**Turning problems into opportunities.**
Some say it's an art, some say it's an attitude.
I believe it can be learnt.

# Solving problems while keeping a good mood

**10 things I learned on my journey through "opportunities" as a PM, Manager and Consultant.**



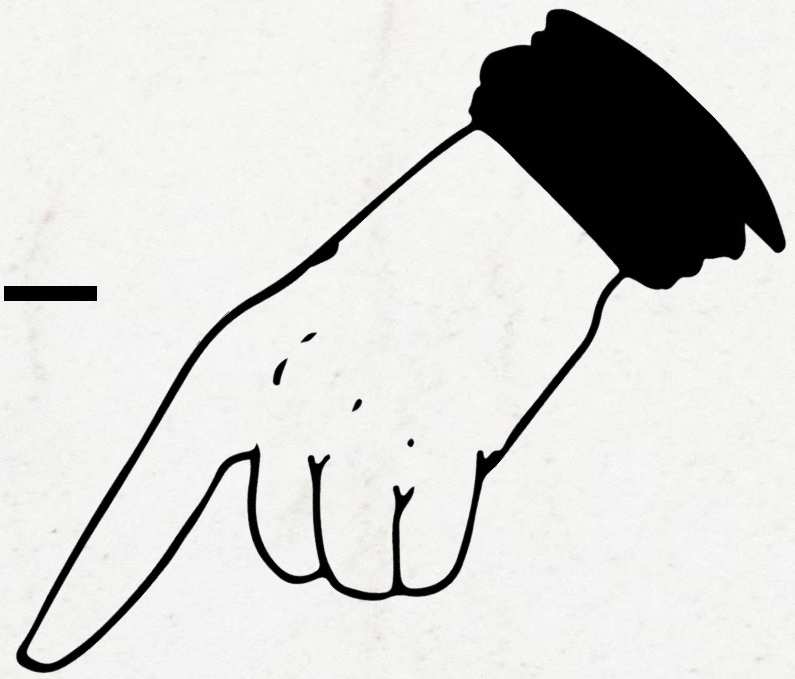
# –1–

# Accept who you are and embrace what you do best.

Even if it wasn't your secret dream.

There is always room for that in life "B".





# -2-

# Down with the#tripadvisoreffect* If something doesn't suit you: say so.

# If you don't do it it's 100% sure that nothing will change.

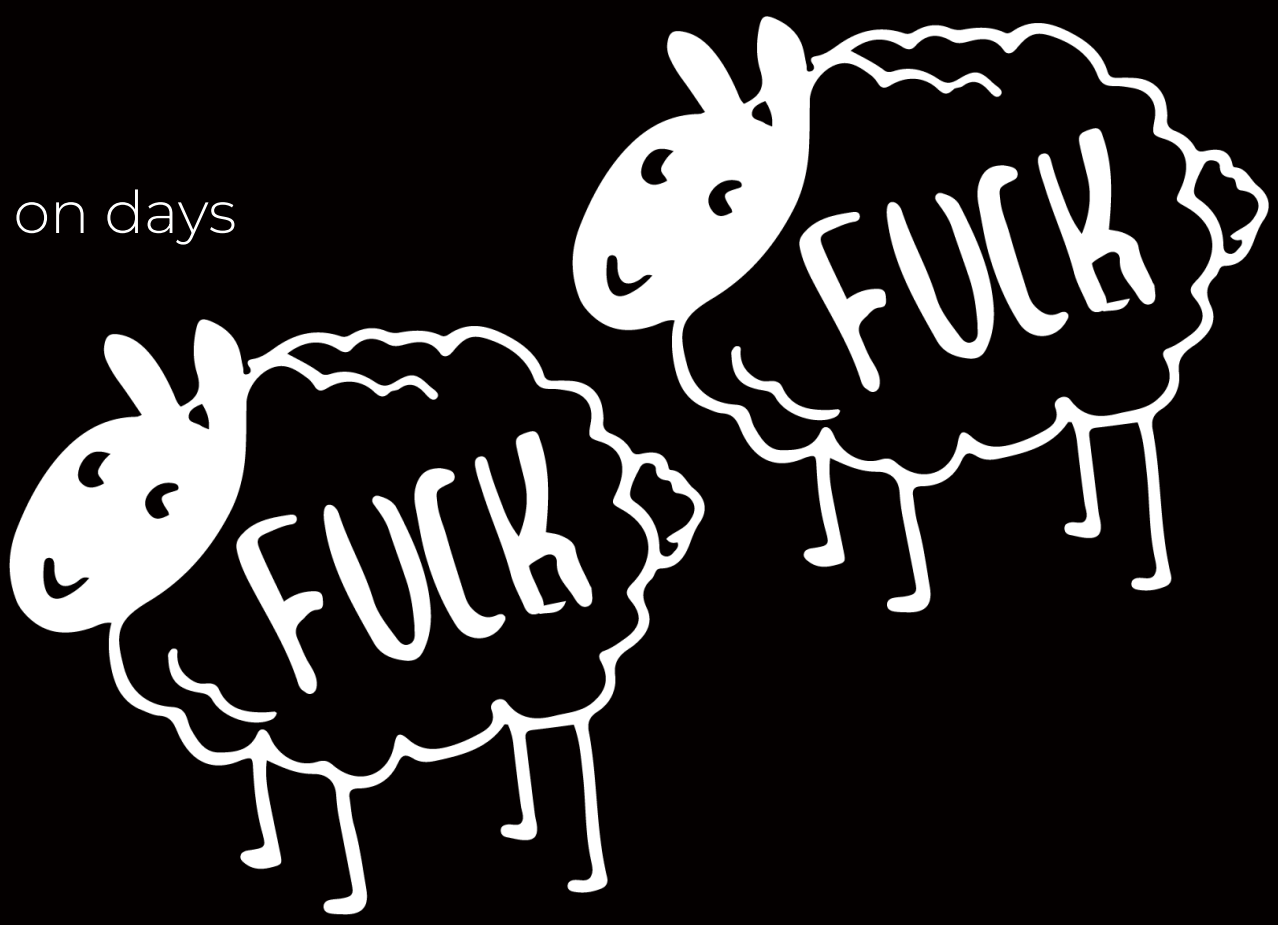
* When the customer leaves a negative review without ever having raised the problem during the stay. Effectively removing the possibility for the structure to provide a solution.

