

*The Polaris*  
*A Guide To Influence*  
*People and Nurture Relationships*



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*Authored by*

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# PROLOGUE

**M**y goal behind writing this book is to guide the readers on effective communication and developing good relationships in the same way, that the star Polaris guides people to reach Jesus Christ when he was born.

A star in the northern circumpolar is referred to by many scholars and astronomers as Polaris, hence also known as the North/Pole Star. It has a magnitude that fluctuates around 1.98, is the brightest star in its constellation, and is readily visible to the naked eye at night.

Polaris is so close to the northern celestial pole, that it traces a small rotation around the earth in 24 hours. Hence it seems like it remains almost in the same place in the sky, unlike the other stars that change places as the Earth rotates on its axis. Because of this unique characteristic of Polaris, it became an important point of reference for navigation by sailors and travelers. For centuries, they used to determine their position and direction on the basis of Polaris.

As per the first book of the Bible, the Wise Men from the East who saw a big shining star in the sky would have been familiar with the use of Polaris for navigation. They may have seen the star rising in the east, just as the sun does, and they

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would have followed it westward to Bethlehem, where Jesus was born.

Also known as Dhruva, a Sanskrit term for immovable, or fixed, this bright star is the reflection of knowledge, righteousness, and detachment from material things as per the story of King Dhruva's childhood.

In conclusion, the star Polaris has always guided people, be they voyagers, travelers, or spiritual followers to a better life. And this book 'Polaris' also aims to guide you in this modern life as per the personal and professional worldliness.

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## CHAPTER 1

# SOLVING PROBLEMS

*As the world we live in is so unpredictable, the ability to learn and adapt to change is imperative, alongside creativity, problem-solving, and communication skills.*

— *Alain Dehaze*

**A**t every phase of our life, we face problems. Be it in our relationships, career, health, or looks. When it is our problem, we definitely have the resources and capability to resolve it. But the problem is not that we have problems in life, the REAL PROBLEM is **that we do not work hard to resolve them.**

Yes, not working on a problem and just procrastinating or delaying to find a solution is the biggest problem in our lives. There are various reasons why we do not face our issues right away but keep postponing it like:

- ✓ laziness, procrastination,
- ✓ lack of knowledge of the techniques and processes involved in problem-solving,
- ✓ inability to use the techniques effectively

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- ✓ using a method inappropriate to the particular problem
- ✓ insufficient or inaccurate information

Hence, start working on solutions now so that you can gather information, use the correct technique effectively and resolve the issues. The best way to solve any problem is by getting the correct technique.

*Where will you find those techniques?*

**IN THIS BOOK! POLARIS IS YOUR ANSWER.**

*Now, what will happen if you do not work on your problem right away?*

*What will happen if you keep procrastinating and postponing the resolution?*

The results of not solving a problem can be dire.

Let us discuss them:

- **Procrastinating or Postponing:** Dancing around them or running away from your problems makes no sense because they will come after you. Problems in life are like a pond of water where, if you keep trying to cover it with lots of sand and stones, yet some or the other day, it will again come up. It is not at all possible to cover up a pond or any water body and so is the case with our problems. No matter how much we try to cover them up, we will always end up facing them in one way or the other in our lives, be it a disguised one or a related one.
  - ▶ **Disguised one:** Because we did not try to solve our problems previously, we did not learn anything

from them and hence they come back in the form or other problems. In our lack of understanding of how to solve it, we think the same kind of problems keeps arising but in reality, the problem is the fact that we do not solve it or learn from it. Once we learn from it and learn to deal with it, it will either not occur again or at least we will be able to handle it swiftly.

- ▶ **Relating one:** The problems relating to the previous problem that we left unresolved, be it in the form of our own emotional or mental baggage, or something connected to it that we couldn't have imagined in our far-off dreams. Just like one lie leads to another, same ways, one problem leads to another if left unresolved.
- **Ignoring:** Not taking responsibility or trying to postpone your problems thinking that they will not affect you or your life in any way is just outright being dumb. Because problems do come back in some or the other way or they just keep growing! Hence, if you don't solve them, it is a giant waste of energy because they will become even bigger and one day they can blow up right in your face.
- **Positive Outlook:** If you see your problems as 'challenges', 'learning', 'opportunities', 'opportunities for growth', or even 'blessings' it might be even easier for you to deal with them and solve them right away. Life/God/the universe only puts a problem in your way if you are able

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to solve it! With this outlook, you will get the strength to face the problem and you will not back off from trying to solve it. Remember, trying is everything! You may not get the results, or you may fear getting low or negative results but in the end, what matters is that you tried!

- **Better Relationships:** Solve your problems right away and enjoy much better relationships. Yes, when you are free of any problems in life, you will be free from any kind of stress, tension, or frustration. Your life will go on smoothly and your mood will remain fresh and active. This will spread your positive aura around you, thus having a positive impact on the people around you. Finally, it will in turn help you to create and maintain better relationships in life. Otherwise, just look around you and try to understand that if you have any problem, aren't you letting it affect your relationships in your life in some or the other way?
  - ▶ **Now some will say that a true relation will last if they are with you in your problems.** This is true, but they can support you, not solve your problems. And if they can solve it, they can solve it to a limit and not more than that because after all it is your problem. They could work on it externally, but internally, you will have to work on your emotions and the mental state that the problem left you in. This can be done by no one but you. Hence, it is you who will have to work on your problem and resolve it which this book will help you in.

## EXERCISE FOR YOU

Sit silently in your room and light a nice fragrant candle. Then think deeply about one of your problems that you have been avoiding or postponing since weeks or maybe months. It may be a small thing, but just imagine for a minute of a life that you would have if that problem is solved. If that barrier is removed from your life forever and hence you are able to do the other things that you couldn't do previously because of this problem.

- How did it feel?
- How was that imaginary life without that problem?
- Did it feel good? Or really good?

I am sure you loved it.

So now, think of the ways in which you can solve this problem. Don't think of the issues in the solution, but just the solution.

Now think of the solution that you think would be the best, irrespective of the problems that you may face.

And now, take a book or a diary or your phone note app and write down the ways in which you can achieve that particular best solution.

That's it. For now, just write down all the best solution, read it thrice and go to sleep.

When you wake up fresh, the thought must have played with your subconscious mind to give you not just the strength

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to follow the solution but also to find better ways to reach to that solution.

And if not, then you can repeat this a couple of nights and then go to the next best solution.



## CHAPTER 2

# IMPRESSING PEOPLE

*Being yourself is all it takes. If you want to impress someone, don't be someone else but just be yourself.*

— *Selena Gomez*

*American Singer And Actress*

Jessica always has this habit of blaming herself for whatever is wrong happening with her.

*“I am not good enough for my boyfriend, I am sure that’s why he cheated on me!”*

*“I am not earning as much as my sister, that’s why my cousins and relatives love her more!”*

- ▶ Such thinking comes from a lack of confidence which leads to people putting themselves down so as to be able to impress others. Many times, people with low self-esteem think that if they find and accept their mistakes in everything, people will sympathize with them and like them for being so down to earth. But then they fail to understand that even others can see if it is their mistake or not. So, if they are just

blaming themselves for everything, they are coming out as weak and dumb human being who does not know how to keep their self-respect.

So, if Jessica blindly says that it was her mistake all the time and blames herself for everything that happens to her, she will affect her image in front of others. She will not respect herself in front of others and hence, people will find it difficult or may even stop respecting her.

- ▶ Hence, such thinking not only shows how she looks down on herself but also gives an indication to others as to how to treat her.

In this situation, Jessica blamed herself for all the bad things happening in her life that affected her perception towards herself. Due to this, even others would not respect her because she does not respect herself.

In the above dialogues, to create an impression that she is strong and can fight with her situation, that she is smart enough to understand the reality of a circumstance, she should have better said the following,

*“My boyfriend does not respect me and hence he cheated on me. But I respect myself enough to walk out of such a relationship!”*

Here, she is establishing the fact that one needs to respect her to be in a relationship with her. And if they cannot do that, she doesn't need them. She is setting standards for herself which should be followed by the people close to her, thus giving her the respect that she has for herself.

*“It is ok that I earn lesser than my sister because I know I work hard to get what I have. If my financial status changes the way people feel for me, it is better that I distance myself from such people.”*

Here, she is comfortable with what she has on the basis of her abilities. She has confidence in her capabilities and that she can do better. Hence, if people don't value her today, she can keep a distance from them so it doesn't affect her feelings negatively. Because tomorrow when she knows she will do better in life, she doesn't need those who didn't value her during her low phase.

Hence, we can conclude the following:

- The way you treat yourself, you look at yourself, and the way you feel about yourself, you teach people how to treat you, look at you, and feel for you.
- The more confidence you have in yourself, the more people will value you. This will make you proud of yourself and others' negativity will stop affecting you.

Once you have learned to be comfortable in your own skin, and others' comment stop affecting you, let's talk about how to treat others and make an impression.

Sometimes, with time, our pride and confidence can turn into ego and over confidence, respectively. Both can lead to our downfall and people may go from finally liking us to disliking us. What you have achieved in life is your success but that doesn't give you the right to think of others as lower or lesser than you. Thus, we need to learn to be down to earth

and treat people with the same respect and value that we have for ourselves.

Jessica learns to respect and value herself. She is confident in what she is, the amount she earns, the relationships she has, and the people who like or dislike her. Nothing negative affects her. With life success, comes social responsibility, like:

1. Whenever someone asks for her opinion, she should be sincere with the people. She should say those things only that she means and she should mean the things that she says.

*“Hi Jessica, how is my new dress?” Her friend asks her who is wearing an orange dress.*

*“Hi, I think you look really pretty in this dress. But just one small suggestion, instead of these orange sandals, you could have matched them with a contrasting color like black, that would have made you look more fashionable!” she smiles, “Yet, you look dashing!”*

She did compliment her, but when she wanted to give an opinion, as asked, she tried to explain how it could have been better along with coupling her opinion with a heartfelt appreciation, without making fun of her or talking in a condescending tone like,

*“Eww, those orange sandals are just too much gaudy!” Jessica gave a grimacing look to her.*

This above reaction would not only affect the confidence of her friend who asked for her opinion but would have also

spoiled their relationship forever. Her friend may also not ask for her opinion ever as she won't be comfortable asking her personal questions in the future.

2. If, for example, Jessica didn't like her dress at all, instead of talking in a condescending tone as given above, if she can't say nice things, she should better say nothing.

**Don't put people down! – this is the GOLDEN RULE to follow irrespective of your confidence level.**

3. Other people's opinion about us is primarily made by how we behave. So, if Jessica would have replied to her friend negatively as given above, next time her friend would have also tried to search for ways to put her down. So, Jessica's behavior and opinion towards others decided theirs towards her.

To create an impression, first, you have to impress yourself with your confidence and learn to respect yourself for whatever and however, you are. Understand where you are actually wrong and apologize for that and not everything. Do not feel guilty or blame yourself for everything. For that, understand when it is not your fault.

**The day you start loving and respecting yourself, that day you will start impressing others with the beauty of your confident attitude.**

And once you start feeling comfortable in your own skin, you can do that extra bit to create impression on others when required.

Here are some of the ways in which you can create a good impression on people and the benefits there off:

1. **Opinion of You:** As discussed in the above example of Jessica, we understand that other people form their opinion of you mainly from the opinion you have about yourself. If you are not perceived by the people around you as you would like, have a look inside yourself. What can you do? How do you perceive yourself? How would you want to be perceived? Start acting the way they would like to be perceived. If you pity yourself, people will pity you and if you feel confident, people will respect you more.
2. **Positive Note:** Start your conversation with a positive note. Never say negative things. And at the start of any conversation—be it a formal one or informal one—a negative approach is a big No-No! The more positivity you show through your approach towards a situation or through your thinking on a particular topic, people will be impressed by the positive aura that you spread around yourself. They will feel those positive vibes and will start liking your company. Also, keep the conversation optimistic. Nobody wants to be with a complainer and be confident that people will like you.
3. **Be Authentic:** Being authentic in everything you do and say is important because people can see through your fake behavior. Be authentic when you praise someone. Be authentic when you talk about your life and experience.

People understand when you are faking it or just lying to them to create an impression. Everyone understands if the new actor in the movie is good or not because people can see through someone being real or acting it out, and accordingly, that actor's career is decided by the audience. So yes, no one can show off lies and get away with it. People are not dumb to not understand acting. So, don't try too hard to make a good impression by acting and faking it, but tell everyone around you that they are making a good impression. Do it by praising them and valuing them. Be yourself and people will naturally like you or at least not dislike you.

4. **Value Everything:** Firstly, value yourself, your job, your family, your friends, and the whole life that God has given you. The more value you give yourself and others, the more others will think of you as important. Remember it has to be sincere, and if it's not, it will backfire. So, boost your strength and productivity. Be so good that others can't ignore you. If you are confident in yourself, you will value yourself and through this positive attitude within you, you will value everything and everyone around you.
5. **Make It Look Easy:** Work and consistency beat talent every time. When we want to learn something new, we need to be reminded of these facts. We need teachers and leaders that have patience and make things look easy. So, give the people around you the confidence to do anything that they want to do and inspire them with

your belief and faith in them and see miracles happen. It's the Pygmalion effect all over again. Make it look easy and see people thrive.

6. **Be Friendly:** If you need or want something from someone, like help, value, and respect in their eyes, the best way to get it is to be friendly - even if it's difficult sometimes. Being kind and friendly will make people change their minds or help you more often than being on bad terms. Try it. It works. It may be difficult initially to befriend someone you do not like but with practice, it will become quite easy. People will trust you, talk to you all the time and show a lot of respect. This in turn will be seen by others as you are important to all and everybody loves you. So even they will be impressed by your social skills and would try to be nice and friendly with you. But remember, do not act fake for all this (fake behavior is discussed in further chapters). Be real and friendly and reap the rewards.
7. **Sweet Notes:** One true magic trick when it comes to improving your relationships is writing some sweet notes like a 'Thank you' note. Surprisingly, this is not only beneficial for the receiver but also for the sender. Write not only notes but entire thank you letters. It's said that the benefits are highest if you deliver the message in person. Try this even if it's just a simple email to someone. Remember we are hungry for genuine appreciation. Show other people that they matter in your life and this world. Show people that they are making



the world a better place and write them a thank you note or a thank you email and create and maintain amazing relationships.

8. **Help Others:** The more you help others, the more they will be indebted to you, look up to you, and have value for you. Helping others also boosts their self-esteem because they feel seen and cared for. So, do not just be interested in yourselves more than in anything else, but look out for others if they need the help of someone and be there for them.

Everybody you will ever meet, no matter what they say, wants to feel important and become somebody of importance.

So, be nice to them by helping them to come out of their insecurity and tell them that they can comfortably be themselves in front of you. Give them real compliments and genuine praise, and most of the time you will see a marvelous transformation. Look for their strengths, their good points. Things you can sincerely praise. You can get along easily with anyone if you feed their self-worth. Make it a habit to see the good in people, to give them sincere compliments, and watch how much better your relations with others become. Help them like themselves but better.

9. **Use Positive Talk:** People who tend to talk pessimistically in the morning tend to experience their day as much worse, while people who speak positively at the start of the day tend to experience their day as much more positive, meeting with much more opportunities.

If you have problems, talk to a counselor, pastor, or trusted friend. Don't go public. Describing your sufferings in public doesn't make you an attractive person, on the contrary; it makes you quite boring like a crybaby, and unattractive. Never tell your problems to anyone. 20 percent don't care, and the other 80 percent are glad you have them.

Also, eliminate teasing and sarcasm from your conversation. Above all, in public. These are not cute ways of showing affection or how smart you are.

## EXERCISE FOR YOU

If you have someone in your life, a friend or a colleague or relative with whom you are not on good terms, try to just compliment them kindly, smile at them and praise them. And do it only when you mean it. That is, do not falsely compliment them. Keep your own ego aside and try to see the things that they are good at or what do you find attractive or beautiful in them. Then, just wait to see the magic of how this good behavior comes back to you.

It will take time, they may not even smile initially, but ignore that rude or arrogant or stoic behaviour. Just focus on yourself and the ways of creating an impressing and amending your relationships.

If you continue to be nice and compliment them, soon, they may also compliment you or at least stop looking down upon you. They may start smiling at you. All in all, your

relation with that person may or may not become perfect, but at least the negativity will vanish away and this is the end goal of everything in our lives. To be positive and create a positive aura around us.



## CHAPTER 3

# BASICS OF HUMAN NATURE

*“Your visions will become clear only when you can look into your own heart. Who looks outside, dreams; who looks inside, awakes.”*

— *C.G. Jung (Swiss psychiatrist)*

A man in his mid-fifties with a wife and two kids dies due to a heart attack. The people crying the most are obviously his wife and kids, his parents who raised him. Then in line, comes the close relatives and friends. Then the ones who just have a sad face but are not crying are the not-so-close people.

**Why do some people cry, and some don't?**

**The situation is the same for all, the same one person has died, then why is everyone reacting differently?**

Because the reaction, the feelings of a person depend upon what THEY FEEL and not upon what has HAPPENED.

1. The parents, the wife, and the kids were the most dependent upon the man who died. Their life is going to change the most. So, it affects them the most which makes them cry the loudest when he died.

Let's assume that the kids are very independent and were not in a close relationship with their father, would they have cried as much in this new situation as in the previous situation? No, in this situation, they would have been less heartbroken as compared to the previous situation.

2. Then comes the close friends and relatives who have had amazing memories of this person who died. Their pain is on the basis of the fact that they were emotionally attached to the person but their life doesn't change upside down like the parents and wife and kids. Their independence and financial status remain the same. So, their pain is depending upon their feelings towards the person who died.
3. Lastly, the people who are in his social circle, the people he had worked with, his blood relations, and his friends with whom he socialized. They neither had any financial dependency on him nor any emotional attachment. They are here, not crying, but only to support as a part of their social duty.

### **What do we learn from these situations?**

- People Are, Above All, Interested In Themselves

Just like at a funeral, people cry for what THEY FEEL and not for someone who died, same way, in life, people do what THEY WANT TO DO and not what YOU EXPECT THEM TO.

No matter how much you tell someone to leave a toxic partner, they won't leave them until they have been hurt or insulted enough or unless they are not emotionally hit enough so as to not being able to take it anymore.

No matter how much you explain to someone to focus on their career, they won't do it unless they NEED either money, status, or the feeling of self-worth.

- People Always Focus On 'What's In It For Me?'

Just like at the funeral, people who want to maintain their social relations with the family who suffered the loss, only those will attend the funeral.

Or in a relationship, people will only stay because THEY are in love and not because you are in love with them. Or because THEY WANT someone special in their life, not because you want them.

Or in a career, people will get a job because they WANT MONEY. People will do business because they want to build something. And people who won't do anything, because they don't NEED anything.

Their focus is always on what's in it for THEM. Not what YOU tell them is good for them. Unless and until they don't feel it or realize it, they won't work for it.

- People Are Above All Interested In Themselves And Not In You

Hence, we conclude that their interest is always what THEY want, need, or desire. Even if someone LOVES YOU ALOT, they will do it because YOU want it. After all, THEY love you. But if it is a normal relationship, where they love you or maybe just like you, they will ALWAYS do what THEY WANT to and not what YOU want them to.

