

# Power & Presence

Ideas and inspiration on conflict, communication and creating the life you want

## Evolution of a Message – By Judy Ringer

**T**o every thing there is a season,  
and a time to every purpose under the heaven.  
– Ecclesiastes 3:1

### How do you know when it's time to change?

I've been publishing this newsletter in one form or another since 1994. Originally a one-page message of reinforcement and review for past workshop participants (*The Aikido Roundup!*), *Power & Presence* has reinvented itself several times in thirteen years. Maybe you've been reading it long enough to remember all of its manifestations or even to have been quoted in its pages. Articles from *Power & Presence* formed the foundation for my recent book, *Unlikely Teachers: Finding the Hidden Gifts in Daily Conflict*, and have been reprinted in various magazines such as *Aikido Today* and *The Systems Thinker*.

You are one of 1,239 recipients. Three times a year, I spend quite a few days writing *Power & Presence* and arranging for it to be edited, formatted, printed, and mailed. Many people are involved, and a great deal of paper, ink, and postage is used before it lands in your hands. It's truly a labor of love.

**And it's time to let *Power & Presence* evolve once more.** This issue closes the chapter for the *Power & Presence* print newsletter and opens the opportunity to ask you to subscribe to my online monthly newsletter *Ki Moments*. *Ki* (pronounced key) is Japanese for energy. And like *Power & Presence*, the goal of *Ki Moments* is to support its readers with review and reinforcement. Similarly, each issue of *Ki Moments* offers a short article or story, news of upcoming events, and ideas and inspiration on how to transform "key" moments of conflict into "ki" moments of positive energy.

Some days this decision feels simple, and *Ki Moments* the obvious next stage in continuing to stay in touch. It costs less, consumes fewer resources, and is immediate, efficient, and fun.

And yet I will miss the artifact. I love *Power & Presence*. I love its format and design; its bright white paper and black ink; the little sections, each with a purpose; the fun of writing it and sending it out into the world; the way it feels in my hand. And it's time to say goodbye.

### **Ki Moments**

*Ki Moments* is not new. I've published it for almost three years, and as with *Power & Presence*, readers tell me it arrives "at just the right moment" in the flow of their day, helping to restore peace, presence, and perspective.

**What's different about the two newsletters is that *Ki Moments* is delivered monthly to your computer instead of three times a year by post.** With the flexibility, creativity, and speed of Internet technology, *Ki Moments* provides faster and more personal support. I can talk *with* you more frequently and collaboratively. In real time, we can have two-way conversations. For example, after each *Ki Moments* issue, readers email me back with thanks, comments, and questions. With the click of the mouse, you can read about a

public workshop one moment and register the next, or download, print, and begin reading relevant articles, poetry, or books in the time it takes to open the envelope of a more traditional mailing. You can even hear me sing!

**This issue closes the chapter for the Power & Presence print newsletter and opens the opportunity to ask you to subscribe to my online monthly newsletter Ki Moments.**

### **Staying in Touch**

**I'd like to stay connected with you.**

And *Ki Moments* lets me do that. In fact, *Power & Presence* readers who have already subscribed to *Ki Moments* tell me:

*"What a pleasant surprise to open my email this morning and find your newsletter. The piece on time management was 'timed perfectly.'"*

and ...

*"Thanks for your June issue. The 'Have a Present Moment' article was very timely as I was having a bad day. This gave me hope."*

and ...

*"I just listened to you sing, and this is one of the sweetest things you've done. Really."*

**If you're not a *Ki Moments* subscriber yet and would like to receive my monthly newsletter, here's how:**

- Call me (603-431-8560),
- Email me (judy@judyringer.com), or
- Visit [www.JudyRinger.com](http://www.JudyRinger.com) and click on "Subscribe" under *Ki Moments*.

All current and past issues of *Ki Moments* are archived on the Products page of [www.JudyRinger.com](http://www.JudyRinger.com). If you don't have a computer or Internet access, you can:

- Visit your local library,
- Borrow a friend's computer, or
- Use your workplace computer (if permitted).

To get a feel for what *Ki Moments* is about, **visit [www.JudyRinger.com](http://www.JudyRinger.com) and click on "Click here to see a sample" under *Ki Moments*.** Print out the current issue, find a quiet place, sit with a cup of tea, and enjoy the (*ki*) moment.

The vehicle may look different, but the message remains the same: We are creating our world from moment to moment through thought, word, and action, and it's important we be purposeful about it.

Wishing you peace and connection in the new year. And looking forward to staying in touch...



