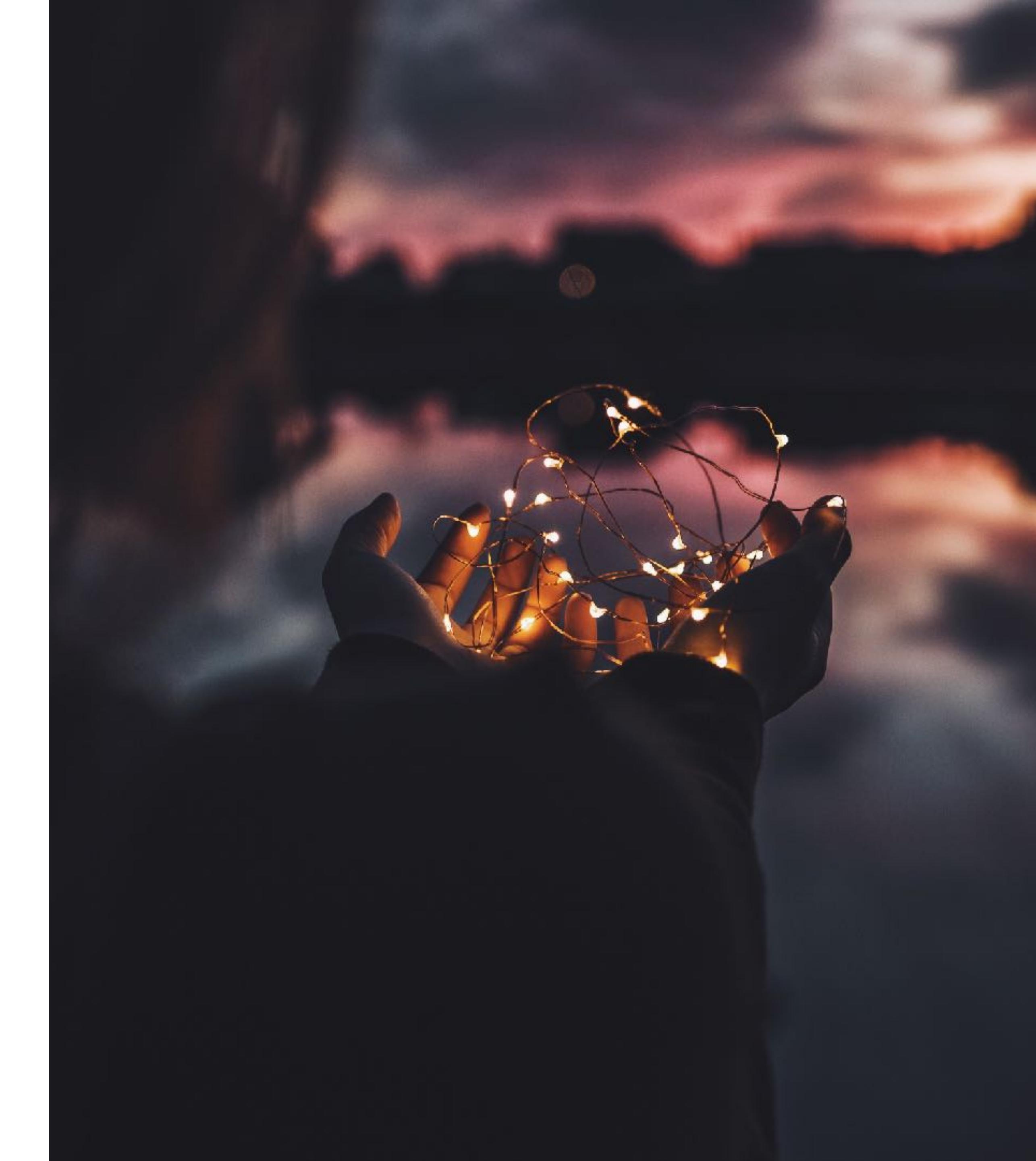
What if this situation were to work, what would it look like?



# Conversion of energy

As consciously as you can, use this energy, the bottled up frustration and see if you can transform it into something else.

Transform it into the very thing you'd like to change.



# Energy & it's sources

Realise which sources of energy you have, what you tap into in order to move things forward.



# Acceptance and Surrender

Acceptance of negative emotions is the more reliable route to regaining and maintaining peace of mind

**Acceptance and Commitment Therapy  
Mindfulness-based Cognitive Therapy**

*“Acceptance involves not trying to change how we are feeling, but staying in touch with your feelings and taking them for what they are.”*

Brett Ford - Psychology professor at the University of Toronto.



# Action & Accountability

Frustration needs a channel to be focused on

What action needs to be taken?

How will you hold yourself and the other accountable for what happens next?



# Change

What is something small or big you would like to change?

How would this look in a year's time?

What would you like to celebrate?