And still, if you keep asking that person, or anyone for that matter, to do what YOU want, by hook or by crook, they will find ways to do what THEY WANT but by hiding it from you.

Take this example of strict parents and lenient parents. The kids of both types of parents have the same desire, needs, wants, and dreams as a teenager. But the only difference will be that the kids of strict parents will not know what their kids are doing. Their kids will hide everything from them and still do what THEY WANT. Whereas the kids of lenient parents will know quite a lot more about their kids' life and activities as compared to the strict parents.

Since the time human beings are there on this planet, they have done what they wanted. A king who WANTED another land, raged a war against it. A king who was SATISFIED with his land, lived and let live others peacefully. People who THOUGHT AND FELT that a leader is right, only those followed him. Others who DID NOT AGREE, didn't follow him.



## EXERCISE FOR YOU

If you are stuck in a situation where you cannot understand why someone is doing what they are doing, it can be something bad towards you, that must be hurting you, then, try to just understand their perspective, from their situation.

Try to understand what is it that they want, need, or desire in their life.

Or, by being bad towards you, what is it that they feel or think about you and what will they gain with this attitude.

If you get your answers clearly, well and good. If you get a mixture of answers, just write them down and keep it aside but do not start overthinking. Stop yourself from overthinking.

Now, think and write down the ways in which you can either avoid their behaviour or stop getting affected by them through this understanding of why they are doing it.



## CHAPTER 4

# POINT OF CONVERSATION

*The real art of conversation is not only to say the right thing at the right place but to leave unsaid the wrong thing at the tempting moment.*

— *Lady Dorothy Nevill*

*British Writer*

There are ladies who love to gossip about other friends and relatives. But then there are highly ambitious women who want to focus only on their careers and are not interested in others' life.

There are people suffering from issues in their relationships who only want to discuss relationship problems with others. While there are people who are suffering losses in their businesses and only want to discuss the economy of their country.

What will be the topic of a conversation depends upon what

- They FEEL
- They are GOING THROUGH
- They WANT TO KNOW

The common pronoun in all the above points is THEY. Hence, we can say that the **Point of Conversation**, which is the most important subject that anyone will want to talk about with you is THEMSELVES or something that THEY are interested in.

*The times when you meet with your friends, to chill, to hangout, at that time, they would love to crack jokes and make fun of others because that makes them happy, and makes them laugh.*

*Have you observed that when a friend in a group keeps crying over the same thing over and over again, all the friends get annoyed and push him away? They can push away bluntly by telling the truth or by joking about it. But however the way, they do it because they are no more interested in listening to the same thing.*

*And when someone is interested in listening to a friend's sad story, it is because they care for them, which if they didn't, they wouldn't care to listen.*

So, everything, in some way or the other, does boil down to THEY.

According to the above understanding, let us understand what are the best ways to impress someone:

- **Take Interest:** Try to get people talking about themselves. If you can show true interest and get people to talk about themselves, then they will like you a lot. Who doesn't love to talk about themselves?
- **Talk About Them:** Stop talking about yourself and start talking about the person in front of you or get them to talk about themselves.

**Here are the ways in which you can create an unforgettable impression at a social gathering or on a date:**

***(a) Make Them Feel Important***

The more important you make them feel, the better they will respond to you and your conversations in the future, they'll always be on your side, they will remember you, and may also make you feel important in return. The best ways to make someone feel important are as follows:

- **Recognition and Appreciation:** Whenever possible, recognize their work, and their efforts and appreciate them. Be it for their dress, their looks, their choice of song, skills, etc. People always remember the ones who appreciate them, especially when you mean it and when it's a rare compliment that they received.
- **Call Them By Their Names:** Use their name as often as you can. People like to be called by their names. It not only makes them feel special but also grabs their attention to whatever you are trying to say and they listen with more curiosity and an open mind.

- **Don't Interrupt:** this is the biggest mistake in any kind of conversation, be it dating, social gathering, formal or informal. The worst way to make someone feel unimportant or even disrespected is by interrupting them, cutting them off, or interjecting them while they are talking. Let them finish their sentences.
- **Pause:** Whenever you answer someone or reply to their comment, pause for a bit, let them come out of their zone, and have an open mind to be able to grasp you better. This also makes them pay more attention to you because in the moment you paused, it created an image of you creating a good answer and hence it will make them think that now you are going to say something worthwhile and they will hence listen to you with sheer attentiveness.
- **Nod:** Show that you are following, paying attention, and taking interest in what they are talking about. To show that, keep nodding, keep saying “Hmm” and make eye contact every now and then, do not lose it.
- **Pay Attention Everyone:** If you are in a group, don't ignore people. Don't just pay attention to the ones who are the most talkative and funny. But be there for the quiet ones, the shy ones, and the less talkative ones. Such people always remember the ones who pay attention to them and make them feel important. I am sure that they will return the favor by three times once you make them feel special in the crowd.

**(b) To Agree or Disagree**

Whenever someone gives their opinion in a conversation or comments on a particular topic, they like it when you agree with them. But you may not always need to agree with them.

What are the ways to agree or disagree, read on:

- **Show Your Agreement:** Adopt the attitude of being agreeable in a visibly sweet manner. Nod your head with a smile. Say ‘yes’, ‘right’, ‘I totally agree with you’, and ‘I totally get you’ after every few minutes to show your attention.
- **Disagreement:** People don’t like the ones who disagree with them unless given a proper reason. Only disagree with people if you have absolutely no other choice. But before you disagree, remember the following points:
  - ▶ **Ask Yourself:** When you are about to disagree with someone, always have in mind the magic question, *“Do I want to be right or do I want to be in peace?”*
  - ▶ **Discuss:** No matter what, do not argue! Even if you are right. Try to make your point clear by explaining it calmly. And if they seem like trying to understand you with an open mind, continue to explain otherwise leave it. If they are not understanding your point of view, DO NOT keep pestering them.
- **Apologize:** If you make a mistake, admit it. It’s a sign of a strong person, and you’ll be admired for it. It will avoid any type of negativity with the person and resolve the problem there and then.

*(c) Smile*

Make people like you immediately by genuinely smiling at them. Smiles are contagious. It is the best way to reach someone's heart. It makes people feel comfortable in your presence and they like you immediately before you even start a conversation. So, Smile a lot! A smile can do miracles.

**Did you ever try it?**

Smile even when you are talking on the phone as it will make you feel good and send those good vibes through you to the person you are talking to.

- When you meet a group of friends at a gathering, smile at all of them and they will approach you to start a conversation.
- So, in most cases, people will smile back and be nice to you. A smile will win in all relationships.

## EXERCISE FOR YOU

Next time, whenever you meet or are going to meet someone new, try to follow all these hacks with a smile and keenly observe their reactions. After you are home, sit peacefully and note down their reaction. Then take this book back and correlate it with whatever is written here. I am sure you will come back to read it before every meeting thereon!



## CHAPTER 5

# CONNECT WITH PEOPLE

*“Communication - the human connection - is the key to personal and career success.”*

— *Paul J. Meyer (Author)*

**H**umans are social animals. We always have the need to socialize and connect with other human beings. Connections are very important to live a socially well-connected life that makes us feel valuable and less lonely.

When we connect with people, we feel secure and wanted. This elevates our emotional strength and it acts as a huge support system. Whoever has this emotional support system through the connections that they make, is more bound to succeed in life and career.

### **But how to really connect with people?**

When we meet various individuals at numerous functions and events, we can connect with the people over there by finding the one we feel comfortable with and whose personality attracts us. There are many ways to connect with the people we talk to or meet such as:

- **Smile:** The first and foremost way of starting a connection with any human being is by smiling at them. A smile can do wonders. It makes the person feel comfortable and accepted in your presence. It motivates them to start a conversation or take interest in your talks. A smile is thus the biggest and the easiest ice breaker.
- **Take Interest:** One great way to connect with people is by being interested in them and in the things that interest them. If you want to really connect with people, you need to show some real interest in whatever they talk about. Show true interest in other people and succeed in making connections and thus, in life and career.
- **Study Them:** If you make an effort to study the person you are trying to connect with, you'll surely get good results. Try to learn about their personality, how similar and different it is from yours, and how vibrant or calm they are. On the basis of your study, you can start, continue and maintain your conversations with them accordingly.
- **Attract:** Once you have given a sweet smile, studied them, and started talking accordingly, more than good looks, attraction starts with little things like being friendly, greeting people with love, and smiling more while talking. Always remember that it is not just the looks, but the personality, and the behavior that attracts people. The way you talk to them and make them feel about themselves attracts them toward you.

- **Be Nice:** Everyone has their laggings and insecurities. Never laugh or feel above them for their flaws. It is our flaws that make us “US”. Always take their flaws in a positive way and like this, you will be able to be nice to them in every situation. Even on the phone, don’t chuckle, giggle, chortle, or smirk when they express their flaws in some or the other manner. Don’t grimace or narrow your brows or widen your eyes when they share something important. Keep an open mind and accept it all. Then you can later ponder over what they said and try to understand what they did with a calm and open mind. This will help you to understand them better without letting them know that you are trying to understand them.
- **Connect:** Now comes the most important part of creating connections with people. At all times, have in mind that people like to be admired. Make them feel important and valued by remembering their birthdays, remembering what they said in your conversations, and doing things accordingly for people. This is the best way to connect with them—by taking an interest and showing it with your actions.

**But remember, don’t force yourself if you do not feel the connection and do not get interested in whatever they say or do. it needs to come out naturally and not by force.**

***(a)Accept and Appreciate***

The basic of connecting with people is first accepting them for

who they are. Many times we find it difficult to comprehend the fact that they are a particular type of a person, or they have a particular type of thinking or perspective or outlook towards life and we may find it difficult to accept their point of view. But, as human beings living in this society, we need to understand that everyone has a different perception and that not every perspective is wrong. Some are, indeed wrong, no doubt, but not all. We need to learn to respect others' way of thinking even if it is different from ours unless it is totally wrong.

Here are some of the ways in which you can benefit from accepting and appreciating people for who they are:

- **Acceptance:** You must accept and like people as they are. Accepting is not just about agreeing to what they are but also about being okay with what they are. To become a people person, use this formula
  - ▶ Accept
  - ▶ Approve of
  - ▶ Appreciate

The day you are able to truly appreciate people for who they are, you will yourself feel light and happy from within.

- **People Are Not Like You:** The most important thing to remember and accept in life is that people are not like us. They can have a very different outlook towards life and situations as compared to what we have and this should be totally fine with us. We should never try to make them

like us. They may not be perfect. But you can't change them no matter how hard you try and one should not ever try otherwise it will have huge negative effects on the relationship. They might also have the same values as you have but yet, many times they won't live up to your high expectations of behaving or talking in a certain way. But you should be okay with it and accept them for who they are. The day you are able to accept them, you will start connecting with them.

- **Appreciation:** How do we make happiness and success grow? Appreciating what we have. Never feel ashamed or ungrateful towards the things you have, always feel grateful. Never complain about what you have but compare it with the ones who do not have and you will feel grateful. It is important to be happy with what you have in order to appreciate and value it. Appreciate your spouse, your children, your employees, your boss, and your clients, and most importantly - let them know that you appreciate them. Price people for what they are to you and in your life and you will slowly watch them grow, and along with them, you will grow too. A very powerful way is to write people a thank you note or letter. Treat people as special. Remember that we all want to be recognized for our uniqueness and worth. Once you have achieved these appreciation skills and seen the benefits of it, you will learn to connect with people on the basis of this appreciation. Because the more you appreciate people for being in your life and supporting

you or being there for you, they will also feel elevated and start valuing you. Hence, they will feel good with you and around you, thus creating a connection.

- ▶ **Be Punctual:** Don't keep people waiting. Making someone wait is a way of making them feel that they are less important. Also, when someone waits for us, it piles up a feeling of favor within them, subconsciously, like, "I waited/did so much for you!" sometimes, when the reason is genuine, it is understandable, but always being late and making people wait is showing them that you are special and they are not. This will irritate them or anger them and it will spoil your relationships forever.

In the long run, these will be more influential than any advice or lectures you have to give.

### ***(b) Listen To People Actively***

One of the most important ways of connecting is by listening. The more you will listen to them, the more you will learn about them. This will help you in understanding if you are yourself interested in them and want to connect with them further or not. Speak less and listen more to learn more. And if you do not listen, you will not be able to observe enough to be able to understand and know people, thus not knowing how and on what basis to connect with them.

Most people never listen. Just imagine, you are talking to someone, sharing your thoughts and heart with them and they either do not listen to you wholly or listen to just half

of it. This will start creating a gap between you two because they will never understand you fully. You will slowly stop expecting them to understand you and you both may even start to have misunderstandings with each other for they didn't listen to you and created an image of you on the basis of half knowledge from what they heard of you.

Hence, here are the benefits of listening to someone carefully, especially when they talk about themselves or any topic:

- **Knowledge:** When you listen, you gather knowledge and when you speak, you only repeat what you know. When you only talk and repeat what you know, you remain stagnant in life. But when you listen to the person from whom you gather knowledge, you not only learn something new about life and this world but also about the person, if they are talking about themselves and giving a piece of information from their life. Hence, a good listener will always have an advantage over their favorite speaker in the world, that is themselves.
- **Smart:** Listening will not only make you smart by gathering knowledge but also make you **look** a lot smarter because you are giving importance to what other people have to say instead of bragging about your knowledge. Listening to someone is a way of telling them that they are important and that whatever they think or feel is something worth listening to. And, if you just keep talking about what you know, not allowing others

to keep their point, it will be disrespectful to them, and they may start disliking you.

- **Full Attention:** Look at the person who is talking. Try to observe their facial expressions and react accordingly. Also, listen with your eyes, not just with your ears, but with your whole body, and keep looking at them. Make them feel that you are really interested in what they are talking about and keep responding accordingly.
- **Body Language:** Nod your head wherever possible to show them that you are not only listening but also agreeing with their points. Smile and lean towards the speaker to show interest. Keep saying things like
  - ▶ *Hmm*
  - ▶ *I agree*
  - ▶ *Right*
  - ▶ *Oh!*
  - ▶ *Wow!*
- **Ask:** Ask questions to dive deeper into their point of view and get out more details in depth. This will show the speaker that you are not just listening but also scrutinizing it deeply and this will flatter them. As super simple questions like,
  - ▶ *and then what happened*
  - ▶ *and then what did you do?*
  - ▶ *And then?*
  - ▶ *Why not?*



► *How? And such other questions.*

- **Don't Interrupt:** Do not interrupt the speaker until they have finished speaking. This is the biggest form of disrespect when you interject someone while speaking. It may also lead to them forgetting or confusing what they were actually talking about, thus taking the discussion down the hill and spoiling the relationship for the worst.
- **Don't Change The Subject:** Never change the subject as it is a clear sign of your disinterest in them and their talks. This will push them away from you and they will stop sharing their heart with you from next time onwards. On the contrary, ask for more. Ask questions that may continue deeper into the subject until it is completely discussed and they are satisfied with it.
- **Take Permission:** If you want to give advice, ask for their permission. Giving advice is also a way of showing that you are judging or forming an opinion of their behavior or action or perspective. So, when you give your advice, you are now opening your heart out in front of them. But are they ready to listen to what you think or feel towards them? Are they ready to find out your thoughts towards them? Even if they are positive, take permission to know if they want to listen to your advice and only then speak.

Try these hacks to become a good listener. This will take your conversations and relationships to an entirely new level because when people feel that you are listening to them, they will automatically like to be around you.

## EXERCISE FOR YOU

When you enter a new environment, be it an event or a new office, or a class, or even a party, try to observe the others who are talking to each other rather than the ones who are talking to you. Because when you are talking to someone, you may or may not be able to focus on their body language, their expressions, etc, because more than half of your focus is on your conversation. But when you observe the others talking, you only focus and observe keenly their behavior.

You can pay attention to what they are talking about, how are they reacting to each other's talks.

Do they interrupt each other and what is the person's reaction when interrupted by someone?

How do people give expressions and sounds in between when someone is talking?

These things may seem small but observing and learning can teach us a lot about communicating with people.

## CHAPTER 6

# BECOME AN INFLUENCER

*Movies can and do have tremendous influence in shaping young lives in the realm of entertainment towards the ideals and objectives of normal adulthood.*

— *Walt Disney*

*(American animator, Film Producer)*

Let's talk about the most influential person in India, Netaji Subhas Chandra Bose who led the army of our country towards the fight against the Britishers for independence.

### **How did he do it?**

One word, Influence!

Influencing people means getting them to do what YOU WANT them to do. But you cannot make someone do something that THEY DON'T WANT to do.

So, the logical first step will be to find out what THEY WANT that will make them do it (what YOU WANT). And for this, you need to know what they want. You need to know what will motivate them, and what will move them.

Just like in the case of Bose, he WANTED independence. But initially, the Indian people and the army just didn't want to be exploited or suppressed. They didn't know what they **really** wanted or needed, i.e. independence from the Britishers. Because they didn't really understand the British way of ruling. So, Bose, along with many other leaders and the revolutionaries who came around that time, educated the masses about the issue.

*“You don't want to be taxed and exploited. And for that, you need to fight for independence from these Britishers. Kick them out of our country so that we can rule it on our own!”*

*“Never lose your faith in the destiny of India. Forget not that the grossest crime is to compromise with injustice and wrong. Men, money, and materials cannot by themselves bring victory or freedom. We must have the motive-power that will inspire us to brave deeds and heroic exploits.”*

— **Netaji Subhash Chandra Bose**

Hence, once he knew what they wanted and brought them to his side by explaining to them what he wanted was the same as what they wanted, he could make them take action by telling them what they want to hear.

He showed them how they could get what they wanted by doing what he wanted them to do.

Comparing it with our lives today, here are the ways in which you can influence people by finding out what people want, and what they are looking for.

- If they want security, talk security about the ways in which they can achieve security. Talk about the ways in which you have secured yourself.
- If they want to leave their day job, show them ways to leave their day job. Tell them a story about how you or your friends or anyone you know left their day job.
- If they want financial freedom, you talk about your financial freedom and how you achieved it. Talk about the different ways of achieving financial freedom available in the market. Give ideas about the various financial advisers you know can help them.

Let's summarize the ways to get people influenced by you:

1. Find out what people want and then show them how to get what they want by doing what you want them to do.
2. When you know what somebody is looking for, you can talk the language they want to hear.
3. So, from now on listen very carefully to what people say, watch with great interest what they do, and ask lots of questions about their interests.
4. Make an effort to find out what people want and then use it to influence them through their likings.
  - ▶ When you want to influence people you always have in mind: It is what they want, not what you want. If we want to influence others, we have to talk about what they want and show them how to get it.

- ▶ As a leader or spouse, you have to put yourself in their shoes. What do your employees or your spouse need from you? Motivation? Acknowledgment? Praise? Gratitude? Those usually never fail. The more you think about the needs and wants of other people, the more successful relationships you will get. Be careful though and don't forget your own needs and wants.