Call 603-431-8560 or e-mail [Judy@JudyRinger.com](mailto:Judy@JudyRinger.com) or visit us online at [www.JudyRinger.com](http://www.JudyRinger.com)

Judy Ringer



## real life

Managing Conflict in the Workplace:  
An Aiki Approach



An Interview With Judy Ringer

### MANAGING CONFLICT IN THE WORKPLACE: AN AIKI APPROACH

**We spend too much time at work  
for it to be painful.**

*Whether you're a CEO,  
supervisor, manager, or employee,  
you influence your environment.  
How can you use your influence  
to create a more positive and  
productive workplace?*

*In this 30-minute CD, Judy  
Ringer answers frequently asked  
questions and offers practical advice  
about transforming workplace  
conflict.*

#### Sample Tracks:

- 1 *Workplace Conflict: Breaking Ineffective Habits*
- 2 *The Centered State: Moving From Reaction to Response*
- 3 *Managing Emotional Energy with Awareness and Purpose*
- 4 *Difficult People: Dealing with Resistance*
- 5 *Managing Difficult Conversations: Five Tips*

*Let Judy Ringer's voice, wisdom,  
and unique view of aikido help you  
redirect the energy of workplace  
conflict. Price: \$10.00.*

**To order, visit [www.JudyRinger.com](http://www.JudyRinger.com)  
Or call Judy at 603-431-8560**



#### **From Gwen Augusten, Director of a small child care center in western Maine:**

I just wanted to tell you how things turned out with the employee I mentioned some months ago. If you recall, I had held a difficult conversation with this person, forgetting all the great ways to address a conflict that I'd learned from attending one of your workshops. Although I apologized to her afterward, I felt I'd "blown it" and worried about how we would continue to work together. You made some very good suggestions about giving the relationship time to heal and keeping a clear purpose in mind, and I wanted you to know that I still think of your advice.

In fact, as this relationship has healed, I shared your advice with the employee, also sharing what I, personally, went through over that conflict. It has brought us closer, and things are actually growing and getting better every day. I also used your advice when some fellow band members were having a conflict. They were afraid of working with a member whose feelings had been hurt, and I found myself sharing your suggestions in a meeting. Thanks!

#### **From a State Contracts Administrator:**

This morning I met with an employee to discuss his hostile behavior – not the first time we've had this discussion. However, this time I documented the conversation, and he was not pleased to learn that the written documentation could be used in his next performance evaluation.

Before the meeting I took a few deep breaths and visualized having the same conversation with someone who does not exhibit this type of behavior. This calmed me enough so that I was able to get through the session. After I read your *Ki Moments* email, I was reminded to take another deep breath, and I centered again.

It also helped that recently our HR office conducted training on how to give performance feedback. They recommended we write down what we want to say to the employee and read it if necessary, which is what I did. This process made it easy to send a follow-up email stating what was discussed.

My job is far from over with this person, but the end result, I hope, will be a hostile-free environment for all of my employees.

## resources

#### **ConflictQuestions.com**

Do you have burning questions you'd like answered about conflict? Visit our new website: [ConflictQuestions.com](http://ConflictQuestions.com) and ask away! Judy will reply with suggestions and support. You can also email [judy@judyringer.com](mailto:judy@judyringer.com).

#### **Free Articles on Conflict and Communication**

Additional support for conflict and communication questions is always available on our main website: [www.JudyRinger.com](http://www.JudyRinger.com). Our new *Products page* has printable articles and tools on conflict, difficult conversations, and more.

#### **Book Recommendation:**

*Three Deep Breaths: Finding Power and Purpose in a Stressed-Out World*, by Thomas Crum, is a beautiful book that delivers simple but effective wisdom, tools, and practice on living a life of power and purpose. The book is a guide that supports us through the everyday hassles and stress of living, working, and being in the world.

A leading voice in the field of conflict and stress management, Thomas Crum has written a story to help us reconnect with what is important. Order through [AikiWorks.com](http://AikiWorks.com) or [Amazon.com](http://Amazon.com).

#### **Website Recommendation:**

If you have enjoyed this newsletter, you might also want to visit Dr. Tammy Lenski's website: [www.Lenski.com](http://www.Lenski.com), where you'll find equally interesting articles and tools for holding important conversations well. Tammy has a great email newsletter called "I Can't Say That!" It's fun and full of good advice. Tell her Judy says hello!

#### **Women's Aikido**

Portsmouth Aikido is an ongoing martial arts school located at the Seacoast Family Y in Portsmouth. Many of the principles reflected in *Power & Presence* come from aikido, the Japanese martial art that teaches self-defense through redirection of energy. Beginners through advanced are welcome. In addition to adult classes, in 2007, we will expand our offerings to include classes for women, children, and seniors, among others.