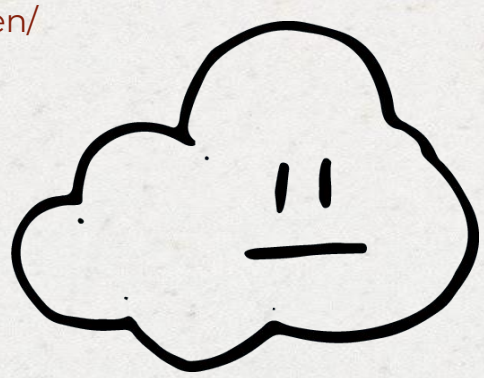
-3-

# Commit to finding a joy a day.



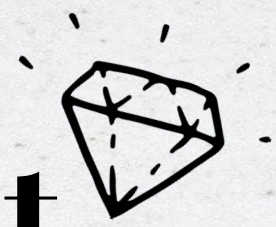

Even on days







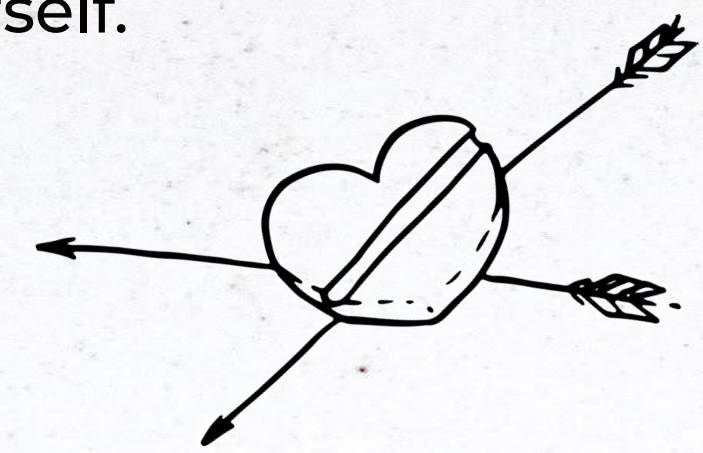
# If you really haven't been able to find a joy: invent it.








All it takes is a little creativity and, above all, loving yourself.





# –5–

# Sometimes things just go wrong.






Today it seems like a drama.

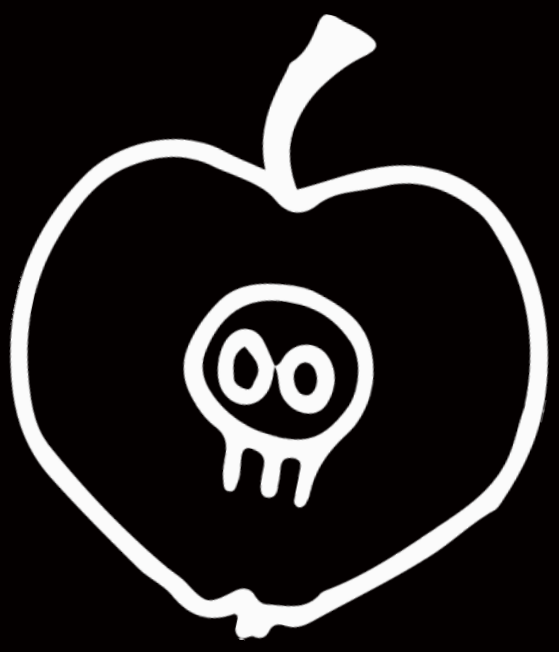
Tonight a solution will appear to you.