***(a) Convince People Real Quick***

Have you noticed that many times, when your friend is not listening to you, but when someone else explains the same thing, they listen to them and you feel that they trust them but not you?

Yes, this happens a lot with many people. But they don't understand that this is not the problem of lack of trust but the number of similar experiences. When your friend finds other people also talking about the same kind of, similar experience, they find that particular solution more trustworthy and they try to follow it.

Just like you ask your friends before trying a new brand or check out the reviews of the product online before buying it.

Or when brands have their customer testimonials written on their websites so that when anyone visits the website, the customers find what others are talking about this particular brand. These testimonials and opinions of others are a great way to convince people, that is by quoting someone. in other

words, the social proof goes a long, long way. Let somebody else speak for you even if the person is not present in the moment.

Some more examples are:

- (a) If you are selling something and you are asked about the product, you would not appreciate your own product but instead quote a relevant customer opinion, when a client appreciated your product or service.
- (b) If somebody wants to know if you are paying your customers on time, you can mention how happy your suppliers are with you paying their bills on time.
- (c) If you are applying for a job, you can mention all the good things your past employers and colleagues said about you instead of praising yourself.

So, in a way, you don't have to directly answer any one of the questions thrown at you that try to dig deeper into your quality of work. Your customers, suppliers, former employers, and colleagues would do the answering for you. This trick always works because people would not have any doubts when you are praised by someone you have already worked with and if you tell them through a third person's testimonial because those people have experienced your products or services. Also, other than speaking through a third person, you can also quote statistics and/or people, you can relate facts and tell them your other your colleague/client's success stories.

***(b) Get People To Say ‘Yes’ To You***

You always connect and bond with a friend who is understanding of your situation. Someone who agrees with you in every circumstance and feels or thinks the same, just like you. Be it about judging someone, having career goals or not, or having a particular kind of relationship. It can also be the taste in music, movies, and sports person. the more two people have in common, the more they bond better.

When this friendship goes on for a long, and you share your life problems with that person, you will always take their opinions and suggestions seriously. You will ponder over their suggestions and sometimes, follow them with full faith that this is the right thing for you.

**Why do you trust them so much?**

Because you know that they are just like you and their opinions are always similar to yours. This TRUST helps in believing and following them.

And if you do not like their suggestion or opinion, you will still find it valuable because you trust them that they won't say anything that it not good for you. You believe them that whatever they suggest you will be in line with the kind of person you are.

So, similarly, when you are trying to influence someone or a group of people to say ‘Yes’ to you, you will have to WIN THEIR TRUST. And once you get people to say yes to you or agree with you and follow you, you'll get them to do whatever



you want them to do. So, here are the ways in which you can do it:

- **Give People Reasons To Say Yes To You:** If you want somebody to do something for you, give them a reason to do it. The reason has to be to their advantage or benefit otherwise they won't do it. So, tell them how they will benefit by doing what you want them to do and they will agree to do it.
- **Ask 'Yes' Questions:** This is done by asking them two or more 'yes' questions which are a type of question that can only be answered by 'yes'. Once you get people to answer three or four questions with 'yes', it is a lot more probable that they will continue saying 'yes' because once they start to agree with you, they create trust in you and when they aren't sure of the answer, they just go with the trust and agree with you.
- **Give Them A Choice Between Two 'Yes':** Don't give people a choice between 'yes' and 'no', let them choose between 'yes' to one thing or 'yes' to another thing you are offering them. This will make them believe that whatever you ask, always has an agreement from their side. So, whatever doesn't have their agreement or when they are confused about the answer, they will go with the trust.
- **Start With Simple Things:** Get the easy 'yes', 'yes', and 'yes', and more 'yes' will come in difficult situations and questions. Once you ask them the questions that will

easily get their agreement and acceptance, they will start believing you and hence say ‘yes’ in complicated situations.

***(c) Talk Less, Do More***

We have all been in a situation where you talk with your friends or partner about a plan to go to Kerala. Everyone has big ideas and dreams to execute at the perfect vacation spot of Kerala. But in most cases, these dreams are never fulfilled because no one takes an action. No one really gets serious about going to Kerala because it involves a lot of hurdles, especially the one where they need to take permission from their parents. Then comes the hurdle of financials and other personal responsibilities. This lack of action and only big talks about going to a particular destination or doing something together disappoints you and you stop trusting that friend or partner.

Hence it is always said that actions speak louder than words. Either do what you promise and decide with someone, be it your friends, relatives, or colleagues, or be careful about what you say and follow up with it. Do not just say it and forget it. Otherwise, do not promise anything unless you are sure of following it.

So, the best thing that you can do is by talking less and convincing people around you through your actions. You can surprise them by doing what you once promised. Or you can just do something for them without even talking about it.

Or you can directly book a ticket for the perfect vacation spot you guys were planning.

Or, do not tell your friends how you are going to help them. Just do it directly.

So, stop talking and start doing NOW!

***(d) Respect Other People's Opinions***

Now, the most important part of influencing people is RESPECT. If you do not respect them and their opinions and suggestions, they will stop believing in you. They will stop trusting whatever you say and do. They will be pushed away from you if your behavior towards them is disrespectful to them. So, always treat people with respect and courtesy. NEVER hurt their self-worth. And keep their esteem in high regard. For that, keep the following in mind:

- **Show Respect For Others' Opinions:** Everyone has the right to have their opinions and give suggestions. But when you do not like it, you shouldn't directly tell them to their face or point it out to them disrespectfully. Pointing out their wrong opinions can be done with respect too, by being diplomatic and courteous, using diplomacy, and by being smart and subtle. If you want to be right and have to **point out other people's mistakes all the time**, soon you will be alone, and nobody will want to be around you. So, do this, but do it smartly, as follows:

- ▶ **Do Not DIRECTLY Prove Them Wrong:** It is a lot more beneficial for you to not prove others wrong. But still, if you think that they are wrong and it is necessary to prove them wrong, then always start by saying, “I can be wrong but what I think is that...” and also explain your reasons for thinking what you think.
- ▶ **Admit Your Mistakes:** Start a conversation by admitting that you could be wrong in what you are thinking. It changes the whole conversation. You are admitting the mistake beforehand which wins their trust and attention. Say things like, “I might be wrong, but let us look at it in this way...” and this doesn’t cost anything to the opposition.
- ▶ **Understand Their Point:** Sometimes, we think that the other person is wrong but we forget to understand their perspective from their point of view. We forget to put ourself in their shoes and try to understand them. Once we do that, we may find that maybe they are not wrong or at least not completely wrong.

***(e) Be You, Beautiful!***

If you want to be successful with people, then you have to be real, be authentic, that is, BE YOU! Don’t play any roles to fit into their tastes. Don’t put on a mask so that people think of you like themselves. Stop faking to please others. Stop

playing roles as you can act only to a certain level and only to a certain time, and after that, in difficult situations, either you will be frustrated from acting or your true side will be easily visible. Because in tough circumstances, no one can act and react as they truly are. Even actors need many takes when shooting and acting. And you are not even professional. They can act when they have some personal issues, but you won't be able to act during your difficult times, that day you will give up and you may also hate those people with whom you are not yourself as it exhausts a human being when they cannot be themselves.

People around you will be happy if you are being yourself. People will always find that what they are seeing in you or observing about you, is actually what they are getting in their friendship or relationship with you. This will make it very easy and smooth for them to understand you and carry on with the relation with you. They won't get mixed signals or dicey ideas about what you want from them. They won't feel stressed in trying to understand you. Everything will be easy-peasy and it will strengthen the bond between you guys.

### **What is the best way to be yourself?**

Being yourself is by knowing your strength, your weaknesses, and embracing your vulnerability. Accept your mistakes, and take responsibility for them. This will help you to get comfortable in your own skin and will also perish the need to be accepted by others.

***The day you accept yourself, that day you will stop acting and faking.***

***(f) Communicate Effectively***

99% of the relationship problems in the world take place because of a lack of communication or bad communication. When you don't communicate or when you do not communicate effectively, it can lead to distance, fights, arguments, and misunderstandings.

So, always keep the following in mind when expressing yourself:

**Clear Words:** One should know how to express their emotions, thoughts, and every kind of expectation. One should converse clearly about what made them angry or sad or hurt them instead of expressing it through passive aggressiveness or shouting in anger.

**For example:** If Raj is angry with Simran due to some reason, he should not express it by getting angry at small and petty issues like the dinner is not good or that he is not in the mood for romance. He should clearly tell her that he is not happy with her due to the reason. Otherwise, Raj would keep that problem in his heart and Simran will keep doubting and questioning herself for every tiny mistake she did.

**Afraid Of The Result:** One shouldn't be afraid of the outcome if they expressed their thoughts and feelings. Because if one does not express it or talks about it, it can lead to worse issues.

**For example:** If Simran wants to break up with Raj due to some reason, she should express it in clear words instead of behaving distantly with him. This will only stretch the situation where she will be frustrated out of the relationship and he will be continuously stressed by observing her strange behavior. Both people will only suffer due to a lack of communication.

**Just TALK:** You don't need to be perfect. It can also be small talk. It can be casual and not something brilliant. And the best type of communication to get something out of your partner or friend is by getting your counterpart to talk about themselves. Ask questions about the others' interests like Why? Where? How? Keep on asking questions, and they will say that you are one of the most interesting people they ever met.

**For example:** Where are you from? What are you doing for a living? And the family? Start the talk with questions about your counterpart and then lean back and listen and in the process, as they answer, related to their answers, ask some more questions. They will love you for it.

In a world where everybody continuously wants to talk about themselves, listening is gold. People like to have listened and it makes them feel special. Like this, they will open up in front of you and may even start pouring out their feelings and thoughts. This is a great icebreaker, and you start your counterpart off on the one topic they are experts in.

## EXERCISE FOR YOU

Find someone who needs motivation in their life. Something that you have achieved and can help them in achieving it too. Then give them all your experience and knowledge to motivate them and ask them to follow it religiously to achieve what you achieved. Assure them that they will be successful in their motive and give them a plan to follow. Keep following up with them if they are on the right track and if they are facing any issues in the process. If yes, they are facing issues, double-check the plan with them and re-write it for them. Stand with them and support them in their endeavor unless they do not achieve it and keep motivating and inspiring them because that needs mostly everyday like taking a bath.

The purpose of this exercise is to see if you have the capability to inspire someone with your knowledge and experience and make them follow the same path as yours.



## CHAPTER 7

# THE DEADLY SINS IN RELATIONSHIPS

*Human relationships can get awfully demanding and unpredictable. One day you feel one way, the next day you feel something else. That affects relationships. It's better to spend time with yourself doing the things that you enjoy.*

— *Sharmila Tagore*

*(Legendary Indian Actress)*

### **The Deadly Sin In Human Relations You Need To Avoid:**

**T**he deadliest sins that we commit are inside us. The ones that come from our own negative emotions that we feel towards others. This negativity makes us do or say things that can hurt others and destroy our relationship with them.

When you cannot accept that someone is better than you, you give birth to **jealousy** within you for them.

When you doubt that you cannot do better, you keep **competing** with others rather than yourself.

When you fear that you may not be the best of all in your field, that fear gives rise to **ego**. Ego is the way to feel the best by putting others down, so they do not come above you.

If you do not want any of these, keep the conversation focused on them instead of yourself. This will keep your ego at bay by learning more about the greatness of others and hence help you to accept that someone is better than you. This will keep you grounded. So, if you do not want to blow up your ego, then never talk about yourself, at least not all the time, but only when asked.

If you want to be **successful**, follow the following rules during a conversation:

- If you keep focusing the conversation on others, rather than on yourself, they will have a much higher opinion of you.
- Let the others do the talking about themselves and listen carefully, you will surely learn a lot about them and life.
- Only talk about yourself, when you are invited or asked to do so. If others are interested in you, they will ask about you and then, you talk a little bit about yourself and then turn the focus back to them.

Ways to keep the sins at bay and create positive relationships with people:

***(a) Say Thank You!***

Saying ‘Thank You’ implies that you acknowledge and appreciate the good things done for you by someone. This

makes them feel elevated and they will remember you. So, if in the future, you again need some help or guidance, they won't mind giving or spending their time on you. Hence, you must show gratitude and appreciate everyone who deserves it as it is human nature to like and respond to people who appreciate us and show gratitude.

**Benefits of being grateful to people:**

- It will come back to you in multiple.
- Practice it only for a couple of weeks and you will see the difference. You will be happier, more optimistic, and more socially connected. You'll sleep better and get fewer headaches; you'll have more energy; more emotional intelligence; you will be more forgiving, and less likely to be depressed, anxious, or lonely.

**Ways of appreciating and acknowledging someone's good deeds:**

- ✓ Say 'thank you' or 'I appreciate you' or 'I am glad to have you in my life' loud and clear. Say it with joy.
- ✓ Show it to them with kind words or little gestures while also maintaining eye contact.
- ✓ Use peoples' names. It makes a huge difference as it always has a stronger effect on them. Say, 'Thank You Peter', 'Thank You, Mary'.
- ✓ Let the power of gratitude change your relationships and complete your life for the better.

***(b) Admit Your Mistake***

It is very difficult for many people to admit their mistakes. It eats them from within to accept that they were wrong. It hurts their ego. It makes them uncomfortable and crampy. No matter how much you explain to these people, how many proofs you put in front of them that they are wrong, they would not accept it. Such people come out as stubborn and egoistic in front of others. People literally start hating them as no one likes to even talk to people who think that they are always right. This can be excruciating for you too. So, just imagine that if you do it too, how badly it can spoil your relations with others.

*But let me tell you a big secret.*

**Admitting that you were wrong helps you to grow and develop your personality drastically.**

*How?*

Well, if you are someone who doesn't like to admit their mistake, then first of all it is a sign of ego, coupled with the fear of being proven wrong that can burst the dreamy fake bubble such people live in.

- So, when someone accepts their mistake, it bursts their bubble of being perfect and opens up ways to become better in life.
- When they admit their mistakes, it opens up the opportunity to learn the correct thing and not repeat it the next time, thus making them a better person with every error.

- It builds trust with people as they know that if you are wrong, you know it and accept it, thus influencing them to be nice to you and follow you. They will like to talk to you more and have healthy discussions on interesting topics.

If you find the strength of admitting your mistakes, even if it is difficult, you will grow in life.

Points on how to find that strength:

- Finding strength is about telling yourself that you do not need to be right every time. Tell yourself that “It is ok to be wrong.”
- What makes you bigger is by knowing that you are not a know-it-all and you are a human who commits errors. But you can become better by not repeating mistakes.
- One can stop repeating their mistakes only when they
  - ▶ feel strongly that they did commit a mistake
  - ▶ they feel guilty and ashamed of it
  - ▶ and regret their faults.
- When they strongly feel the need to become better and work on their laggings, that is when the real work upon themselves starts—to become an invincible person.

It can be difficult initially to accept one’s mistakes, but with slow and steady practice, you get the hang of it by following the given ways:

- Don’t waste your energy in making up excuses, or justifying even a tiny part of your wrongdoings that was

done with good intention or that wasn't wrong even when you know that the effect of your action or word was wrong in its entirety.

- Make admitting your mistakes a habit. It is a sign of strength and makes you stronger and more powerful emotionally and mentally with time.
- Recognizing mistakes and facing the consequences takes much more strength than denial. Hence, it is difficult but it surely makes you wiser and more mature.
- As it is not such a common trait, you will surprise people, and they might even admire you for it, thus resolving your relations.
- You have a problem only if you do not learn anything from your mistakes and repeat the same mistake over and over again. If this happens, you should look at the pattern and search for the lesson and learning experience in it. Admit your mistakes, but avoid repeating the same ones over and over again for real growth.

***(c) Stop Gossiping***

*What really is gossiping? Talking? Or sharing information?*

*What kind of information does gossiping involve?*

Gossiping is casual talks or unconstrained conversations or reports about other people, typically involving details that are not confirmed as being true AND does no good to YOU! In short, gossiping is talking about matters that have nothing

to do with you or your life. But still, people gossip because they are INTERESTED IN OTHERS' LIFE.

***Why are we interested in others' life?***

Because we are not focused on our life. Because we try to find validation through others and for that we also need to know what is happening in their lives so as to be able to judge them. And when we judge others, we decide if we need their validation or not.

***Understanding this vicious cycle of negativity regarding Gossip?***

Yes, it is indeed vicious and we should come out of it as it makes our life much better from all aspects, viz:

- ✓ Career
- ✓ Relationship
- ✓ Self-development

How does gossiping affect the above three important aspects of our lives? Let us find out.

1. **Career:** As discussed above, if you gossip, it means that your focus is not on your work, your responsibilities, and duties but on others' life and their validation, due to the lack of self-confidence and self-worth within you. So, if you start focusing on your life, and your work, if you create a goal, and decide to achieve it in a particular period of time, this shift of focus from people's life will reduce your gossip to a great extent. But for this, you

need to first be very determined about your work and the fact that you only want to focus on yourself. Once you start doing this, slowly and steadily, you will gain confidence and others' validation would not be required. You will get comfortable in your own skin and you will feel happy about yourself.

2. **Relationship:** Once you achieve the above, people will be attracted to you because of your confidence which leads to a positive change in one's personality. People will respect you more, trust you with their ideas and problems, and would want to talk to you more. So, if you want to have success in dealing with other people, it's inevitable to let go of the toxic habit of gossiping. If somebody starts gossiping in your presence, the best thing to do is to change the subject. Don't damage your trustworthiness and relationships by gossiping. Have sincere and profound conversations and reap the benefits further ahead.
3. **Self-development:** Once you achieve the above two, you will be at peace in life because of a good social life and a balanced career life. This peace will give you the time to think about developing yourself further as a person and you will focus on achieving greater heights which may not be connected to your career but to other hobbies like swimming, dancing, etc.

But it is difficult to stay away from juicy gossip if the others around us are talking about others. So, here are the ways to avoid it:



- Stay away from gossip and rumors as they are only harmful and destructive.
- Stop gossiping. Everybody wants to be with a person of Integrity.
- Control your desire to learn new happenings in others' life or the juicy news about other colleagues, friends, etc.
- Tell yourself, "What do I have to do with this?" whenever someone shares an interesting gossip with you so that you know that it does not add value to your life.

#### ***(d) Stop Judging***

When you judge someone as a good person or a bad person, or when you create an image of someone in your mind on the basis of whatever you know about them, it is called judging.

#### **Why is judging wrong?**

Because we never know the full story behind someone's behavior or life. So, we make a presumption about them on the basis of what we know about them.

#### **Do we judge our close friends?**

No, because we know a lot about them and their life.

If you want to become an influencer and make good relations with friends, you should never engage in one very toxic habit and that is judging and condemning others because:

- People don't want to be judged. They want to be understood. And you can understand people only if

you keep your mind open to their life and perspective instead of narrowing your thoughts towards them through judging.

- People want to be liked, made to feel important, and appreciated, not judged. The more you understand them or at least not judge them, you will stop looking at them from a negative perspective and appreciate them for their good sides.
- Everybody we meet on our journey is fighting their own unique battle, and we have no idea what they are dealing with. Just as they have no idea of what we are going through. So, be kind. Show empathy! All by, not judging.