A new **Women's Beginner Class** will start in March. The eight-week course will meet from noon to 1:00 p.m. each Sunday. The cost is 95.00 per person for the course and includes a Portsmouth Aikido t-shirt. Women and girls aged 12 or older are welcome. For information or to register, please visit [www.PortsmouthAikido.com](http://www.PortsmouthAikido.com), or call 603-431-8560.

#### **Power & Presence Training Associates**

Power & Presence Training is a company that provides unique training for specific needs. Any of the workshops in this newsletter can be tailored to your goals, and you will find additional programs at [www.JudyRinger.com](http://www.JudyRinger.com).

At Power & Presence Training, we have associates with expertise in conflict and stress management, leadership development, strategic planning, customer service, and powerful presentations. Please contact us to discuss your training needs.

The words Power and Presence are used in numerous and sometimes contradictory ways. In *The Magic of Conflict* and *The Powerful Voice* workshops, power is defined as the life force that connects, engages and flows internally and from one person to another. Presence refers to a quality of being in the world and in the moment, a unity of mind, body and spirit that fosters connection with ourselves and our deepest values, a place of awareness and stillness that promotes appropriate action.

Power and Presence is published three times per year to provide ideas, information, and inspiration on conflict, change, connection and power, and ways to make conscious choices about them.  
Publisher/Editor: Judy Ringer ©1998 Power and Presence

## public workshops

All of our public workshops are offered as open enrollment courses and filled on a first-come first-served basis. Please register early, as each workshop has a minimum and maximum limit.

Public workshops are usually held in the southern New Hampshire area. However, each is suitable as an intact training program that can travel to your site and be tailored to meet your organizational or group goals.

### I CAN'T BELIEVE I SAID THAT! GETTING A GRIP (ON YOUR EMOTIONS) – FEBRUARY, 2007

The ability to recognize and express your thoughts and emotions in purposeful, non-reactive ways says a lot about you. The good news is that self-awareness, self-management and empathy are skills that, like learning to tie your shoes, program code, or write a coherent sentence, you can learn, practice, and improve. Sometimes referred to as emotional intelligence, when you have it you feel better about yourself, and quality of life improves. Jointly facilitated by Judy Ringer and Ann Driscoll, Ed.D., this program will help participants:

- Define emotional intelligence and increase social competence
- Learn to honor and use emotions with intention and skill
- Improve self-control
- Take meaningful action
- Communicate clearly and purposefully in difficult situations

### UNLIKELY TEACHERS – MARCH, 2007

*Is it possible that our impossible challenges of life might be teachers in disguise? What can you learn through dealings with demanding coworkers, angry siblings, or unexpected setbacks?*

Brought back by popular demand, this new one-day workshop, with Judy Ringer and Joy Jacobs offers a way to reframe and manage your most difficult life attacks. You'll gain awareness, choice, and power over your reactions. You'll take an in-depth look at where your life energy is stuck and how you can release it for more purposeful uses. And you will leave centered and energized for continued practice. Activities include movement, writing, visualization, reflection, and group discussion to help participants:

- Increase options in habitually stressful situations
- Discover "what is right about what's wrong"
- Develop the skills of awareness, fluidity, and presence
- Unfold your unique potential to face life's daily challenges

### WOMEN'S SELF DEFENSE – APRIL, 2007

*Do you ever wonder what you would do in the event of a physical attack?*

If you'd like to feel more confident physically, generate calm under pressure, and practice verbal and physical skills to disarm a potential assailant, join Fiona Blyth and Judy Ringer for women's self-defense and assertiveness training. Fiona is a 4th degree black belt and aikido instructor at New England Aikikai in Cambridge, Massachusetts. Judy Ringer is a 2nd degree black belt in aikido and founder and chief instructor of Portsmouth Aikido, Portsmouth, NH. Participants will:

- Increase physical and emotional power
- Learn to turn a freeze response into an action response
- Practice effective self-protection skills for common types of physical assault
- Begin to control fear and make wise choices in physically threatening situations

## How to Register

The Public Workshops listed on this page are examples of trainings offered periodically during the year and available to the community. You can find out our current offerings and register in the following ways:

- Visit [www.judyringer.com](http://www.judyringer.com) (Public Workshops page) and register online using our secure connection.
- Email [judy@judyringer.com](mailto:judy@judyringer.com)
- Call Judy at 603-431-8560

All workshops are one-day programs (9:00 am to 4:00 pm) unless otherwise stated. Tuition varies, but is generally \$145.00 - \$155.00, including lunch and all training materials.

**Subscribers to Judy Ringer's email newsletter, *Ki Moments*, receive advance notice of new workshops each month.**

**Subscribe to *Ki Moments* at [www.judyringer.com](http://www.judyringer.com).**

### CUSTOMIZED PROGRAMS

The following are samples of programs designed for organizational use.