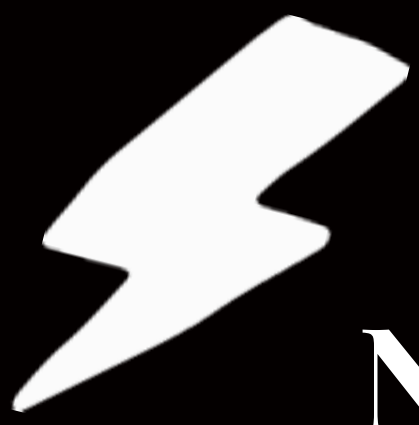
A spritz helps*

*but overdoing with alcohol does not!

# -6-

# Making mistakes is part of the journey. The difference is how we react.





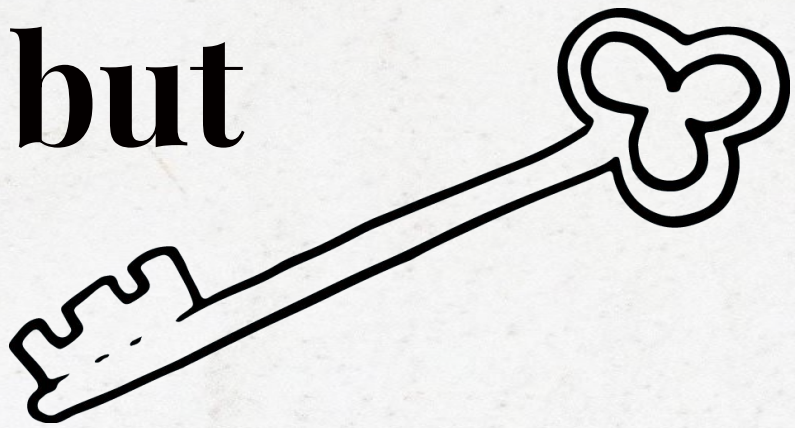
## No panic. Say Sorry. Find a solution.





# –7–

# Not problems, but opportunities.



# If you change the word you will immediately find a way out.



[Don't ask yourself why,
it's the brain that works like this]





# –8–

# Every problem we solve, every difficulty we overcome it's a step towards realizing that we can handle anything.

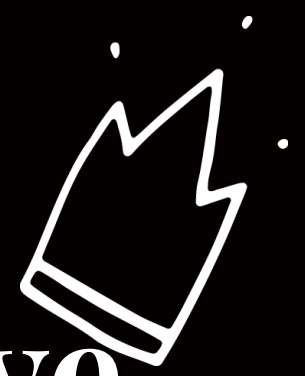


And it is a journey that we must take to learn to manage, first of all, ourselves. Our reactions. Our emotions.

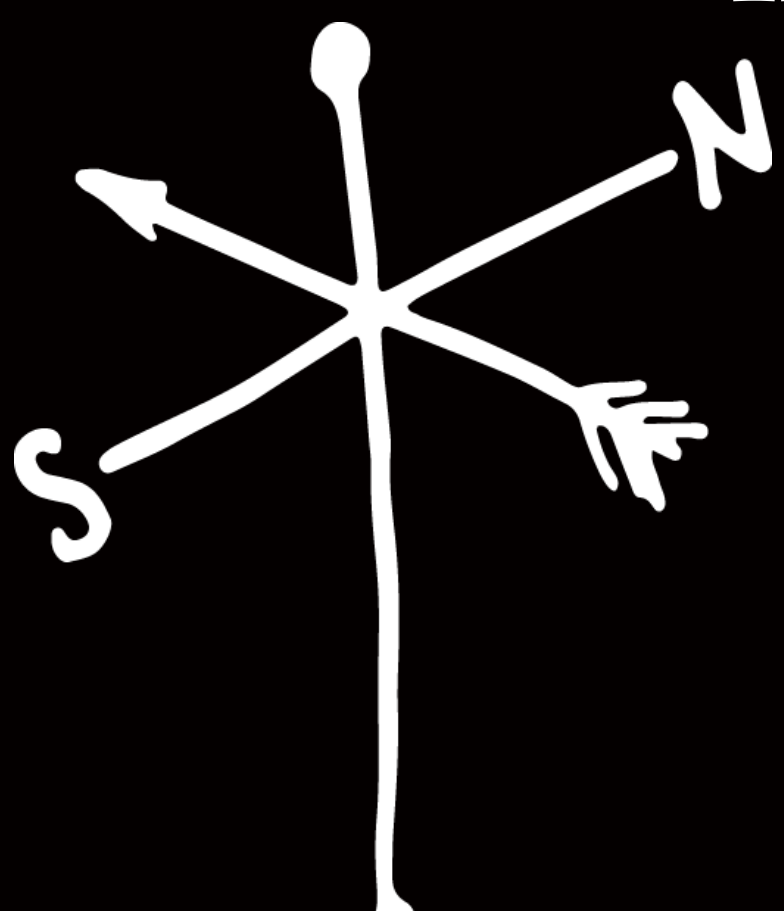
-9-



# Be strong, but don't be afraid if you feel fragile.



# Be authoritative, but do not worry if you do not have all the answers.




Sincerity and transparency
always pay off



# –10–

## Last but not least:

# There are no decalogues. There are no manuals. There are no truths.

**Everyone has their own personal journey, but sharing experiences always helps.**