### **How to stop judging people?**

Because in this life, of trying to understand complicated people quickly, our brains find the easy way out, that is judging. So, avoid judging in the following manner:

- Try to avoid judging people by outing yourself in their shoes and you will find that even you must have been through the same situation. You will find yourself, maybe even more than once, in the same situation as people that you are judging. And from this perspective, you will stop judging or at least have control over yourself.
- Once you are tempted to judge, take a look at yourself and see if you have the flaws you judge in other people.

### ***(e) Forgive Everyone***

*Forgive, not forget!*

This is a quote that you must have heard or read in many places.

*What does it really mean?*

To forgive is to let something STOP BOTHERING YOU!

When you say that you will not forgive someone for doing something horrible to you, you are saying that you will always be angry with them and hate them for doing that bad thing.

But it implies that by hating them, being angry with them, and keeping those negative emotions buried within you, you are letting yourself stay troubled because of them. Those negative emotions do affect you and by this, not forgiving implies that you are doing wrong to yourself, not someone else.

So, when you forgive someone, you take away their power to affect you through those negative emotions. You stop staying angry or disappointed in them and you stop having the emotion of hatred in your heart. When you forgive, you clean your heart of all those emotions and hence, it helps you more than anyone in this world.

But when we say forgive, but not FORGET, it means that do not forget the learning you got from their mistakes, and by finding the type of a person they are. You can keep your distance from them, and take care before you again work with them, but not trust them again like previously. Do not have negative feelings against them, but do not even behave and be with them like olden days.

*But how to forgive someone?*

*How to forget all the bad things that someone did to you?*

*How to stop feeling that tinge of the pain of getting betrayed and let down?*

Well, here are some ways that can help you with the process of forgiveness:

- Remember, it is not about being right or wrong, but it is about you being well and not wasting energy on someone who does not deserve it. The energy here does not mean the physical energy but the energy we put into hating, feeling hatred, sadness, disappointment, or pain. Holding grudges never did anyone any good. It makes things worst. So, you are doing it for yourself; forgive them for yourself, not others.
- Being resentful or angry with people, relieving hate and anger over and over again is toxic. This toxicity spreads in your aura, in the way you talk and behave, and in your eyes and face. Hence, it starts getting toxic for your relationships as it toxifies your energy; it toxifies your health and hence people may start disliking you.
- They say being angry and having resentment towards another person is like drinking poison and hoping the other individual dies from it. But they don't. Because you do. You die from inside, every day, every moment that you hate that person, and every time you waste your time behind them, doing something to make yourself feel better but you are just letting yourself suffer. So, don't be

a fool! Forgive everyone and be fun to be around others!

- It is hurting you more than anybody else. Your negative feelings will hurt your health and character. Your focus will remain stuck in the past wounds, and this could attract even more unpleasant experiences into your life. You do not need them in your life. Forgive everybody (including yourself). Once you forgive and let go, you will sleep better, you will enjoy your present moments more, and a huge weight will be lifted off your shoulders.
- Focus on what you learned in the process of it all and it will help you to let them go, forgive them, forget them, and move on. Learn from the experience and be open to new, better adventures to come.

***(f) Keep Your Word***

When someone promises something to us, we get excited about things to plan out as decided. We look forward to it and feel safe that the work will be done when someone promises it to us. But when they do not go as promised, we get disappointed. We feel let down and angry and hurt. We start doubting the person and think twice the next time we have to trust them with something. And if this pattern repeats, we stop trusting them at all with anything in life.

So, if you talk a lot, discuss things, and promise someone that you will do it, but don't follow up with the action, people will lose trust in you. If this becomes common, it will start affecting your relationship with them. This is the worst thing that can happen because all personal and professional

relationships are built on trust, which is the base of any kind of relationship in this world. Once that base is broken, the relationship is broken forever.

Every commitment you make, even those you make to other people, is ultimately a commitment to yourself. If you don't follow through with your commitments and your promises, you are sending yourself the message 'my world is not worth anything. Hence, I'm not worth anything'.

*But how to make sure that you do not break your promises and keep your word to others?*

Yes, many times we are not able to fulfill our promises because of some genuine reasons but this cannot happen all the time. The real problem occurs when you break your promises very repeatedly. So, these are the following ways to keep your word:

- **Never make promises** you can't keep or deliver to people. Be sure of the actions and duty to fulfill when you are promising someone something and giving your word to them. Check your planner, recollect all your programs, and then be sure that you will be able to do what you are promising and only then promise.
- If you say you are going to be somewhere, **be there** by hook or by crook. **Do what you say** you're going to do. If you are not well a bit, pop in a pill and go/do. If you are stuck somewhere, leave that other person by apologizing and informing them that you had promised someone to meet or to do some work. If you plan to go somewhere

else, cancel it. But once promised, carry that plan on like the greatest king who never comes back from his word.

- **Mean everything you say.** No wishy-washy talk. If you don't mean it, don't say it. If you are sure and confident about it, only then say it. Never tell a lie. If you can't, don't, or won't do something, tell people the truth right away. If you are saying it just to create an impression or to make them, feel that you are great, then do not say it. It only gives a temporary kick to your ego and boosts your confidence for the time-being, but after a certain point of time, you yourself will get exhausted from this deceptiveness of yours and feel vacant from within.
- **Don't play with people's emotions.** Breaking someone's trust is not funny. It is one of the sins in every religious book that you read. The world works on trust and hope. Breaking that is like breaking the chain of positivity and survival.
- **Don't promise greatness and then deliver mediocrity.** Just because you promised something, you are doing it for the sake of doing it is equal to not doing it. So, if you promise it, do it with all your heart.
- **Under-Promise and Over-Deliver.** Be smart and do the opposite. This will not only boost your value in the eyes of others but also in the eyes of your toughest critic, yourself. People will feel great around you because you are constantly exceeding their expectations, going the extra mile every single time. People love to be surprised

in the most positive way when things turn out to be better than they expected.

## EXERCISE FOR YOU

This can be one of the most difficult exercises for most of you. It is about thinking about YOUR mistakes. Now you may think that how is it difficult?

Let me explain. Whenever we are hurt, what is it that we ask the most?

Why did they do this to me?

Why do we ask this question? Because we want to know about their reasons for doing this.

But if I tell you to change the question, can you ask the following:

What did I do to have gone through this?

Yes, look within yourself. Whenever you are feeling down or hurt or are in pain, just take some time off and silently think about your actions, words, and behavior towards that person who hurt you.

Remember, you should be free from your other work stress and take a walk, or sit down or lie down, whichever is comfortable to you, and think about what did you do in those situations.

How did you talk?

How did you react?



What words did you use? Were they appropriate?

What was the timing of your conversation? Was it a good time to talk? Was it a good time or situation to bring out an issue?

Were you complaining or asking?

Were you being confusing or messy?



## CHAPTER 8

# TREAT LIKE YOU WANT THE TREATMENT

*We learned about gratitude and humility - that so many people had a hand in our success, from the teachers who inspired us to the janitors who kept our school clean... and we were taught to value everyone's contribution and treat everyone with respect.*

— *Michelle Obama*

### **Treat Others As You Would Like Others To Treat You**

**H**ave you observed how your behavior with your family is very informal? Where you can even get annoyed at them, shout at them, and fight with them. Whereas your behavior is totally opposite in the office and a social group.

Now you will think that it is because we have lived with our family since childhood and they know in and out of us and so this is the behavioral difference everyone experiences.

This is true. But there is a second important reason that leads to this difference.

It is about how our family members treat us. In most middle-class families, the behavior of our parents and elders is like they own us. They can be strict, rude and shout at us anytime as per their mood and so we also give them back with the same behavior. If they scream and talk about something, we either talk back similarly in high volume or we get angry and control ourselves. In both situations, their behavior towards us affects our feelings which leads to our reactions.

But there would be one sane person in every middle-class family who would talk with a lot of respect and love and honor for others. And we, we behave very differently with that one person. We feel different when we are with that one person who gives us respect. Because that person GIVES US RESPECT, we SHOW THEM RESPECT. And this is the simplest and the most common human nature that you will find everywhere.

The way people behave with us affects how we feel and hence we react on the basis of how they treat us. If they treat us with kindness, we are kind towards them and if they treat us with rudeness, we are rude to them too. People give what they get. People behave as they are behaved with. So, treat people as you want to be treated by them.

- Do you want to receive more compliments? Give more compliments.

- Do you want to be more admired? Admire more.
- Do you want to be loved more? Love more.
- Do you want recognition of your true worth? Recognize the true worth of others.
- Do you want sincere appreciation? Give sincere appreciation to others.

We live in a society that longs for appreciation, recognition and feeling important. So, if you can give them that, they will love it and give it back to you 90% of the time. But if you give them negativity like anger, pain, and disrespect, they will also treat you like that.

If you can give without expecting to receive anything in return, you will take your relationships to another level. Start NOW!

- Little phrases go a long, long way, like,
  - ▶ ‘I’m sorry to trouble you...’
  - ▶ ‘Could you be so kind as to...’
  - ▶ ‘Would you mind...’
  - ▶ ‘Please...’
- Do unto others as you would have others do unto you.

***(a) Remember Their Names***

Have you ever eavesdropped on someone because you heard your name in their conversation? Or you hear your name somewhere and your sudden curiosity in their conversation arises like never before.

*Why is it so? What's in the name? Your Name!*

It is simply because we are interested in everything that is related to us and we want to know what others are talking about us. We want people to give us attention, talk nice things about us, and appreciate us. And when we hear that someone is talking about us, we quickly get curious to find out what are they talking about us. Hence, when we take someone's name in a normal conversation, it grabs their attention. When we are talking to someone and then taking their name, they are more attentive to what we say.

It also helps in situations where someone is distracted or zoned out in their head during a conversation and taking their name to bring them back. Hence, it is an effective way of breaking into a conversation as our name is the sweetest and most important sound in our ears.

Our names are an incredibly important part of our identity. They carry deep personal, cultural, familial, and historical connections. They also give us a sense of who we are, the communities to which we belong, and our place in the world. So, by calling them by their name, you are grabbing their total attention by making them feel how important they are by showing your investment in that conversation, hence correspondingly, engaging them in the talk.

Let us see how using someone's name when interacting with them is one of the simplest and most profound **secrets of success**:

- It is a **sign of courtesy** and a way of **recognizing them**. Don't underestimate this even if it seems to be unbelievably basic and simple.
- This could be the **start of something special** because this person now always **positively associates with you**. You remembered their name. You made them feel important and respected.
- Every time you say the name of a person you charge them with a series of positive feelings, and at the end of the conversation, they most probably will feel **positively connected** to you.
- The most **charismatic people** are always described as making the person they are talking to feel like the most important person in the world. And such people are always remembered by them.
- Try using names everywhere. In the supermarket or the shops. Remember the **name of the waitress, the cleaning woman, and the senior executive** and see what it does. Probably magic! When every person you meet, irrespective of their position, remembers you because you made them feel that important, imagine how helpful that would be in your success!
- Thus, by making people feel more important, you build better relationships and trust. Every time someone mentions your name in a conversation, it makes you feel good, it makes you turn towards the speaker, and it

gives you a boost of happiness. And the more you pay attention to someone, the more comfortable you start getting with them, thus creating a bond.

*(b) Avoid Arguments*

When two parties or people have opposite views, they can indeed discuss it and decide whether one of them is right or both are right in their own ways. But this healthy exchange of views is possible only when both parties are ready to **listen** to the other one with a **positive attitude of acceptance**. They should be fine with being **proved wrong**. They should be ready that they can be proved wrong and that is okay. They should be **eager to learn** by adding to or **unlearning their ways**.

They shouldn't feel that they know everything. They shouldn't have the ego of a know-it-all. They shouldn't be stubborn about their ways and thinking in life. They shouldn't be closed-minded but open-minded to new perspectives. They shouldn't feel disrespected when they are being proved wrong. And they shouldn't manipulate the topic when they are being proved wrong.

If all the above points are followed by the part discussing a topic, it will remain a discussion, otherwise, it will turn into an argument.

The moment one of the parties turns **unaccepting** of the other person's point of view, or their **ego is hurt** or they do not accept that they are **wrong**, it can turn into an **argument**.



In such cases, where you can see that the other party's approach is not positive towards the discussion and it is turning into an argument, you can either

- ✓ drop the argument and go away from it or
- ✓ you can think about, "Do you really need to win this argument?"
  - ▶ If the answer to the above question is yes, you need to win this argument, then,
    - ◆ ask yourself, "Do you ever really win an argument, ever?"

The real answer is, **you can't win an argument, EVER!**

If you lose an argument, you lose it.

And if you win an argument, still you also lose it. HOW? Because when you prove the other party wrong with ego in you or by destroying their ego, in both cases, you have made the other party look inferior and might even have hurt their dignity. And most importantly, you probably haven't changed their opinion anyways. So, if you argue and contradict yourself, you might win an argument, but it's a sour victory because you will never get your opponents' goodwill.

*And what do you prefer?*

*A victory or a person's goodwill?*

*The choice is yours!*

So, how to avoid an argument, and what are the benefits of avoiding an argument? Let us check that out!

- **No Room For An Argument:** Never keep a space in your life for an argument. It's not a sign of weakness to avoid arguments but a sign of strength. Because it is easy to fight for unnecessary things in life by arguing and/or shouting and/or manipulating and putting others down but it is very difficult to not try to show your smartness but just walk away with peace. By walking away without trying to prove your point to someone is difficult and hence a sign of strength. Learn to become that strong and it will save a lot of time and effort in life that will provide space in life for success.
- **Point of Discussion:** If possible, concentrate on things you agree on instead of focusing on things on which you differ. When you know that someone has an ego or acceptance issue, when their thinking is narrow, or when their stubbornness will definitely turn a discussion into an argument, you focus on topics to discuss with them where you both have similar outlooks and ignore the point of discussion where you both have a difference in opinion.
- **Win Their Goodwill:** People want to feel important. So, instead of wasting your time arguing with them, give them a feeling of significance by smiling at their point even if you do not agree with them. Through this, you will win their goodwill by avoiding the argument by not responding. Instead of the situation where you could have been in a heated conversation with them, you are

creating a positive environment and winning the hearts of the people around you.

- **Save Your Time:** You can't afford to lose time arguing, not can you afford to take the consequences of losing your goodwill in front of anyone. So, by avoiding an argument, you are not only creating a positive relationship with people but also saving your time and energy.

### *(c) Praise And Acknowledge People*

We live in a world where everyone is struggling in their lives. Be it their career or relationship or family life. But in the end, all that a human being wants is love and admiration. They want to be seen and praised for the hard work they put into their career and relationships. They want someone to sincerely acknowledge them, and even their existence. Yes, acknowledging someone for even existing in this world is a huge way of appreciating whatever big or small they do in their life.

When you praise someone, it creates a good relationship with them because they feel that “You See them!” and this is one of the most loved feeling one can get. Be it one's friend, boss, colleague, senior, parents, relatives, cousins, etc, anyone can praise and create a trustworthy special relationship with the other. Praise and acknowledgment are basic needs of people. We need to feel important; we are craving for appreciation.

*Remember how you feel when someone praises you or gives you a compliment?*

*Remember how it brightens up your moment?*

*How do you feel when someone appreciates you?*

Others will feel exactly as you do. Never let kind words go to waste by not saying them. Tell people the kind of things you would love to hear. It doesn't cost you a thing to say nice words to others.

Here are the ways in which you can adopt a good habit of appreciating and praising people and their benefits of them:

- **Observe:** Go through life, walk around in the office, check the work, observe how people work and praise them for whatever they do. When you are looking for someone and something to praise, you are paying attention to them and understanding their life struggles. Hence when you appreciate them, you are being genuine and raw.
- **Make Relationships:** Praising and acknowledging people has a remarkable side effect - it makes all individuals involved and happy. The receiver and the giver by praising and acknowledging you are actually doing good for yourself! Seeing the happiness and gratitude you bring to others by adopting this habit will make you feel incredibly good and this in turn will create great relationships with people around you.
- **Habit:** Make saying kind things to at least three different people a daily habit.

***(d) Show Kindness and Respect***

At its most basic, the concept of human dignity is the belief that all people hold a special value that's tied solely to their humanity. It has nothing to do with their class, race, gender, religion, abilities, or any other factor other than them being human. Without respect, human beings cannot survive because the lack of respect affects them the most mentally. It is the basic way in which people look at you, think about you, and feel about you on the basis of being a human. It is about how they value your thoughts, your feelings, and your work, in short, your entire being. Lack of respect makes it uncomfortable for anyone to live in an environment where no one respects them. It tears one's self-confidence apart and makes them feel unworthy due to which they are not able to do anything properly, from talking to walking to doing any activity. Hence, respect is of utmost importance for any human being to survive.

Kindness is a need of humanity without which there won't be any goodness and the world will become a difficult place to live in. People will be rude and disrespectful to each other, tearing apart each others' dignity and this will lead to hatred and spoiled relations everywhere. No human being will have good relations with another nor would they be happy as an individual because we are social animals. We need the love, care, and respect of other human beings. Without this, we cannot survive happily and peacefully.

But still, in our day-to-day life, where we work and socialize with many people, there are times when we come

across some people who are disrespectful or unkind towards us because:

- They are either egoistic, who think that they are better than you
- Or they are jealous of you, who cannot accept that you are better than them
- Or who are jealous of your success
- Or who thinks that you are nothing in front of them.

In all the above cases, these people will make you feel uncomfortable in a group of people. Such situations will affect your confidence and tear your dignity apart. But there are ways in which you can handle these situations such as:

- **Your Kindness:** Even the rude people you meet deserve your kindness and respect. So when you show respect to the ones trying to disrespect you, they will feel below you and your dignity will be admired by all. The one trying to disrespect you will either feel ashamed of their behavior or walk away from the situation, bearing in mind not to mess up with you again. So, the best way to show rude people your teeth is to smile at them. Show everyone kindness and respect. They deserve it. Even the ‘bad’ ones.
- **Psychology:** If somebody is rude to you, it’s their problem, not yours. This is a very basic psychology that sadly not many know about. If someone is being rude or disrespectful towards others, it is because they

themselves have doubts about them and they lack self-confidence and self-esteem in their own eyes. Such people who are suffering internally themselves are the only ones who try to pull other people down to their level. Because they are not able to push themselves above their present level, they try to pull others down to their level. Hence, whenever someone is rude or unkind, or disrespectful towards you, you can ignore them or respond to them accordingly once you understand the psychology behind such people.

- **Karma:** Bear in mind that ‘what goes around comes around’. If you treat people with patience and respect and are nice to them, you will attract nice people into your life in the long-term. And the ones who are not nice towards you will definitely face karma for doing wrong to you or behaving wrongly towards you. Even other people can understand when someone is being disrespectful or unkind towards you. So, the good ones will definitely take your side and stop having respect for the one being unkind to you and this will make you feel supported.

***(e) Don't Give Direct Orders***

People don't like to be given direct orders. It goes against our nature. No one likes being ordered from anyone. Not even from the ones who are above them. But the only difference is that they cannot say anything to the ones who are above them. So, when someone on their own level gives them orders,

people cannot take them. It hurts their self-esteem. They feel disrespected. So, you can never order your colleagues to do something, NEVER!