Descriptions of these and other programs can be found at [www.judyringer.com](http://www.judyringer.com).

All trainings are tailored to meet specific goals and objectives.

**Please call 603-431-8560 or email [judy@judyringer.com](mailto:judy@judyringer.com) for additional information.**

### CORPORATE/BUSINESS SEMINARS

Conflict in the Workplace: An Aiki Approach

Managing Difficult Conversations

Managerial Courage:

Addressing Disrespectful Behavior

Creating a Positive Work Environment

Team Building: Working Together Effectively

Powerful Presentations

Conflict and Negotiation

Assertive Communication and  
Conflict Resolution

### PROGRAMS FOR EDUCATORS

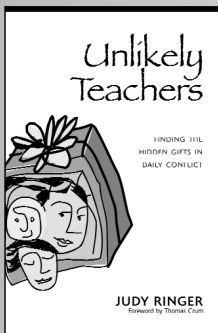
The Magic of Conflict

Unlikely Teachers

Violence: Dealing with Anger (for students)

Helping Students Deal with Anger and Conflict  
(for teachers)

Working Together Effectively  
(staff development)



# Unlikely Teachers

Would you like your own book filled with stories like those from *Power & Presence*, including Real Life reflections, great quotations, and practical techniques to integrate the concepts into your life?

Then you'll want to own Judy Ringer's new book — *Unlikely Teachers: Finding the Hidden Gifts in Daily Conflict*.

*Unlikely Teachers* is a collection of stories, practices, and inspiration on turning the challenges of life into life teachers. More than a "how-to" book on conflict management, *Unlikely Teachers* will help you manage something much more important — yourself.

**You can order *Unlikely Teachers* in a variety of ways:**

- Send a check for \$15.00 plus \$5.50 (shipping) to: Judy Ringer, 76 Park Street, Portsmouth, NH 03801
- Visit [www.JudyRinger.com](http://www.JudyRinger.com) and click on the *Unlikely Teachers* book cover to purchase online
- Visit RiverRun Bookstore, Portsmouth, NH
- Visit Gibson's Bookstore, Concord, NH
- Order *Unlikely Teachers* from Amazon.com

**Begin now to find the hidden gifts in your daily conflicts.**

***This book is deliciously wise. It's filled with stories that delight and teach in the same moment. And its wisdom, which is eternal, illuminates the path that leads us out of conflict and into deeper relationship with others and with ourselves.***

— Margaret J. Wheatley, author of *Leadership and the New Science* and most recently, *Finding Our Way*

## Judy Ringer

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### inside

- *Evolution of a Message*
- *Managing Conflict in the Workplace CD*
- *ConflictQuestions.com*
- *I Can't Believe I Said That!*
- *Unlikely Teachers*
- *Women's Self Defense*



The indispensable first step to getting the things you want out of life is this: decide what you want.

— Ben Stein

### quotables

- “
- *I enjoy your workshops and learn so much. They have really helped me handle the challenges I've been facing in the workplace.*
  - *It feels good to have new skills to handle conflict. I feel stronger and more in control of my reactions and responses.*
  - *I've been to I don't know how many workshops over the years, and this is the first that has really made me go, "Hey, this works!" I can see how it will help in everyday life.*
- ”

### solutions

#### question

***I really enjoyed your workshop, but how can I sustain the techniques back in my everyday life?***

#### answer

Applying any new concept or skill depends mostly on practice. Like learning a new instrument, the more you practice the basics, the faster you improve.

1. Pick one of your newly learned techniques and give it your full attention. For example, think of situations where you can practice centering and create ways to remind yourself to do it. When you've mastered centering (this may take a while!), pick a second technique, and so on.
2. Read (or reread) my book, *Unlikely Teachers: Finding the Hidden Gifts in Daily Conflict*. Do the "Practice" exercise at the end of each story – a different story and exercise each week.
3. Read other books on conflict, take a follow-up workshop, or work with a coach.
4. Teach your workgroup what you learned – a great way to integrate the material.
5. When you forget to use a new skill and things don't turn out as you'd hoped, create a practice opportunity. Visualize how the situation might have gone if you had (been centered, listened, been more assertive, or whatever it is you wanted to do). Visualizing in this way, you reinforce the skill for next time.

**Visit the Products page of [JudyRinger.com](http://JudyRinger.com) for free articles on conflict and communication. Sign up for *Ki Moments*, and receive free tips each month.**



Conflict Management  
Communication Skills  
Training & Facilitation

## Judy Ringer

76 Park Street  
Portsmouth, NH 03801-5031  
phone: 603-431-8560  
e-mail: [Judy@JudyRinger.com](mailto:Judy@JudyRinger.com)  
[www.JudyRinger.com](http://www.JudyRinger.com)

