

# Chart Your Change



"Chart Your Change" is about knowing you're ready for your life to take on another dimension of meaning and growth; trusting yourself to achieve what is possible without yet knowing.



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*" We talk about the quality of product and service. What about the quality of our relationships and the quality of our communications and the quality of our promises to each other?"*

- Max de Pree

**Flo Mauri – Coach, Consultant, Educator, Speaker**

**October/November 2007**  
**Welcome to Chart Your Change**

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## 1. QUOTES OF THE MONTH

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*"Kindness in words creates confidence. Kindness in thinking creates profoundness. Kindness in giving creates love."*

*Lao Tzu*

*"The most important single ingredient in the formula of success is knowing how to get along with people."*

*Theodore Roosevelt*

*"To handle yourself, use your head; to handle others, use your heart."*

*Eleanor Roosevelt*

## 2. SHAPING THE QUALITY OF YOUR RELATIONSHIPS

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How do you make your (good) personal and business relationships great?

According to the experts: Shelly Gable, PhD, distinguished scientist award recipient, and positive psychology expert and several other experts in the field, the quality of relationship has all to do with how one responds to the other's good news. Make sense? Simple, right? Yet, we often and without awareness, respond in a way to deflate the other person's enthusiasm and may even have a destructive impact by just saying something like, "I'm sorry to say this, but you're not going to be able to handle that."

Think about it. What shapes the quality of your relationship – whether with a friend, loved one or colleague? Have you noticed how you felt when someone important to you did not respond enthusiastically to the good news you just shared? Was your energy drained?

Have you also noticed feeling more connected to the person who shared your good news with authentic and transparent enthusiasm?

The big breakthrough insight about shaping and making a relationship great is: **DON'T KILL THE ENERGY.**

Because we don't always remember to respond in an actively constructive manner and are sometimes unaware or distracted, here are some tips to help you shape that relationship positively:

- **Invite others to share their good news** by initiating a conversation with, "What's new and exciting?" This will give you an opportunity to respond actively.
- When you are having concerns about the good news, always **show your support first**, and tell them your concerns later. A good opening is, "tell me more about it."
- **Watch out when giving advice.** Don't let it become about you and your need to be the one who helps. Often, when you start with advice, you'll notice that your friend's voice loses energy.
- **Put them first.** This is especially important when your friend, loved one or colleague is having a conflict with someone else. This is a time to be affirming and not the time to show empathy for the opposing person. Save this for later, if you must.
- **Notice where you are coming from** and what other feelings are stirred up for you. Not participating in the excitement is a passive and subtle way of sabotage, especially if you are feeling threatened by the other person's good news.
- **Finally, pay attention to the energy** in their voices, is it fast and rich with expression or slow and losing energy? How do their eyes look? Their reaction to your response will tell you if you are actively constructive. Are you sensing an upward flow of emotion or have you entered into a dead energy zone?

Work in this area reveals that "fear of rejection and anxiety about relationships can actually bring about the very things that people fear. People who are more focused on the positive incentives of relationships and are willing to take risks tend to be less lonely, more satisfied with their social life and have more positive emotions around their relationships."

### **3. COACH'S TIP # 22 - RESPOND CONSTRUCTIVELY TO ANOTHER'S GOOD FORTUNE**

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Your good friend calls you and tells you she got that promotion she didn't think would happen. She is thrilled.

What is your response?

- "Congratulations! This is so great. You really deserved it. I know you'll do well."
- "Gee, that's nice."
- "Do you think you'll be able to handle it? You'll have to learn so much."
- "Did you hear about John's trip to Peru?"

Which response would you prefer to get? Let me guess...

Dr. Shelly Gable categorized these responses to really see the impact we have on others:

**Active/Constructive:** enthusiastically, showing genuine concern about the good event

**Passive/Constructive:** silently supportive, displaying subdued happiness

**Active/Destructive:** critically, pointing out negative aspects and possibilities

**Passive/Destructive:** indifferently, failing to show any interest

When you are being actively constructive, this respond capitalizes on the good news you just heard and it amplifies the pleasure of the situation and actually contributes to an upward spiral of positive emotion. Remember how it felt when you got an actively constructive response. How did it impact the connection? Did it nurture and shape the quality of the relationship?

Pay attention to the other person's verbal and emotional cues. This will let you know if you are being a deflator or a supporter. The difference here is who you are putting first, yourself or the relationship.

Have a Joyful Month!



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Request Flo for your next event. In addition to being the founder of Thinking Well Consulting, Ms. Mauri is an Executive Coach and Educator at NYU, teaching Organizational Behavior, Emotionally Intelligent Leadership and Management Styles. She is certified in Conflict Resolution and Organization Development. Ms. Mauri specializes in assessment tools and self-awareness techniques for maximizing human potential. Are you getting in your own way toward advancing your true aspirations and talents? Are you experiencing challenges in your business relationships and want to breakthrough repetitive no-win cycles? Are you ready to define and lead with your strengths? A coach can help you take action to achieve your goals. Contact Flo today for a conversation.

**Chart Your Change** is your select source for inspiration, coaching tips and personal development. We share the very best of essays, research studies and success tools for taking your human potential to the top of Maslow's pyramid: self-actualization and transformation.

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