Whenever you have to ask someone to do something for you, never order them but ask subtly such as:

Ask with kindness like, “Can you do this for me, PLEASE?” Adding these magical words like ‘please’, ‘will you?’, ‘I request you’, ‘can you do me a favor?’, etc not only makes them feel important but also grabs their attention. When someone is asked politely and courteously, they will not only do your work but would not be able to say ‘No’ to you. Hence, kindness will always get people to work for you and help you in all circumstances.

Always give people the opportunity to get things done by themselves. Let them come to their own solutions instead of being told by you about everything as not everything can be explained but somethings can only be experienced and then understood. So, let them learn from their mistakes by letting them try. It has one more positive effect that it doesn’t make a person lose their self-worth and maintains their feeling of being important. So, always let people try instead of giving them all your knowledge without them even asking for it. This kind of treatment of people will encourage their cooperation instead of going against you. It will also avoid resentment and anger if your way turned out to be wrong or incorrect or if you didn’t let them try when they wanted to



experience it on their own. So, the next point that comes is that do not ask people to do something unless they ask for your help.

Often, if you have a challenge, it's much better to explain it to your employees, friends, or family than to give out strict orders. If you ask people and show respect, they come up with the best solutions. Use that potential. But if you order them, they feel less than what they are, then they are not able to, in fact they are not willing to give their full potential. So you will get what you give. You give value to people and you will get value work done.

Effective leaders use the power questions technique instead of giving direct orders. When you question someone about a problem, they think of an answer and try to solve it. So, in the place where you could have directly given them the answer or the solution and asked them to follow it, you are making them find the solution and do it. The difference that this approach leads to is that when a person is ordered to do something directly, they do not fully understand what they are doing and why. So, they are not wholly invested in the process of resolving it. But when they themselves bring out the solution, it makes them excited to resolve it as THEY have found the solution and this gives them the feeling of importance. This special feeling motivates them to work to their best level to get the answer and resolve it as compared to the case where they had to blindly follow the orders.

## EXERCISE FOR YOU

Pick someone whom you feel that they don't treat you well. Then as per the last exercise, think about your behavior towards them and I am sure that you will realize some of your treatments of them were not up to the mark either. Keeping your standards high, irrespective of whom you are thinking for, make a list of your actions and words towards them. And once you notice that you can treat them better, start it the next day itself.

Make a list of the ways in which you can treat them better, the list can be a mental note, and then start to treat them well. With time and efforts, once you start treating them the way you want them to treat you, keep observing their behavioral change towards you.

Don't get disheartened if they do not change their behaviour towards you even if you did your best. Sometimes, it is not just the behaviour but some other things like a past that they must be keeping in their hearts against you.

So, as per the guidelines in this chapter, try to talk to them about what can be done to improve the situation and relationship between the two of you.

And if it still doesn't work, then just leave it for your peace of mind and learn to ignore their behaviour towards you.

## CHAPTER 9

# CRITICISM

*Criticism may not be agreeable, but it is necessary. It fulfills the same function as pain in the human body. It calls attention to an unhealthy state of things.*

—Winston Churchill

### Situation 1 (a)

Natasha had two close friends, Aishwarya and Sanjana. Aishwarya was someone who knew Natasha in and out. There were friends since childhood and Natasha trusted her a lot. Whereas Sanjana was a college friend who had known Natasha only for the past couple of years. Whenever Natasha needed an opinion on her career, her personal life, or her love life, she would first approach Aishwarya and then Sanjana. But then, Aishwarya had to move to another city for her further studies and now Natasha only had Sanjana to talk to about her problems.

“I am telling you, you shouldn’t marry this Vinit, you should focus on your career!” Sanjana told her.

“But he is really nice and serious about me, I know we will be happy together...” Natasha tried to explain.

“But he puts so many restrictions on you! Just leave him, he is no good and focus on your career!” Sanjana remained adamant.

Natasha was confused. She knew that small problems with her boyfriend Vinit is a normal part and parcel of life. Though Sanjana was right about focusing on one’s career, Natasha wasn’t sure about leaving Vinit for the one small fight she had with him.

After a lot of confusion, she finally called up her childhood bestfriend to disturb her in her busy schedule, “Hello, Aishwarya? Are you free for ten minutes?”

“Yes, of course, tell me, what happened?”

“Um, Actually, I had a fight with Vinit and I am thinking about leaving him, but...”

Aishwarya was shocked. She knew Vinit and Natasha had been together for 6 years now since school days and this news of Natasha wanting to breakup with Vinit was shocking to her. After listening to Natasha carefully, Aishwarya understood everything and explained it to her.

“See Natasha, Vinit is not really putting restrictions on you, he is just concerned for his family who would mind if you wore mini-skirts at family functions. He is not asking you never to wear that. I know you love such skirts and he also understands. Just don’t wear them at family functions.

Rest everywhere else you can enjoy your favorite dress. And, please, I understand you hate being restricted, but even you know that Vinit would not stop you from doing anything that you love, only limit it at some places required. I think this little adjustment is necessary. Afterall, they are family, isn't it?"

Natasha felt very relieved on hearing these words from her bestfriend. She decided not to breakup with her boyfriend and was at peace finally.

For many of you, Sanjana would have been right, no doubt, she was right but Natasha did not listen to her because:

- Her opinion was based more on her own perceptions and less on her understanding of Natasha and her relationship.
- Hence, her criticism of Vinit and their relationship was baseless and her opinion didn't make Natasha feel calm.

Reasons why Aishwarya's opinion was taken into consideration:

- She knew Natasha better as a human being whom she knew personally, in-depth
- She understood Vinit's point of view
- She understood their relationship
- She wasn't clouded by her own thoughts like Sanjana was
- She looked at the situation from the person's perspective

- She tried to solve it more than trying to make Natasha run away from the situation.

Hence, we can conclude that when one gives their opinion, they do not always have to criticize the problem but first look at the situation from all corners and understand the people involved in it. After this situation, the relationship between the three friends was as follows:

- Natasha stopped taking Sanjana's advice or at least limited it as much as possible.
- Natasha believed in Aishwarya's opinion and hence her future criticism more than anyone else.
- Natasha would take Aishwarya's criticism seriously and work on it.

Hence, let us understand when and how to criticize:

***(a) Criticize When Needed***

- Criticize only after understanding the situation in depth and from all perspectives. Otherwise, there is a huge possibility that you can be proved wrong and this will cost you relationships.
  - ▶ Just like Natasha started keeping a distance from Sanjana when it came to discussing her problems.
- Criticism is useless unless asked for. There is a thin line between giving your opinion and criticizing. The opinion is telling them what to do in a situation and criticizing is talking ill about the situation or person. Never criticize unless asked for.

- ▶ Natasha didn't ask for criticism but only an opinion from Sanjana.
- The only thing criticism does is make or feel a person offensive. Thus, they try to justify themselves, leading to confused conversations and shifting the main topic of debate to another one.
  - ▶ Natasha who was angry at Vinit, instead of understanding his point of view, started justifying his acts after Sanjana's unnecessary criticism. Vinit who wasn't wrong did not need criticism but understanding. So, Natasha did not need to justify whatever he was saying but understand why he was saying what he was saying.
- Unnecessary criticism is dangerous. It can cost you the relations and trust of others forever.
  - ▶ Natasha stopped discussing her problems with Sanjana in the future and limited taking her opinion on her relationship with Vinit.
- The best thing you can do is to think really hard if your critique is necessary. If you know for sure that it won't be of any good, the best thing is to take some deep breaths or leave the room. Be especially careful with emails as once they are sent, there's no way to get them back.
  - ▶ If Sanjana had tried to understand Vinit's point of view, and how strong their relationship is, she wouldn't have needed to criticize him. Also, if she

would have understood how Natasha feels for him, she wouldn't have criticized him so early.

Always remember the above pointers and their effects on your relations before giving your opinion or criticism. But many times, it is difficult to control yourself from criticizing a clearly wrong situation. How to make yourself understand that criticism is not required in a particular situation so that you can stop yourself from doing it?

**Situation 1 (b)**

For example, if Vinit had restricted Natasha from wearing skirts forever instead of just at family functions, Sanjana would have had all the right to criticize him. Yet, was it the right time and moment to criticize or she should have controlled herself from doing it would have depended on many aspects.

Let us discuss them bellow:

- Make yourself understand that it is impossible to change other people unless they are the ones who want to change. If you know that the other person would not change, no matter what, your criticism is also not required. Because we give our critique with the hope of making things better. But when there is no will to change, our critiquing will only make us look like the bad person.
- Be the change you want to see in others, be the role model; be the example. Do not criticize someone for something when you yourself have that lagging in you. Otherwise, it can clearly backfire.



- ▶ In the second situation 1 (b), Sanjana cannot criticize Vinit for having backward thinking if she herself criticizes girls in college who dress up like a model for wearing short clothes.
- Continuing from the above point, only small minds criticize because they are either cowards, too weak to create something themselves, or both.
  - ▶ So, if Sanjana criticizes Vinit for his outlook even on having the same thinking herself, it means that she herself has a small mind but she is suffering from the unacceptance of it. She is too weak to come out of her thinking and hence, pulls others down along with her.
- No good will come out of criticizing others. Swallow your criticism and work on yourself instead. When you know that criticism is not going to help them or even you, do not criticize unless really needed and asked for.

***(b) Criticize Constructively***

From situation 1 (b), if Vinit would have totally restricted Natasha from wearing the clothes of her choice, that would have been wrong. Here, criticism would have been important, but how to do it, let us discuss that below:

- The best thing is to not criticize at all. Don't criticize unless you absolutely have to. Nobody wants to be around a nagging wife or husband or someone who is equal to the ever-criticizing boss. But when you know that it is

important to criticize, you need to do it constructively by being sure that it is the need of the hour in that moment.

- ▶ Only when Aishwarya doesn't have any other option, she can criticize Vinit for being a patriarchal prick.
- Work on the words you use, create a proper sweet statement that would not hurt anyone, and give your critique in a way that the person listens to it with interest and faith. Follow the **sandwich method** while criticize. First, begin giving your feedback with praise and honest appreciation. Start with something pleasant, a compliment, positive attributes, and what you like about the person. Then you tell them about the behavior, and actions they can improve and you close again on a positive note pointing out another thing you like very much about their performance or their behavior. Then go with your critique point and close with another praise. Finish the feedback session on a friendly note, point out what the person is doing well, and finish with praise. Don't use the word 'but'. The word 'but' cancels out everything that stands before it. You can easily avoid this by using 'and' instead of 'but'. In a study, People who received negative feedback with positive body language (a smile) and a nice tone of voice felt a lot better afterwards, than people who received positive feedback with negative body language and a harsh tone of voice.
  - ▶ The correct way to criticize him is by explaining to him that he is a very good boyfriend but how his

restriction is wrong and its side effects can ruin his relationship and Natasha's freedom. Then, close this conversation by also telling him that he is such a nice human being.

- Do you like it when people criticize you? Be honest! I don't like it at all. So, others do not like it too for sure. Not all, but many are ready to work on their short falls and only such people are ready to listen to some criticism. While the others who do not find anything wrong or less with themselves will not listen to it positively and it can lead to problems in the relationships.
- I prefer learning without being criticized, though. If there is any way in which someone can be taught something without really criticizing them, then it is the best way to explain to someone where and why they are wrong.
  - ▶ If Vinit can be explained that he is wrong by giving an example of another similar situation of a girl being restricted in her life for small reasons, which opens up his eyes to his own situation, what can be better than this?
- This book is written to make friends, not to get rid of them and that's what harsh criticism will do. No matter the situation, harsh criticism is not required. And when you think that it is required, just walk out instead of spoiling your relationship with someone. Otherwise, it will only cause resentment and bad vibrations.

- ▶ If Vinit is harshly criticized that he is a selfish narcissist person with no respect for a woman's independence and choice, then it will be just too direct and can spoil the relations. Natasha, after trying all the sweet methods of making him understand as given above, can finally break up with him if he still doesn't understand and tries to restrict her everywhere in all the situations.
- Praise in public, criticize in private. Never, I repeat never ever criticize anyone in public, in front of others. We give our critiquing to help them get better, not to insult them. And giving our critique in front of others will insult them. They will feel let down by you and would not want to get any critiquing from you ever in the future and it will also spoil your relation with them.
- Always criticize the behavior and never the person. No human being is totally wrong or bad. It is just their thinking in some cases or their behavior in some circumstances where we feel that they are wrong or bad. So, it does not make the whole human being as a person a bad person. so, whenever you are criticizing someone for their particular behavior or thinking, you should not target them but that particular behavior or thinking.
  - ▶ Vinit is not a bad person, but his thinking that girls, or his girlfriend in particular shouldn't wear mini skirts is wrong. He shouldn't be told that he is a bad person but the fact that this part of his thinking is bad and problematic.

- Provide solutions to the problem when you criticize them instead of just pointing fingers and walking away. Be diplomatic while making criticism. Be diplomatic and say things like, *'if there is anything to improve it could be...'*, or *'there are some things you could do even better'*. Find out together with the person you give feedback to what would be the right way to do things. This will make them trust you with the feedback you gave them because you are there standing trying to help them with the problem instead of just enjoying their lacking.
  - ▶ Vinit should be explained that it is not wrong for a woman to choose to wear whatever she feels like, she is an adult and she has all the right to make a choice. Restricting her or shaming her for her choices is wrong. Today the world is moving ahead and no woman lets anyone take away her independence.
- Don't demand cooperation, but ask for it nicely. It's a fact that people are more willing to cooperate with you if you ask them nicely than when it is demanded. It is in human nature to reply with aggression if asked with aggression or to reply negatively and shove away someone's advice when demanded or ordered instead of being asked nicely. So, always make your point sweetly and keep a smile when criticizing or giving feedback and people will be all ears to your words of wisdom.
- Just say it once, if possible, and do not repeat your feedback/s. If it happened only once, don't repeat it over and over again unless very-very important. This will

reduce your value and your feedback's value in front of the person. Do not bring up your feedback or their lagging on which you gave your feedback again and again. This is like applying salt to their wounds because the lagging of a person is like a wound that they need time to heal with their acceptance and understanding of their own lagging. So, give them that time and be patient instead of repeating it now and then.

So, if you have to criticize, follow the aforementioned rules.

### ***(c) Handle Complaints Smoothly***

We talked about giving our feedback to someone or criticizing them. Now, let us talk about taking feedback from someone, or when someone criticizes us or complaints about us.

- **Listen:** Let the other person do the talking and you, keep listening. Do not disconnect even if they are telling you things you don't like to hear. Let them complete. Understand whatever they are trying to say when they are giving us feedback or expressing a complaint regarding us. This lets them pour out whatever they have in their mind and heart and then when we get a chance to speak they are ready to listen to our clarification with a clear mind. They know that they have told you everything they had in their mind and now you will respond according to what they have said. If you talk in between, they will feel like they haven't made themselves clear because they had not completed talking and hence you must have not understood what they exactly wanted to convey. Also,

listening to them wholly at once helps you in taking a full understanding of their thought process and you can jot down your points in your mind while listening. This will help you to give your answers back in a better way.

- **Ask Questions:** After they have finished speaking, first ask them lots of questions to clear all your doubts about whatever they had said. This will help you to understand them better and you both will be on the same page. But, as discussed in the first point, even when you are tempted to interrupt, keep listening profoundly and patiently before you question them. Encourage them to let it all out. And once they are done, ask as many questions as you can to start the conversation from your side. Other than asking questions to clear your doubts, do ask them questions relating to the feedback they had on you instead of telling yourself that they were somewhere wrong at a particular point. Ask questions about that particular point where you think that they were wrong to make them think over it again and maybe they will understand that that point of theirs was wrong. Because it is always better to make someone understand and let them find out that they are wrong instead of telling them yourself. Show them that you can see things from their perspective and that you only want a solution that makes them happy.
- Accompany the conversation with positive body language like visual contact, nodding your head, and showing that you are interested. This will motivate them

to continue further instead of feeling weird or awkward from your negative body language and then stopping in between. If you are ready to take their opinion positively, let them go ahead by signaling it through your positive body language. But if you are not willing to take their feedback, you can showcase a rejecting body language, like looking here and there, standing across instead of facing them, using your phone in between, and cutting them with another topic. But remember, this can hamper your relation with them as it can be a bit insulting to people. So, if you are not ready to take their or anyone's feedback or criticism for some reason, directly tell them nicely, "Hey, I don't think I am in the zone where I am at a position of taking any kind of a negative feedback right now, I hope you understand," and smile.

***(d) Let The Other Person Save Face***

Whenever you are about to criticize someone, always, I repeat, always put yourself in their shoes before you start giving your feedback. When you do this, you are able to understand their point of view first and accordingly re-think your feedback. It also helps in acknowledging their hard work that will tell you if your feedback is really required or not.

Stopping for a few seconds, putting ourselves in the other person's shoes, and being a bit more considerate would avoid all the damage that could have been done without considering their situation. For this, when somebody makes a mistake, let them save their face by empathizing with them



and their situation. Empathy is the base of any relationship, be it personal or formal. It is the biggest need in the world. And when you can be empathetic plus a sensitive criticizer, it is the best combination. Thus, you would not destroy the relationship or even the person. Instead, be encouraging, tell them it's normal to make mistakes and show them you have confidence in them. Tell them to

- ✓ keep trying
- ✓ not lose hope
- ✓ not stop doing it
- ✓ think out of the box
- ✓ and assure them that you will always be there to support and assess them.

In the case of Natasha and Vinit's situation 1 (a), let us see how both of them can understand each other,

- Natasha should put herself in Vinit's shoes and try to understand why Vinit is telling her to not wear mini-skirts at family functions. What Vinit feels is,
  - ▶ *"She can wear whatever and whenever she wants to but just to avoid any clashes or awkwardness and to show respect to the elders, one can keep their sexy image away for a bit and just be a sweet daughter to them"*
- And Vinit should put himself in Natasha's shoes to understand the reason behind her anger about being restricted. Hence, what she feels is,

- ▶ *“I want to do what my choice is, it is my right to decide what to wear and when. I do not like to be told what to wear and how to behave”*
- So, according to the above understanding, Vinit can explain Natasha in the following way,
  - ▶ *“I am not restricting you, you are free to do whatever you want to do, even though I am your boyfriend, I have no right to stop you from anything. All I can say is that it is my wish that you could leave your sexiness aside when you meet my parents and family as the combination would seem weird because you are like a daughter to them.”*

And like this, they can discuss the problem maturely instead of fighting or arguing over it.

### ***(e) Talk About Your Own Mistakes First***

If you really, really have to criticize someone, first remember what we discussed above—do not criticize if you can avoid it somehow, and if not, the best technique is to talk about your own mistakes first. Yes, let them know about your mistakes when you are about to give them your feedback or criticize them for their work as it will help with the following:

- They will understand that you have been through the same situation
- People always pay attention when someone is talking about their faults, errors, and guilt.
- They will connect with you

- And they will trust your feedback more

Remember the sandwich method of criticizing that we discussed above?

