



One evening, an elderly Cherokee brave told his grandson about a battle that goes on
inside people.

“My dear one, the battle between two ‘wolves’ is inside us all. One is evil. It is anger, envy, jealousy, sorrow, regret, greed, arrogance, self-pity, guilt, resentment, inferiority, lies, false pride, superiority and ego.

The other is good. It is: joy, peace, love, hope, serenity, humility, kindness, benevolence, empathy, generosity, truth, compassion and faith.”

The grandson thought about it for a moment and then asked his grandfather: “Which wolf wins?”

The old Cherokee replied, “The one you feed.”

EMPATHY

em·pa·thy – *the ability to understand and share the feelings of others.*

Empathy is the ability to step into other people’s shoes, to understand their lives, and be open to helping them solve problems from their perspectives.

There are many benefits associated with empathy and honesty being shown to others. You have the opportunity to play an important role in someone's life – you have the chance to make a difference in their life. Remember –

People will forget what you said, people will forget what you did, but people will never forget how you made them feel.

Maya Angelou

TIPS TO PRACTICE EMPATHY -

- Listen – truly listen to people. Listen with your ears, eyes and heart. Pay attention to others' body language, to their tone of voice, to the hidden emotions behind what they are saying to you, and to the context.
- Don't interrupt people. Don't dismiss their concerns offhand. Don't rush to give advice. Don't change the subject. Allow people their moment.
- Tune in to non-verbal communication. This is the way that people often communicate what they think or feel, even when their verbal communication says something quite different.
- Be conscious of how you communicate when you speak, the tone of your voice and body language.
- Use people's name. Also, remember the names of people's spouse and children so that you can refer to them by name.
- Be fully present when you are with people. Don't check your texts or email, look at your watch or take phone calls when talking to someone. Put yourself in their shoes. How would you feel if someone did that to you?
- Smile and encourage people. A simple thing like an attentive nod can boost people's confidence.
- Take a personal interest in people. Show people that you care, and genuine curiosity about their lives. Ask questions about their hobbies, their challenges, their families, their aspirations.

Empathy should not be selective: it should be a daily habit!

Keep in mind that the true measure of an individual is how he treats a person who can do him absolutely no good.

Ann Landers

The Art of Emotional Composure

When you find yourself lacking motivation to pay attention to someone or you're too distracted by our own thoughts or by other things around you and you sincerely want to change that about yourself – the answer is truly at your fingertips! Refer to the BASIC POWERTAPPING WORKBOOK and follow the proven system to own the tool of Emotional Composure. Remember, sometimes just listening without judgment is enough to show empathy and communicate in an authentic way that you understand what someone is experiencing. You are in control – you can become self-aware and overcome being too self-centered and tune into others. It not only benefits others but you too!

Robert Rudelic, BS, NMT, MES