## **1. Co-Initiating:**

Uncover Common Intent

*Stop and Listen to Others and to  
What Life Calls You to Do*

## **2. Co-Sensing:**

Observe, Observe, Observe

*Connect with Diverse People and Places  
to Sense the System from the Whole*

## **3. Presencing**

Connect to the Source of Inspiration and Will

*Go to the Place of Silence and Allow the Inner Knowing to Emerge*

## **5. Co-Evolving:**

Institutionalize the New  
*in Practices by Linking Micro,  
Meso, Macro Change*

# LENCIONI: 5 (DIS)FUNCTIONS OF A TEAM



From the  
authors of  
How Google  
Works

# Trillion Dollar Coach

Eric Schmidt

Jonathan Rosenberg

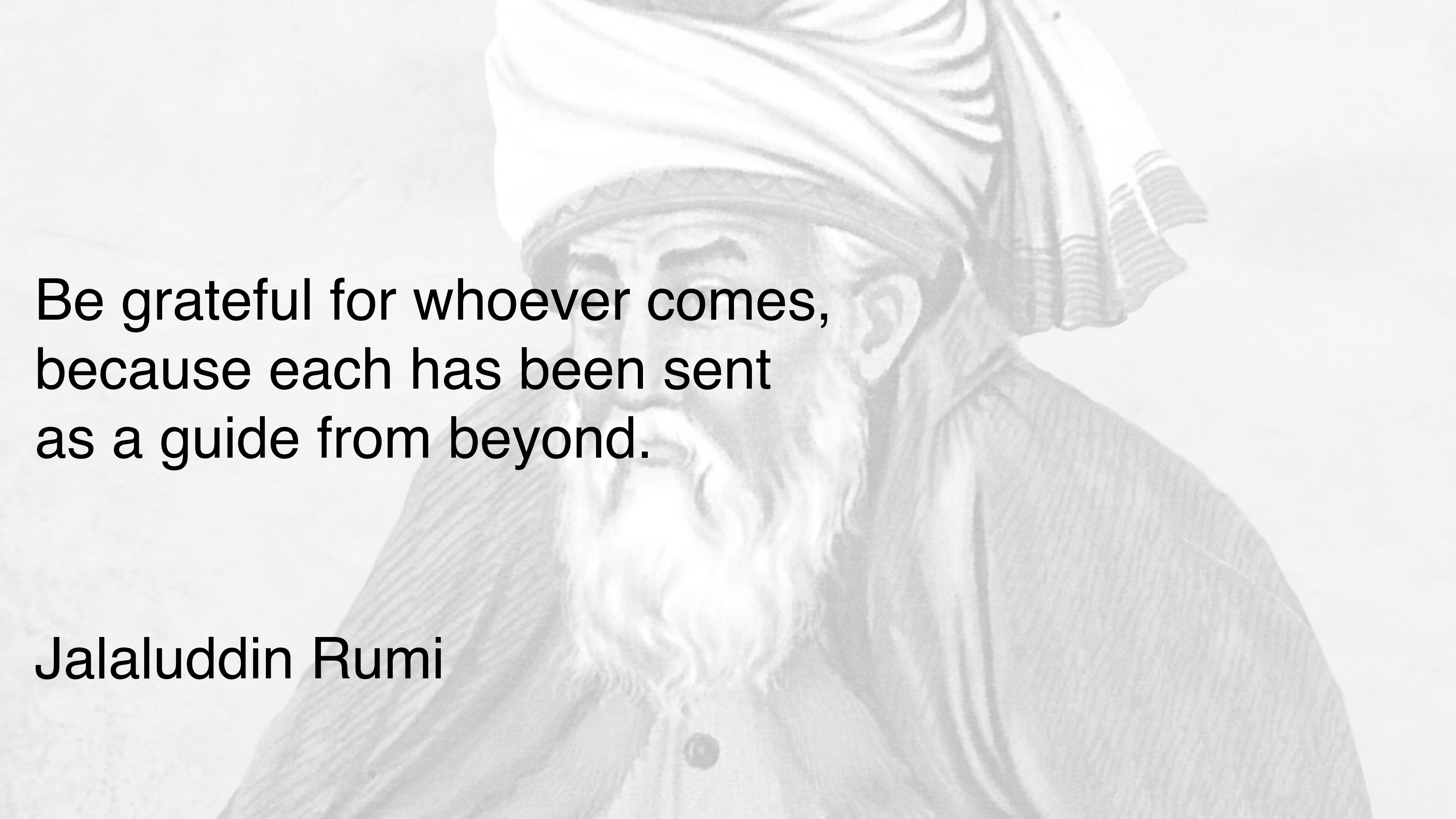
and

Alan Eagle

**The Leadership  
Handbook of  
Silicon Valley's  
Bill Campbell**

Honest Arguments  
Debate vs Disagreement





Be grateful for whoever comes,  
because each has been sent  
as a guide from beyond.

Jalaluddin Rumi

# Take home

Steps that transform Frustration

- Awareness
- Listen
- Identify
- What if?
- Conversion of energy
- Energy & Sources
- Acceptance & Surrender
- Action & Accountability

Use the frustration: learn to ask the right questions  
to go from one form to another



# Connect & Get in Touch

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