Well, it is similar to that, where instead of just praising them, you start with your own story to narrate your experience of similar mistakes before you give them your feedback. And after you give your feedback, you can connect it to your own mistakes by telling them that hence you are criticizing them so that they do not make the same mistake as yours. This will show you as a humble and caring person.

## EXERCISE FOR YOU

Think about one of the criticisms that you have received in your life about your work or personality that you did not take well at that time. Now, try to keep your ego aside, I know that it hurts and makes us angry to accept that the criticism can be true, but just think about it if you can work on that particular criticism.

- Was that criticism valid?
- Can you work upon it?
- Can you try some other way as that person advised you?
- Does that person has that expertise, if nothing then atleast as an audience to comment?
- Can you try how will it look if tried in the other way and check if it looks good?

Try all the permutations and combinations and if it worked out, even by 10%, do not forget to tell that person that you tried their advice and it helped you to certain extent. And if it didn't work out, still tell that person that you tried it but it didn't work out, **STILL, THANKS FOR THE ADVICE** (add this without fail as it will create a positive relationship)

## CHAPTER 10

# MAINTAINING PROFESSIONAL RELATIONSHIPS

*“It is surprising how much you can accomplish if you don’t care who gets the credit.”*

— *Abraham Lincoln*

### *(a) Assign Task With Respect*

When we work in a corporate environment, we have to continuously deal with people. Talk to them, assign work, take their orders, and everything takes place formally. We talk and behave formally, which is in accordance with corporate conventional norms and etiquette. These officially sanctioned formal manners are suitable for or constitute an official and important occasion. One of the most important tasks at a corporate office is to assign a task to your juniors or colleagues as ordered by the boss or the seniors. But it

is important to keep in mind that you assign the task with respect and not arrogantly.

Do not put down the person to whom you are assigning the task by showing that they are below you. This will not only demotivate them to work but also start hating you for being disrespectful. Every person is born with universally agreed rights and no one can shun them from it, the most important one being respected, that too during work and in a formal environment. In an informal environment, on the basis of trust and mischief, everyone makes fun of each other. Friends, family, and partners, they all have that right over you to pull your legs, talk however they want and you may not feel bad. And if you do feel bad, you can tell them to their face and also fight with them. But these things are next to impossible in a corporate environment. You cannot feel bad or fight or complain about every tiny thing. But you must also make sure that you do not put someone in a position to feel that negative towards you.

1. **The feeling of Importance When Assigning:** Let the person honestly feel that they are essential for the work and hence you are assigning that task to you. Tell them that this task can only be done by them or that they are the ones who can do this task the best. Tell them that they are important to the company and hence this task is being assigned to them.

- ▶ This will motivate them to do the task by applying all their energies and skills. They will do the task

happily. They will not cringe over a lot of work as the work will start making them feel elevated and not stressful. They will also put extra effort into learning, researching, and going the extra mile to finish the task better than the required level.

**2. Feeling Of Importance When The Task Is Accepted By**

**Them:** Make them feel that you are delighted that they're accepting the task. Let them feel that they are doing a favor. Don't tell people what to do, instead tell them that you will be grateful if they did it, even if they HAVE to do it. make them feel that they now WANT to do it because of the way you asked them to do it. Say 'thank you' with a big smile. A technique often used is to make up and give titles to people like 'Sir' even if you are in a higher position than them. Still, you can call them sir or add any suffix or prefix to their name to show respect as per your language or culture. Do it with a smile. Make them happy about what you are telling them to do.

- ▶ This will make them feel better than their position and they won't feel below you. Thus, they will do the task with this feeling of someone big and important rather than just doing it with the burden of responsibility as a small intermediary worker.

**3. Show Their Benefits Sincerely, And Empathetically:**

Don't give orders. Convince the person how they will benefit from accomplishing the task. Don't make false promises when you assign the task but concentrate on

the true benefits for the other person. Tell them what they will learn from this task and how will it help them in their future career. Tell them how the success of this task can either give them a promotion or bring them under the limelight of the bosses. Always be sincere about these things because a career is a sensitive part of everyone's life. Their self-esteem and financial status depend upon it, hence the happiness of their family too. So never lie or cheat about such promises but only say the truth otherwise do not say anything at all. Because if the truth comes out about you lying or cheating them, then they will hate you more than anyone in this world and you may never know which human being goes to what extent in such scenarios when the situation affects their family and financial status. So, when you talk to someone about their future benefits, be empathetic about it.

- ▶ This will make them do the work with their full heart and soul. They will check their work ten times before submitting it to see to it that they have not made any mistakes in it. And if they doubt a part of the work, they will research it and make sure to learn first before they finalize their task.

***(b) Watch Your Body Language***

Body language speaks a thousand words before your tongue does. Yes, this is the most essential part of any kind of



communication, be it formal or informal. Body language is a type of communication in which physical behaviors, such as facial expressions, body posture, gestures, eye movement, touch, and the use of space, as opposed to words, are used to express or convey information. But majorly it talks about the inner information of the person, that is what the person is actually feeling or thinking as against what they are speaking.

*For example:* If a person is lying, their body language can tell you that they are lying. Someone who is lying might stare or look away at a crucial moment. They can move their eyes around as they try to think about what to say next.

Hence, body language is more important in your communication with someone, be it a personal or professional talk.

- (a) When in a personal conversation, the way you touch with affection or the way you show care with your posture or gesture of hands, or the way you show interest with your eyes and smile makes the other person feel good around you. This also creates a connection between the two of you and strengthens the relationship.
- (b) When in a professional conversation, the way you maintain eye contact to show your attention, the way you stand or sit straight to show activeness, and the way you lean forward to show how motivated you are to work, will give an impression of high regard to the person, thus creating your brand as a hardworking person.

**Dos of body language:**

1. **Do Use Hand Gestures Systematically:** When we use only words to convey our message, it can make it a bit difficult for the person to understand everything we say because there is a lot of reading between the lines. Just like not everything can be understood through text messages, not everything can be understood through spoken words. Our hand gestures make it easier for our audience to easily grasp what we are really saying.
  - ▶ Using gestures systematically, especially when giving directions or teaching, makes the audience less dependent on the verbal part of the presentation. The visuals created by gestures allow the listener two ways to grasp, thereby increasing the likelihood of accurate recall.
  
2. **Do Know When To Put Your Hands On Your Hips:** This is a ready-to-take-action gesture that shows quickness in action and thinking. It also makes people appear bigger, better, and more confident, as this position takes up more physical space. Yet, it also has a negative impression such as you are annoyed, closed, or won't listen. Hence, depending upon the situation, you have to think whether this position of your hands on your hips is right or not.
  - ▶ In a situation such as after an interview, you can do this gesture to show the potential employer that

you are ready for the challenges ahead. But during a meeting with a client, this gesture might make him think that you are annoyed with or tired of him.

3. **Mirroring:** One easy trick to build trust in no time is Mirroring the other person's body language. If they lean forward, you lean forward, if they incline their head to the right, you incline your head to the right. You move like other person moves and mirror their body language.
  - ▶ When you mirror people, you make them feel comfortable. Try this and practice it and you will see great things happening in your relationships with other people.
4. **Do Remember The Eyes Say It All:** Of all the nonverbal body language, we use, our eyes are the most expressive. As it is rightly said, "Our eyes are the window to our thoughts and emotions" and hence, little or no eye contact is often thought to be associated with lying which may not always be true, depending upon the situation.
  - ▶ People who are habitual to lying will look right into your eyes to hide that they are lying. But not looking into the eyes also shows a lack of self-esteem or interest. If you are confused about how much or how long to hold eye contact, then do it as per the other person. If he keeps eye contact, do the same. If the listener keeps breaking eye contact, do the same.

**DON'T's of body language:**

1. **Don't Use The Fig-Leaf Pose:** By placing your one hand in front of your groin and holding that hand with the other hand, you're making yourself look smaller in level.
  - ▶ It makes the other person think that you want to say, "I'm harmless," or, "I'm afraid." And both these situations do not give a good impression.
2. **Don't Put Your Hands In Your Pockets:** When your hands are deep into the pocket or your thumbs are hanging off the pockets, it says that you want the person to like you and that you crave validation. Pockets and waistbands/belts are never a good place to rest your hands in business situations as they can convey various negative meanings depending on the placement of your hands or thumbs such as:
  - ▶ Thumbs tucked in your belt say that, "I am staking my territory," which is a negative gesture of showing power, not influence.
  - ▶ Thumbs displayed while the hands are tucked in the pockets say, "I know I am superior and I believe I have dominance."
3. **Don't Hide Your Hands Behind Your Back:** Holding your hands behind your back can be interpreted in different ways depending on the circumstances. One interpretation can be "I hope you like me," where you are talking to someone at a higher level than you or where you are the new person. The other can be, "You

better fear me.” where you are talking to someone at a lower level than you. Neither of the interpretation leaves a good impression of you so one must avoid this position at any cost.

4. **Don't Cross Your Arms:** This position is mostly understood to indicate that you are upset or at discomfort while in business, it is often interpreted as, “I am not open to discussion,” or, “I am annoyed.”
5. **Stop Fidgeting:** When you unintentionally do a gesture continuously with your hand, fingers, or leg, they convey an emotional reaction such as stress or frustration, or anxiety. Hence, this physical behavior, which is called fidgeting, is our body's desire for physical comfort in such emotional situations. Even though fidgeting calm us to some extent, these continuous jerky movements make others uncomfortable or can even annoy them.

Fidgeting often becomes a habit and it can be difficult to stop. So, the quickest way to calm ourselves without fidgeting is by controlling our breathing. When you know that you are going to fidget any moment now, at once become consciously aware of the situation and try to control your breathing by taking deep breaths as it will calm down your emotions and the need to fidget will vanish away.

We can use our minds to speak the right words to inspire and influence others, but if our nonverbal body postures send a different message, our words may not have the effect that they need to have. Hence, real communication is always

beyond what we speak, and when we learn the art of great communication through our gestures, expressions, and eye contact, we can build stronger relationships, become a more influential leaders, and receive enthusiastic responses from potential employers, members, donors, and colleagues.

***(c) Recognize The Worth of Every Individual***

Be it while assigning a task or just discussing an idea or in a meeting, always keep in mind that every individual has their own worth, they should be valued no matter what. Even if they are rude to others or egoistic or a show-off, you do not have the right to taunt, insult, or put down anyone unless they are being rude or arrogant towards you. If they are behaving negatively towards you, then you can reply in a similar manner but try not to overdo it.

In case you are the boss or the senior, then the responsibility to recognize the worth of every individual increases two folds. Remember, people don't leave jobs, they leave bad bosses. And bad bosses are the ones who do not appreciate their team members or the juniors. The ones who do not see the hard work and efforts put in by their people. And the ones who are always talking and behaving as if only they work and they have to make the others work.

Recognize the worth of every individual, and you will win allies for life. Here are a few ways in which you can show value and recognize the worth of the individuals working in your team:

- **Give Credit For Suggestions:** whenever someone gives a suggestion or advice, be it a senior or someone of your level, always give them their credit. Never tell the world that it was your idea or never try to hide that they gave this idea. Every individual wants and deserves credit for the ideas and suggestions that they share, especially if it is a good one or if it is used by the company for its benefit.
- **Correct Unfairness:** Being the boss or the senior, it is your biggest responsibility to check for unfairness in the team and correct it. You must be a nice person, a value-oriented boss but there may be people in the team who try to snatch what is deserved by others, who try to wear the success hats made by others. In such a situation, it is your duty, not only as a person in power but also as a good human being to give credit where it is due and make sure that they are not wronged by such bad and mean people.
- **Praise And Encourage:** Remember, people desire to be felt important, especially by people in a higher position than them. If they are made to feel important by people in power, they will feel worthy and recognized, then they will work by putting in more effort and attention. Hence, you have the power to influence how someone works in your company.
- **Not Criticizing People In Front Of Others, But Praising:** Remember, NEVER criticize or scold someone for their

mistakes in front of others. This is the biggest fault of many bosses and seniors. People make mistakes, and it is okay. No matter how huge the mistake is or how many times they have repeated it, they do not deserve to be scolded or insulted in front of even one person. Call them in your cabin, or go to a meeting room and talk to them there. Even if the discussion turns into an argument or a heated conversation, keep it private. Do not forget to close the door when in such a conversation. And when you give credit or appreciate and praise people, DO THAT in front of others. This will add more colors and flavors to the praise and they will feel motivated to work better.

- **Ask Employees Their Opinions:** When you ask others' opinions, you are giving them the importance of being worthy of the company. And if their opinions or suggestions or advice are taken into consideration, then they will work towards it with all their might as it will make them feel like the leader of that project on whose opinion that project is progressing. Also, when you take suggestions, they think around the problem and try to solve it rather than just working blindly as ordered. This increases their skills and activeness to indulge in business operations.
- **Inform Employees Of Their Progress:** Whenever you observe that an employee is progressing in their skills and doing more and better work as expected, let them



know that you are observing it all and that you appreciate it a lot. Make them feel seen for the hard work that they put in so as to motivate them and recognize their value.

- **Not Involving In Favoritism:** Never keep a favorite employee or a team member. And even if you have one, never trust them blindly. And even if you trust them, do not always take their sides blindly. Try to understand the situation and then decide if they are right or wrong. Just because you trust them does not mean that they are always right. They can also make mistakes or have a bad side unknown to them. So always try to listen to both parties in case of a problem or a fight or a misunderstanding and then take a decision instead of doing favoritism and losing the trust of other team members.
- **Notice People:** Everybody wants to be noticed. When you notice somebody, you are paying them a big compliment. You're boosting their morale showing them 'I recognize you'. And what happens then? People become friendlier, more helpful, and better workers.
- **Don't Compete With People:** There's no need for that. We all have heard and know this well we must always compete with ourselves and compare ourselves with what we were yesterday. That is our biggest competition. But never try to be better than others or try to show that you are bigger or better than others. If somebody tells you of something great that they have done, don't tell them of something even greater that you have done. Just

show your genuine interest and let them know that you are impressed by them. Otherwise, you can spoil your relationship with them by showing that you are egoistic and think of others below yourself.

***(d) Believe In People's Potential***

Believing in something is the best way to manifest it. Until and unless you do not believe it, it will not happen. Belief and faith are the biggest magical powers that a human being possesses. With a strong sense of belief, we can make miracles happen. If one believes in their skills and talents, one will surely manifest them to the level of perfecting them.

If you keep doubting your talent, then it will be difficult to improve it, let alone polish it bright. Same way, if you strongly believe in your abilities, then working hard on them will be smooth and easy.

So, as a leader or senior of a team in your company, believing in people will make them work better as you will transfer your confidence in them and they will not falter or waver in their tasks.

Here are the ways in which you can believe in people and manifest amazing skills in them:

- **Act Positive:** This is one of the proven ways of manifestation. Acting as if one has achieved something even before one achieves it. It is a way to tell the universe that this is what you want, by being what you want to be. So, if you want to improve a specific skill in a person,

act as if he or she already had that particular skill. This will manifest your belief in them and the confidence that they will develop will also aid in achieving it.

- **Reminder Of The Beautiful Past:** Whenever you or your team members or your employees go through a difficult phase wherein you are in the position to lose your confidence, then remind yourself and your employees of their outstanding work in the past. At times, when we are in a dark situation, we forget the times we had the light within us. So, when you remind yourself of the beautiful past, you see how bright you can be and it gives us the courage to do something. You should give them a vision of themselves that they are eager to live up to, believe in them, and they will rise to the occasion. It's the Pygmalion effect, "Our belief in a person's potential brings that potential to life!" similar to manifestation. Believe in the potential of the people, and you will see miracles happen.

***(e) Be an Example***

Just like we are treated by people on the basis of how we treat them, the attitude that we adapt in our work will be an example to our team for them to follow. So, work the way that you want the people to show to you in their work. We all must have heard that people are a mirror reflection of us. Be that perfect mirror to get the perfect reflection around you. If you work hard yet remain calm, your team will learn the same from you. The way you handle a situation or the client

or the way you talk and react in difficult circumstances will be adapted by your employees.

So, the best way in which you can be an example in your company is by **Accepting The Truth**. First and foremost, we need to understand that we cannot change others. If we keep trying to change the people around us, without making ourselves better, then we are not going to get any results. We need to accept that we cannot change others by asking them to change. The best we can do is create such an environment for them that they get inspired to adapt and learn from it. Hence, accept them as they are and be the best example and person that you can be to make them better.

#### ***(f) Remain Humble***

If you want people to respect you, like you, and follow you, remain humble. A humble person is someone who shows a modest or low estimate of one's own importance. Hence, they are always liked by the majority of the people around them as they never threaten someone's inner fears or insecurity, but rather uplift others.

There are various aspects of being humble to attract the liking of employees and colleagues:

- **Acknowledge Your Wrongdoing:** When you do not accept the fact that you have made a mistake or that you were at fault for the problem in a project or client proposal or a meeting, then it makes the people involved in it angry and hateful towards you because then the

blame can either come on them or the problem would not be smoothly solved. In all such cases, if someone accepts and acknowledges the wrong that they have done, even by mistake, and apologizes for the same, then the negativity around their flaws is forgiven and people do not keep anything in their heart, rather help you in becoming better.

- **Receive Feedback Graciously:** When someone criticizes you, it is for your benefit only as then you can work better and improvise in your skills. But this is possible only if you take their feedback graciously without getting offended. If you get offended and react to your criticism by counter-attacking at them, by bringing out their flaws, or by giving excuses for the lack of skills in you, then neither are they going to give you feedback again nor will they hold you in high regard anymore. So, learn to take feedback and criticisms with grace and enjoy long-lasting respectful relationships, professionally as well as on a personal level.
- **Refrain From Criticizing Others:** Unless asked for, do not criticize others. If you go about telling others what they can improve about their work or skills, they will not like this uninvited feedback. It is only when someone is in a state of mind to listen and accept feedback, only then you should criticize them and their work.
- **Forgive Those Who Have Wronged You:** It will be of no good to you if you hold onto grudges and anger in

your heart for those who have wronged you because it will make you bitter and negative. This bitterness and negativity will be easily visible to others around you and they will start repelling away from you. Hence it will affect no one but you. Once you forgive the ones who have wronged you, you will create a positive aura around you and start maintaining better relationships.

- **Apologize To Others, We Have Wronged:** It is possible and easy for you to forgive those who have wronged you if they apologize to you. Hence, if you have wronged someone, make it easy for them to forgive you and apologize. Even you will feel better and lighter from your regrets and guilt that may have been buried deep within you, without you even realizing it. Free yourself of these weights and lift them with just a small and simple word 'Sorry'. Thus, resolve your relationship issues.
- **Endure Unfair Treatments With Patience And Forgive:** The world isn't fair. People aren't fair. Life isn't fair. Understand this, accept it, and be ok with it by handling such situations with patience. Do not lose your state of mind and shout or scream or taunt or talk rudely. This will only make the situation worse. Whenever you are treated unfairly, try to remain patient and express your concerns nicely to the concerned authority. And once, it is resolved, do not keep things in your heart and show passive aggression to the party who wronged you, but forgive and move on for your own sake as explained in the above pointers.

- **Think And Speak Good About People:** In no case, you should indulge in defaming others by talking behind their backs. Be it someone you hate or dislike or someone who did wrong to you, talking about anyone behind their back will give a bad impression of you to the one you are talking to about them. And if this becomes a habit, then you will start talking about them to everyone and all those people with whom you talk ill about others will judge you for being negative and slander.
- **Rejoice Over Other People's Success:** You will look the humblest and the sweetest person if you rejoice over others' success. People love it when others celebrate their achievements and feel really bad if people get jealous of their success. Don't be the reason for their sadness on their important days. Be the one to make them smile by celebrating with them in their accomplishments.
- **Count Blessings For Everything, Good And Bad:** No matter the situation, remain and react positively towards it. Just like we count the blessings for the good things that happen, always believe that bad things also happen for a reason, and it will definitely bring out something good for you in the future. We all know, "Everything that happens, happens for a reason". So keep this in mind and be humble even in bad circumstances and it will create the best impression on people around you.
- **Seek Opportunities To Serve Others:** Serving others not only creates and maintains a good relationship but

also makes you feel good about yourself, thus giving birth to a positive aura around and within you. When you serve others, they feel seen and valued. They will feel supportive and they will never forget you for helping them in the hour of their need. Thus, strengthening the bond between you two.

- **Willingness To Remain Anonymous In Helping Others:** When you remain anonymous, that is you do not brag about your niceness in front of others. Because if you brag about or even talk about the good things you did for someone, it will show you as an egoistic person and that you think you are great and above them for helping them. Never make others feel below you as this is the worst way to spoil your relationships forever, along with spoiling your respect in front of them.
- **Show Gratitude For Our Successes:** Being humble means not feeling egoistic in whatever you do or achieve. If you think that all your success was because of only you and no one helped you or that you are not even thankful to God for it then you will come out as an arrogant person. People dislike such people and repel away from those who have such an attitude. If you show gratitude for your success, then it will create better connections and earn you respect.
- **Treat Success As A Responsibility:** Success gives power. The power to help, support and suggest others in your field. Use this power wisely and it will attract more



followers as well as well-wishers to you. No matter the amount of success you earn, help the people in your groups and team, support the weak ones, and keep a humble smile to make them all feel comfortable in your presence. Do not make them fear you or your power.

- **Willing To Learn From Failures:** Always have the attitude to learn from failures. This attitude will make you positive and keep away the negativity from you. It is ok to fail. Everyone fails. Do not let it make you sour or bitter. Do not let it affect your future hard work or efforts. Learn from it and work harder and better than before.
- **Assume Responsibility For Your Failures:** We fail only and only because of ourselves and no one else. Accept that and never try to pin your failures on time, God, destiny, parents, friends, partners, or others involved in the same work. Take the responsibility for your failure as it will help you to keep your mistakes in mind so as to not repeat them even by mistake the next time. But if you do not assume responsibility for your failures, then you are bound to repeat the same mistake.
- **Accept One's Limitations And Circumstances:** No one is perfect. Everyone has flaws and imperfections. Our limitations can lead to problems and even failures but they are not the only reason for failure. Not being able to accept one's limitations and hence not working around them is also the reason behind our failures. If we accept

the limitations and circumstances that led to our failures then we will be able to work according to our limitations rather than just cursing ourselves for those obstacles.

- **Accept The Social Reality Of Discrimination And Prejudice:** We live in a society where discrimination and prejudice have been common for centuries. The social pyramid is such that on the basis of financial and blood status, people are discriminated that leads to injustice too. But we cannot keep cursing it all our lives. We need to accept that this is what life is about and this is what society consists of. Once we accept reality, it gives us the power to fight against prejudice in a righteous manner instead of doing something wrong. Acceptance gives us the power to understand reality and work around it to make it better by working on ourselves first.
- **Treat All People With Respect Regardless Of Their Social Status:** Since we have been through the prejudices of social discrimination, we know how it feels to be in such a situation. So, we must never inflict the same on others. Even if we have not been in the same situation, if we have been lucky or were born with a silver spoon, we should have empathy for others and treat them with respect irrespective of their financial or social status.
- **Enjoy The Status Of Being An Outsider And A Nobody:** Every type of status has its pros and cons. Be it someone who is a nobody or someone who has earned a lot of respect and fame. So for the time you are an

outsider and no one knows about you, enjoy it till you have it. Make good connections and contacts so that when you reach a famous position in your life, you have trustworthy people in your life which no one gets once they become somebody.

***(g) Let The Other People Come Up With An Idea***

No one likes being told something. They like to give suggestions, they want people to ask them for their opinions, their wishes, and their thoughts. So, why not use this to our advantage? Do not tell someone to do something, but make them say it themselves and then make them work for you.

Ask in such a way that they come up with your idea, such as:

- When you make an offer, ask the client what he really needs, or ask them to complete your offer to themselves. And on the basis of their idea, you make your offer in such a way that their wish is also fulfilled and your requirement is also met.
- If you are going on a family vacation, ask your family where they want to go and come to a consensus by either telling yourself that you can have fun at the places they want to go or by telling them that this other place, where you want to go, also has similar vibes and scenic beauty.
- If you are going out with friends, ask them what they like best and suggest to them a place of your choice on the basis of what they like. Similarly, if you are going on

a date night with your partner, ask them what they'd like to do. Like this, your place will be decided on the basis of their liking and both will be happy.

Hence, asking them their point of view first can help you to edit and rework your offer or idea in such a way that you give them what they want and also take what you require in a diplomatic manner.

***(h) Be on Time***

Be it a professional meeting, going to the office or submitting the assignment or a personal date, going to get-togethers or parties, be on time. Never make someone wait for you. Making someone wait for you will frustrate them, annoy them and make them feel small for just sitting there doing nothing for you. It may also give an impression that you think you are in a higher position than them or that their time value is lesser than yours. Hence, always be on time for an appointment as punctuality is a sign of discipline and respect for others.

*For example:* It is recommended to arrive for any meeting 10 minutes early, be it personal or professional, as it shows that you value that particular meeting and hence you hold that person in high regard, thus creating a better impression already. Also, you can use those 10 minutes to relax and prepare yourself before it starts. You can compose your thoughts and get used to the environment instead of arriving in a rush. Thus, being on time has only advantages.

***(i) Focus On The Other Person's Strengths***

Focus on the other person's strengths and see them in an entirely new way. Yes, when we look for something, we see it everywhere. This is called selective perception. Our focus is essential because science shows that how we experience our life is a matter of interpretation, a matter of choice, and it's up to us where we choose to put our focus. Just like when we are trying to find a particular object in a heap of things, we are able to find it because we already have the image of the object stuck in our minds and that is what we are trying to find continuously. So, when we finally see that object in the heap of other things, we recognize it because our focus was to search for that thing that we already had created in our mind. Hence, our focus determines our overall perception of the world. What we look for is what we find and what we find is what we were looking for.

Imagine focusing on the strengths of your spouse instead of nagging all the time about their weakness and limitations. You will stop seeing their lackings but you will be able to see more of their beauty, their skills and talents, and their strengths. This will not only stop the fights and problems between you two but also make your life beautiful because suddenly, you will see all the great things in them that you fell in love with in the first place. The same thing will happen in the case of your employees. Suddenly, you'll be able to see their full potential instead of their weaknesses and faults. This change of perspective will help you to see only see positivity around you.

In all conflicts or negotiations, the most essential ingredient is to have a common goal – to find the solution. And if you do not have this common goal, then your conflicts will go in vain and you both will fail. Because the end goal of being stuck in any kind of conflict is to find a solution that would not bring up the same problem again.

*So, from now on, focus on similarities.*

*What can be the common goal?*

*And solve that!*

## EXERCISE FOR YOU

Make a list of all the problems that you are facing in your office life. Then read this chapter again and go through it point by point and mark the pointers that you are facing a problem with. Then read those pointers carefully and try to think whether you do that right way of handling your situations and colleagues in your office or do you do just the opposite of it. For a month thereafter, try to do the things as mentioned in this chapter and see if it brings a change in your office life.

## CHAPTER 11

# BE YOU, BEAUTIFUL

*Always be yourself, express yourself, have faith in yourself, and do not go out and look for a successful personality and duplicate it.*

— *Bruce Lee*

**B**eing you is a way of telling yourself that you are happy in your own skin and that you do not feel uncomfortable or ashamed of your limitations. As discussed in previous chapters, this is achievable only if you accept and acknowledge your limitations and learn to be okay with them, that is when you will be able to love yourself the way you are.

Once you learn to accept and love yourself, you will feel so much positivity and niceness within you that you will be able to spread it to people around you.

### *(a) Being Nice*

Being nice encapsulates everything that a likable person has. They are pleasant to be around, satisfactory to talk to and you trust them enough to agree and understand their point of

view easily. Hence, being nice to people has a lot of benefits such as:

- **Dividends:** Being nice will pay you dividends in the long term. They will remember you, your relationship will remain maintained and it can be of use or help to you in the future. Hence, always be nice to people and reap the benefits of it.
- **Karma:** Remember ‘What goes around, comes around’. Do everything you can to empower people. See the greatness in them. And it will surely come back to you as good *karma* in the future.
- **Believe:** If you see their greatness, you are actually contributing to that greatness by telling them that they are good at something and not only making them confident about it but by also manifesting it. Your belief in the potential of a person awakens this potential.
- **Don’t be a Fool:** Be nice but don’t let other people fool you for your niceness. Even nice people can say ‘No’ or ‘enough is enough’ whenever required and that won’t make them a bad person.

### ***(b) Being Positive***

Being positive means seeing the good in every bad. Like the optimists see events as temporary, ‘I wasn’t in good shape today; I’m sure I’ll do better tomorrow. Nevertheless, I’m one step closer to the goal’. Hence optimists are generally more successful. If you are able to create this type of positive



personality, people will seek your company to feel that positivity.

***(c) Praising***

Praising and acknowledging someone for the good thing they did or achieved can go a long way in creating and maintaining long-term relationships in your life.

- **Keep People:** Praise can change a person's life as it adds to their confidence and motivation to work better. People who are praised every quarter tend to stay longer at their jobs and perform a lot better. Hence, use the power of praise by praising even the slightest improvements that you see in them and they will feel good about themselves.
- **Inspire:** If you start praising people for what they do instead of constantly reminding them of their faults, you will see true miracles happen. Try to praise everyone for their work so that they work harder and more than they themselves ever expected out of them. This will bring out their hidden talent by awakening their desire to excel and then they will try to go that extra mile to research and upgrade their skills. Thus, this will not only transform their lives for the better but even you can use that hidden talent they possess. But remember, when you praise, go into details because just saying 'Good Job' is not enough. Tell the person exactly what he or she is doing well and what it's crucial for you or your company.

## EXERCISE FOR YOU

The most essential ingredient of being a nice person comes from positivity. So if you want to be kind, be positive.

Stop using negative words like:

- No
- Never
- I doubt
- I cannot
- Will it?
- Impossible
- It is not possible
- It is difficult
- I don't know

Slowly and steadily, your positivity will not only make you kind and strong but also start helping you in achieving whatever you want.

## CHAPTER 12

# BEWARE OF PEOPLE

*History will have to record that the greatest tragedy of this period of social transition was not the strident clamor of the bad people, but the appalling silence of the good people.*

— *Martin Luther King, Jr.*

**Beware of people who are negative energy around you.**

### *(a) With False Self-Esteem*

People with false self-esteem are dangerous because they are egoistic which comes from the fear of doubts upon oneself.

Let us break that down.

**Doubts upon oneself:** There are many reasons why one doubts themselves. It can be a wounded inner child, a toxic close person, someone they trust but who demotivates them, multiple failures, a lack of motivation, etc. All this can lead to a lack of self-confidence, and hence one doubts on their own capabilities.

**Fear of the above:** When a person has doubts about themselves, they either become a very shy, quiet, and visibly

a fearful person. But then, in many cases, they become too loud about the little talent and skills that they possess. They try to put others down because their inner self knows that they are not the best and others can reach above them. So, before someone else goes ahead of them, they try to pull them back.

**Ego:** As explained above, the ego is a loud scream of one's own fear and lack of self-confidence. It is a way of making oneself feel better from all the negative emotions. Ego leads to putting others down and hence it is the most toxic trait one can have. It tries to silence the fact that you lack something, which is totally fine, not everyone is perfect, but not accepting this fact is problematic, and it leads to problems.

**False self-esteem:** Hence we conclude that ego is also called false self-esteem. Because self-esteem is visible when one feels the best and shows it by showing his confidence. But ego is when the person shows self-esteem by putting others down and making them feel lesser. Every emotion becomes a negative one when it involves making others feel lesser than you or when you think that others are nothing in front of you. Just like when you think of yourself, if it is self-love, but when you think of yourself at the cost of others, it is being selfish.

**Dangerous:** When your ego starts pulling others down or behind you, they start creating distance. They feel a toxic energy around you, thus affecting all your relationships, be they personal or professional. In this world, whatever you do,

you need people. Be it for emotional support or to support your work or just to be there for you. We, humans, are social animals and we cannot live without a trustworthy bunch of people.

**Hence, our ego destroys no one but us.**

Now, this sounds scary—meeting someone egoistic, who tries to pull you down—all the time. But there are ways to find them in a crowd and tackle them.

1. Firstly, remember that people with false self-esteem will always **judge and value you**—and themselves—by what you achieve and by your results, **not for what you really are**.
  - ▶ So, they would not care that you are a very selfless and kind person. But the fact that you are mediocre in your career will be their point of focus and they will always taunt you or make you feel less for being at a lower level in your career from them.
  - ▶ But remember, no matter how less of an achiever someone makes you feel, you will be at peace from inside only and only if you are confident and even your subconscious mind knows it.
    - ◆ Yes, when you are lacking self-confidence but you try to hide it from people and from yourself, no matter how much you lie to yourself—that others are nothing in front of you—you will always know the truth somewhere deep in your

heart because your subconscious mind knows it.

- ▶ And, if you are someone who has achieved great heights in your professional life, they will always lick your feet. They will keep appreciating you and telling you that you are so special to them. But deep down, you will feel that you are not special to them. You will not feel any special with them no matter how much they say it to your face. Because if not you, then at least your intuition understands a fake person. Yet, no matter how much you try to stay away from them, they will keep coming back to you like you guys are the best of friends. **STAY AWAY** and **KEEP YOUR DISTANCE** from such people because:

- ◆ They can lead to false self-esteem in you too.
- ◆ They can make you feel great in all the wrong ways and give birth to over-confidence in you.
- ◆ And they would not be of any help in your life.
- ◆ **BUT**, if you can be a role model for such false self-esteem people, you can guide them by keeping a safe distance from them

2. The best way to stay away from a **false** self-esteemed person is to become a **highly** self-esteemed person.

- ▶ When you have high self-esteem, you not only value yourself but also the others around you, irrespective of whether their behavior is good or bad. This is

because when you have high self-esteem, you are full of confidence but you also know that you have some weaknesses, just like any human being.

- ◆ But having a weakness is not a problem. The main problem is not being able to accept that you have a weakness.
- ▶ And hence, when you have accepted your weak points, you are able to understand others' weak points and why someone is behaving the way they are behaving.
- ▶ So, once you have understood that someone has a weakness called Ego, their weird, strange, and negative behavior will not affect you but in fact, it will make you pity them and sympathize with them.

And hence, their egoistic or false self-esteem would not affect you and also help you to stay away from them.

### ***(b) Who Are Bound To Argue***

There are people who are bound to argue in a conversation where it could have been a positive discussion, such chat rooms can easily be converted into an argument by some people.

A discussion is the positive 'give and take' of ideas and thoughts on a particular topic where you and the other party involved in the discussion are accepting and respecting each others' point of view and most importantly, ready to listen and accept others' point of view if they are proved wrong.

And when these things are missing in a person with whom we are trying to discuss a topic or a problem, it will never be solved, you will never get to a conclusion and that turns into an argument.

*How to find out if someone is turning a discussion into an argument?*

*How do people turn a discussion into an argument?*

Let us discuss these:

1. **By Getting Offended:** When you are discussing a topic with someone, at times, you may have to prove them wrong, or explain to them why they are wrong. But not everyone has the courage and maturity to accept that they are wrong. In fact, many people do not even like being explained or told that their point can be proven wrong. Such people, start getting offended when you try to prove your point and you are getting there but they cannot accept that they are proved wrong. So, they get offended when they are proved wrong and this leads to many problems in your relationship with such people. Hence, when we know that someone cannot take reality outside of their brain and cannot accept being the wrong one, better not to discuss or explain a thing. This will save you your energy and time.
2. **By Interjecting In Between:** The people described above are mostly the kind who would interject the other person in between due to several reasons. They don't want the other person to prove them wrong. So whenever they



get a point to fire back, without letting the other person finish talking, they will interject them and prove their half-expressed point wrong. This many times confuses the other person trying to explain their point. Because they were cut in between and proved wrong for half of their point and sometimes, they even forget the other half of their point. But the fact is, they were proved wrong in a wrong way. Hence, they aren't technically proved wrong. And when in the further discussion they realize this, they come back to their previous point and again start explaining. And like this, a small discussion keeps on going on and on without actually them getting to a conclusion. And like this, a wise person, who would have been in this situation many times, understands and clearly sees when a person is interjecting them so as to avoid being proved wrong. And hence, such wise people avoid arguments and walk away instead of wasting their time and energy.

3. **By Getting Angry:** When you try to explain your point to someone, it may be quite possible that they would get angry when they are proved wrong or when they know that they are wrong. They may shout or talk loudly or reply in a rude manner when they see that you are right. They may tell you angrily that you are doing it purposely to put them down. They will try to insult you because when you prove them wrong, instead of taking it positively as a learning, they felt insulted, so now they will give it back to you. When a person cannot accept

that they are wrong, they will feel offended every time someone else proves them wrong. And hence, they will give it back negatively.

4. **Thinking That They Are Know It All:** The above-described people always think that they know it all because they do not know or accept that they are wrong or that their knowledge is limited. Other than not accepting that they are wrong, they will keep talking about the same and hence when you can see that someone acts as a know-it-all, it is better not to try and explain them otherwise it will bounce back at you negatively and ruin your mood.

Doesn't it all sound scary? A situation wherein you have to discuss with a friend or colleague even after knowing that they may just fire back rudely and insult you. There may also be people around who would see you getting insulted, making the situation all the more uncomfortable.

None of us wants to be in such a situation where we always fear the above. The best way to avoid such a situation is to avoid these people in our lives. But avoiding people is not the possible solution every time. Hence the best way is to just avoid such situations as follows:

- **Communicate With Empathy:** Seeing things from the other person's standpoint will avoid arguments and tensions before they start. If you understand their motive behind trying to win the argument, why they are stubborn and not accepting of their flaws, then you

may not feel the need to discuss the topic further. This understanding is possible mostly in situations where they are your friend and you know their past story, and their emotional traumas. This helps us to understand one's fear of being proved wrong and hence the argumentative nature. Thus, giving us the strength to avoid the situation and walk away.

- **Putting Oneself In Their Shoes:** Practice putting yourself in other person's shoes. You will have far fewer arguments and disagreements and far better results. Always think about the other person's point of view. Try to keep yourself in their shoes whenever you think that your discussion can turn into an argument or when you know that this person always argues. You will understand why the person does this or at least the fact that this is their present nature and you should stay away from this negativity.
- **Don't Judge People:** If you cannot put yourself in their shoes or you are not able to empathize with them due to a lack of knowledge about their life, just know that every person you meet is fighting their own battle, and we don't know anything about it. Always keep this in mind a person who gives out negativity, like jealousy, ego, stubbornness, problem in accepting flaws, etc, such people themselves have that negativity inside of them. Only a person who is emotionally wise, mature, and clean will be able to discuss positively.

- **Be Sympathetic:** *“I don’t blame you. If I were you, I would surely feel just as you do,”* Add this phrase to your conversation. It will make the person feel understood and it will act as a balm on their ego and they will stop raging. Hence, it will stop the arguments as it will eliminate all the ill feelings from them. And it will also create goodwill for you and surely make the other person listen more closely to you, by trusting you. If you manage the art of answering an insult with kindness and sympathy, the world is yours. Sympathy and kindness neutralize rudeness, anger, contempt, and all the other hard feelings. We all crave sympathy. If you want to win people over people, start practicing this kindness NOW.

### ***(c) People Who Judge***

Everyone knows about Kansa, the evil king of Mathura who was killed by Lord Krishna. We all know why was he killed by Lord Krishna, and how he killed not only Krishna’s siblings but also many other people for his greed for power. Hence, he is the most evil person who has ever lived and we all detest him without a pinch of empathy.

But what if I tell you about his childhood story where he was born because his mother was raped. He was very dark and ugly and all his life he had to hear people taunt him for being illegitimate. He had no one who loved him, his mother hated him and cursed him for being the son of an evil person and his father only paid attention to his kingdom. The only person he loved was his little sister Devaki and when he found

out that her son is going to kill him in the future, Kansa was hurt badly and hence jailed her.

*So, you can see how his childhood trauma turned him into an evil person?*

*Now, do you feel some empathy towards someone who has always been the worst of a kind in your mind?*

**This Is What Judgment Is About:** No doubt, his deeds were indeed evil and he had to be punished by Krishna by killing him as he had turned into a poisonous human. No doubt his childhood life is not an excuse for his evil deeds. But previously we judged, that is we **formed a conclusion** on the kind of person Kansa was on the basis of half of his story, that is his adult life. We thought that he is the worst person and hated him. But once we learn someone's backstory and struggles, we stop judging and start understanding the cause of their ugly behavior.

- Judging is forming a conclusion about someone's good and bad deeds without weighing it with the reality that we do not know about.
- This leads to the wrong conclusion in our heads and what we think or feel about them is not based on reality.
- This makes us ignore the good in people and makes us a negative person.
- It blinds us from understanding the true image of the person and with time, makes it difficult for us to change the image of them in our minds.

- This leads to negativity within us because it gets difficult for us to see the change in them in the future or accept it when someone else says that they are actually not that bad of a person.
- Hence, if we stop judging people, irrespective of the fact that we know everything about them or not, we will not give birth to any kind of negative feelings within us which would have actually spoiled a lot of things in our lives.
- ✓ **REMEMBER, understanding someone's past is only for us to empathize and learn about them instead of hating them outright. In no case, their evil deeds can be excused and this is where a thin line between judgment and understanding is drawn.**

**Judgment Also Leads To Assumptions:** Assuming that someone will do or say something even before they do it is wrong because that means that we are assuming it on the basis of our judgment of them.

People can surprise sometimes because they don't always do as we have assumed them to or as we judge them to be. This is because our judgment is on the basis of half story, hence not correct, and hence sometimes people turn out to be something else. So, we should not assume what will a person do or say beforehand to avoid embarrassment.

Not just stories, many times people judge someone on the basis of one incident or one situation and this is outright dumb. We can never judge people on the basis of one small

observation or how they handled the situation. People learn, change and grow. So if we judge them and form an opinion, it will be difficult for us to see them in the future as grown-up and better people.

Hence, the judgment does not leave place for positivity and a better image for someone in our minds because we have concluded that someone is “LIKE THIS ONLY”

There are hence many negative effects of judging, especially on our relationships, be it with people or ourselves.

### **Disadvantages of Judging and Assuming**

We should never judge people no matter how bad they are because we may never know what made them bad and hence there are many disadvantages of it like:

- Judging and assuming destroys friendships, marriages, relationships at work, and personal relationships.
- It makes our life difficult with all the concluded image of people in our minds that leads to conflicts.
- It gives birth to negativity in our minds and heart and we keep finding the bad things in people instead of ignoring them.
- We are not able to see good in people that would have been actually beneficial to us and our lives.

So, clearly, judging is not good. But we are habitual to it. We always keep making an image of the people we meet and conclude about what they are and how they are.

*Then, how can we stop ourselves from judging?*

*We go through all of this because we forget to do one thing:*

**ASK:** Stop making assumptions and start asking questions. It will change everything. Whenever they do or say something unacceptable to you, ASK them questions related to it to understand their thought process behind their doing. This will answer your doubts and anger.

**Understand:** Understand that everyone has a backstory that none of us know about. So instead of concluding about the type of human being they are, let us just understand that they are a type because of a reason unknown to us. This will help us in abstaining from concluding about them.

**Accept:** Accept that they are like that because of a reason and it will help you to be ok with whatever and however they are. Once you accept people the way they are visible to you, you will stop getting affected by their negative talks or behavior and hence stop judging them for what you see of them.

**Distance:** All we can do on finding someone very negative is keep a safe distance from them, not argue or talk to them or hang out with them. Thus, we will not judge someone like Kansa too and not let them affect us or our lives too.

#### ***(d) Who Take Things Personally***

Takings things personally mean being offended or upset by what someone said. Whenever someone explains something or proves us wrong, it does not mean that they are targeting



us personally. They do not mean that we as human beings are totally wrong, they just mean that our point is incorrect. This does not mean that if we are wrong at some point, then it is equal to us being wholly or totally wrong as human beings. This means only 1% of what we did or said was wrong and that does not make the whole 100% of what we are as wrong.

But sadly, many people cannot differentiate this difference in the things that make a point wrong or that make them as human being wrong. Such people who take things personally are the ones who are themselves going through some emotional complications that can be as big as a lack of self-confidence, inner child trouble, or as common as stress, frustration, etc. So, if someone whom you are talking to, is taking things personally, and hence on whatever you say, they backfire you with their rude and aggressive behavior, it means that they are not in that open and free state of mind to be explained something.

Even if somebody calls you an Idiot, it's not you; it's them. Most of the time it has nothing to do with you. It's the projection of their own problems onto you (except if everybody you meet calls you an idiot, in that case, do some thinking and self-reflection). So, the situation can actually be where they themselves feel like an idiot and hence they are calling you an idiot. But they don't know how they are feeling exactly. All they know is that something is making them angry. They cannot accept the defeat. They want to feel elevated and hence they put others down by abusing them.

Whatever people pay to you—good or bad behavior—is none of your business. It depends upon you if you are accepting such behavior or not. If you accept it, you are going to reply in the same manner they did to you—you may shout back at them, abuse them in reply to their abuses, etc.

Hence, you have to only know who YOU are and this will help you to ignore and reject their ill manners. Once you know yourself well and clearly, you will get over the need to be right in front of all, all the time. You won't care what others think or feel about you. All you will care about will be the fact that you know that you are right, irrespective of whether others know about it or not. This will give you peace within yourself and you won't feel the need to fight to prove yourself right in front of a toxic person. Human being is all about themselves. If we are confused within us, people will affect us, otherwise, we will be content with what we are. Save yourself some suffering and don't take anything personally.

**'How people treat you is their karma, how you react to it is yours'**

*So, Remember, what do you want: To be right or to be in peace?*

*Be smart. Choose peace.*

### ***(e) Spending Time With The Wrong People***

Everyone has various tastes. Everyone likes and dislikes different kinds of people. Sometimes, our energies match, sometimes, they don't. And it is fine, it should be fine because

nothing is in our hands. In fact, 50 percent of the people we meet in our life won't like us, no matter what we do, no matter how nice we are, no matter how good we are to them. So, if we meet somebody that just doesn't like us, we should think to ourselves, 'Well, I guess this is just one from the other 50 percent' and move on.

Many a time, in a social environment, it is difficult for us to socialize with everyone and anyone. There are people who may not like us and some whom we may not like. But for various reasons like career, personal growth, and socialization, we need to socialize irrespective of the awkward situations with some of them. In such cases, what we can do the most is:

- Stay away from toxic people and instead choose the positivity of people that support your life. Try to talk and interact with the ones whom you share a good rapport with instead of trying hard to indulge with the ones who dislike you. Because sometimes, it makes no sense in wasting our time and energy behind the ones who have decided to dislike us, no matter what.
- Choose to be around people who help you with your strengths, who see the good in you, and who have an open and clear mind. Such people won't judge you unnecessarily and try to understand you in every situation. Spend your time with people that help you to motivate yourself, gain courage, and help you take the right actions by giving you the right advice without questioning your choices in a wrong way.

- Stay away from people who belittle you and by God, PLEASE let go of relationships that constantly hurt you. No one deserves your time and energy if all that they give you is negativity and sadness. If they behave like a toxic person and if they make you question everything that you do, then it is the perfect time to RUN away from them as far as you can because there is no way that you can mend your ways with such people. Such people first need healing of themselves and only then things can work out. Life is too short to spend time with people who don't treat you with love and respect. Let them go and make new friends.
- The worst kind of people can be the ones who drain your energy, disrespect you, and drag you down. If you are around them for too long, they can convert into a negative and cynical person over time. They may start using you for their benefit, making you feel like garbage, and draining you emotionally by stressing you over every small mistake that you commit. Negative and toxic people are the worst kind to stay in touch with, affecting you mentally, and emotionally, and hence affecting your career and personality.

You are the average of the five persons you spend the most time with. Attitudes and emotions are highly contagious. So, once again, spend your time with people who motivate you, believe in you, and bring out the best in you. Be around people who empower you.

## EXERCISE FOR YOU

The only way to come out of the problem of being surrounded by negative and false hearted people is by accepting the fact that they are what they are and you cannot do anything about it. All that you can do is not let them or their behavior and words affect you.

So, make a list of all such fake people whose attitude affect you in some or the other way.

Next, write against their names what is it about their personality that affects you.

Now, go through this chapter again and check the point that talks about the problem that you wrote down and see how you can handle them.

Do not forget to keep the point of ACCEPTANCE in your mind. That is the most basic thing to follow before you start working on how to handle someone's negative personality.



## CHAPTER 13

# PERFECTIONISM

*I gave up my struggle with perfection a long time ago. That is a concept I don't find very interesting anymore. Everyone just wants to look good in the photographs. I think that is where some of the pressure comes from. Be happy. Be yourself, the day is about a lot more.*

— *Anne Hathaway*

**W**e all have heard of the perfectionist Amir Khan. He is someone who makes his movie with a lot of perfection, taking care of every shot being the best.

**But how can we describe that a shot or anything that we do is the best or perfect?**

It is about giving out what is there in your mind. It is about picturing something and creating the same. And it is about using 110% of your skills and doing exactly what you thought about doing.

When you know that whatever you could do, you have done your best, then you are being a perfectionist. It is about

putting every inch of something in its exact position and not thinking that, *“It works even if I do not check it minutely.”*

This attitude of “It will work” or “It works” even when in the depths of your heart, you know that you can check it minutely and make it better, is not giving in your best. But working on something until and unless you aren’t satisfied with your efforts, is called giving your best, and trying to be perfect.

Amir Khan believes in quality over quantity because he puts all of his efforts and whatever the outcome, it is loved by his audience. Whatever he does, he gives his best to do that which comes with perfection. He works minutely on the smallest thing before until he gets the desired results.

*But is it good trying to be the perfect one all the time?*

*Should we try to be perfect in every aspect and every part of our life?*

Of course not. Not everything in our lives requires perfection. Whether perfection is required or not depends upon the goal of our activity.

So, let us see when and how we require perfection in our lives.

### ***(a) Requirement of Perfectionism***

1. **Does Not Require Perfection:** Things like relationships, our art and craft work that we do as a hobby, the food that we make, the surprises that we plan for our loved ones, everything can have a bit of inconsistency. They



may not be perfect in look or feel but they are always enough because we do it out of love, we do it for our peace of mind. And if we try to be perfect in these things, then there wouldn't be any peace.

2. **Can Require Perfection:** Things that are a part of our profession, a work or activity we do to earn our living and submit to a client who pays for it, or something that is done for a big audience, these things can require perfection to some degree. To some degree means that we do not need to lose our peace of mind in the quest of being the best but still, we should give our best to the extent we think that we can work and feel satisfied and feel that it is in our hands to do better.
3. **Should never be made perfect:** Things like our looks, our skin, hair, and body, everything is important to us for letting it affect our mental state in the quest to look the best is not good. These are God-given and natural. What we can do the best is try to maintain them with a good lifestyle choice and good healthy nutritious food but trying to think or do anything beyond that is either letting it affect our thinking or going under the knife, both being the unnatural choice and a way to harm ourselves.
4. **Requires Perfection:** Things that matter to us, things that have a big effect on our lives and mind require perfection. Like Amir Khan is passionate about making movies, he tries to do it as perfectly as possible. Likewise,

if you are passionate about your work, you will naturally give in your best. When you are giving in your best for something you are passionate about, it will give you not only the satisfaction of work but also peace of mind for achieving your best version. When you do things that are good for your body, mind, and soul, like meditation and yoga, you should give in your best to reap the best results. When you follow a routine, you should give in your best to not affect the set timetable. Do your best where it is really required and everything will fall into place.

Other than the last point “Requires Perfection”, whenever we will try to become perfect in any of the other aspects of life where perfection is not really required, it will affect our lives negatively.

***(b) Disadvantages of Perfection:***

- **Criticism:** Perfectionism is the enemy of good relations, because very often perfectionists are extremely sensitive to criticism, and always on the defensive. Get rid of perfectionism and enjoy lasting satisfaction in your relationships.
- **Unrealistic Approach:** The above leads to an unrealistic approach because unless we do not become a positive taker of criticism, we are not going to become better, thus rejecting the whole idea of perfection and trying to give in our best.

- **Stress:** When we are on the quest to become perfect, we think a lot about that particular topic in which we are working hard to become the best. This leads to a lot of stress and frustration and also spoils the basic fun of that particular activity.
- **Health Issues:** The above stress leads to many health issues because after all our mind and body health are connected to each other. Stress and frustration invite many physical diseases and disabilities and they lead to more stress. Thus it is a never-ending vicious cycle.
- **Not Living In The Moment:** The crux of life and trying to be the best in everything we do is to make each moment count. And this is possible only if we live each moment happily. But if we are always hunting for the best, for perfection, we are not living in the moment, we are not living happily and thus, spoiling even the main reason behind all the fuss that we are creating trying to achieve our unrealistic goals.

Hence, it is important to get rid of this quest to become the perfect one but just give in our best to a healthy limit of it all. When we are within a healthy limit of trying to achieve things, it will not have negative side effects and our happiness of success will be greater. You will go from only experiencing - at best - a temporary relief to enjoying the journey of your life, with its ups and downs and imperfections, and much higher levels of happiness in life in general and in your relationships. Try it! It works.

But many times, it is not easy to let go of our want to be perfect. It is because we dearly want to achieve something, we make it our life and we dream of it in such a way that no matter what, we are not able to ignore minute imperfect detailing.

### **Then, how to get rid of trying to be perfect?**

- **Accept:** Accept that perfection does not exist. It's enough to always give your best. Sometimes it gets you close to perfect, but many times it doesn't. And it is Okay. Do not be disheartened if you did not achieve what you imagined. It is not necessary to reach the level of your imagination every time but it is enough to enjoy that moment of work. Once we accept that perfection is not required in fact it does not even exist, we will just give in our best and let the universe come together to give us the fruits of hard work.
- **Beauty of Imperfection:** If you observe, not everything that looks perfect is actually beautiful. But sometimes the imperfection is the real reason behind the beauty. It is because there is beauty in imperfection. Like a tiny mole on the chin of a beautiful lady makes her look more elegant just like the mark on the moon makes it look more beautiful.
- **Consistency:** We need to understand that success cannot be achieved by perfection but by consistency. If we keep working hard consistently, we are definitely going to achieve success as compared to working only

sometimes and doing it perfectly and then taking a long break from doing any more of it. It does not work like this. There needs to be consistent hard work rather than periodically.

## EXERCISE FOR YOU

- What is the most important thing in your life? Something about your career or your relationship or something else?
- Are you trying way too hard to make it perfect?
- What is the result of trying too hard?
- Is it becoming perfect?
- If yes, then are you really happy on putting in so much of efforts or do you think you need some time and space?
- If no, then too are the things going okay and will it be fine if you stop putting in that level of efforts and just do what is required, atleast for sometime, for a change, for your peace of mind?

Search for the answers to the above questions and then try to change your approach towards what and how you do the important things in life.



## CHAPTER 14

# CONCLUSION

*Life is the art of drawing sufficient conclusions from insufficient premises.*

— *Samuel Butler*

I am sure you had a good read through all the life changing ideas and stories. Now let us discuss the conclusion of this book.

If you observe carefully, the underlying meaning of everything in this book is that you need to understand yourself first. Once you understand yourself, you will stop getting affected by what others think or say. Be it something you lag, fear, feel anxious or doubtful about or be it something that you are confident about, egoistic or proud about. As you slowly and steadily learn about yourself, you will start focusing on what you do and how you do. This awakening will help you in staying calm in difficult situations and take actions accordingly. Thus, you will be able to handle problems maturely.

Once you know and understand your side of the problems, and you focus only on your virtues and vices, you will stop complaining. And when one stops complaining, with just this one change, their life changes drastically. Most of us are worried and sad in life because we are only complaining about all the bad and wrong things happening with us but nowhere are we paying attention to our role in our sadness and sufferings. We never try to see what wrong did we do. We never replay our own behaviour but only theirs in our heads. Many times we do not even remember our behaviour or our words that must have cause the whole problem in the first place but all we remember is the after effects of it, that is the rude behaviour or harsh words coming out of them. And this is the biggest reasons behind our sufferings. Hence, the day we change our focus, look inward, our life will truly become a heaven.

And the last and the most difficult step towards self development is – Acceptance.

Acceptance is the biggest fight against oneself. It is a way in which we accept our mistakes, laggings and shortcomings.

Acceptance does not only mean to acknowledge and understand our problems but also being ok with it. It is a process of learning and unlearning. It is the process of breaking down our way of thinking and adapting new and better ones. It involves being flexible and adjusting rather than being stubbornly stuck with our own ways of thinking and living in life. Because unless and until we do not unlearn



our old, small, wrong or incomplete way of thinking and do not use the depths of our minds to understand the other possibilities, perceptions and perspectives, we would not be able to develop and grow.

So, I hope you find the strength to fight yourself, and grow into a new and stronger person to win this world over and over again with your talent, ways of tackling people positively, maintaining relationships, along with being the best version of you!

