

Power & Presence

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

Learning to See – By Judy Ringer

I have been graced with the presence of extraordinary role models in my life, many of whom I've written about in these pages. You may remember my aunt Mimi, for example, who, although confined to a wheelchair at thirteen, lived a long and happy eighty-three years teaching those around her how to find the gifts in life's challenges. My paternal grandmother and grandfather, newlywed 16-year-old immigrants, with very little English and a great deal of courage, built a life for themselves and their descendants in a new land. My maternal grandparents farmed the land, and I inherited their calm down-to-earth sensibility. So many gifts from so many people.

Yet one of the most amazing people in my life has been one of the hardest to see. Could it be because she and I, at least for one brief time, had the most intimate relationship possible? Perhaps proximity limits perspective. Possibly her preference for placing others' interests before hers made her invisible. Or maybe the closest connections just take longer to appreciate and grow into.

Blinded by everyday nearness—"Oh, yeah, that's my mother"—I have taken her for granted most of my life. Her subtle, gentle strength is easy to miss. I know she doesn't see it. She's flexible, self-effacing and easy to please—a manner frequently misunderstood in this culture of directness and candor.

Whatever the reasons, the close relationship I've come to cherish took time to develop, and some days I still have difficulty receiving her generosity of spirit. But wherever I am, she is consistent. Her supportiveness sustains me; and what she can't solve with answers, she helps me through with love.

Wise Thoughts

From time to time in recent years, I've taken to writing down some of Mom's words. Sometimes I've asked for her view, and other times her wisdom has caught me by surprise. For example:

When asked at her 80th birthday party, "What keeps you going, Lorna?" *You've got to get up and just know that something good is going to happen today.*

One day she phoned just to tell me:
When I woke up this morning, something inside me said—this is a wonderful day.

One morning at her favorite breakfast place in Naperville, Illinois, I asked Mom what she thought life was about. Her response: *Being kind to each other. Getting along. Seeing the other person's point of view.*

A pretty cool person, wouldn't you say?

Misfortune and Adversity

In 1974, when my dad died suddenly in a workplace accident, Lorna was 48 years old. Because of her tendency to defer to dad throughout their marriage, I thought she would probably have difficulty making it on her own, that she would become depressed, ill, or worse. Happily, she did the opposite.

It was then that I began to appreciate who Lorna really was.

She must have had terrible days. They loved each other, and she was dependent on him in many ways. But she set about managing her life, handling the family finances, and raising four children still at home, my youngest sister only seven at the time. She began writing poetry around this time about nature, family, and God.

I remember looking at her with new eyes, amazed at her strength and positive attitude. *How could I have missed this?*

She's lost loved ones since and weathered other trials of heart and health yet, at 83, enjoys her social network and cozy condo, takes pleasure in walking every day, and is an active member of her local health club. Similar to the consistency with which she approaches her daily walk, she also engages life. She puts one foot in front of the other with faith, love, courage, and resilience.

Don't get me wrong. She *is* my mother, and we still have our moments. Or rather . I have my moments. She sees the moments, too, but she also sees me, I think, and flows through the difficulty on what appears to be a wave of love.

Is there a lesson here? For me, absolutely—many lessons, in fact. I've learned to look beneath the surface of people, for who they are, not just who I think they are or what they can do for me. I've learned to appreciate what is not immediately apparent to the biased eye, in those I love and in those I am meeting for the first time. I reserve judgment. And I see that power and presence take many forms.

For you? Is there someone in your life who's too close to see clearly? Are you stuck, like I was, focusing on only one part of a multi-faceted human being?

If you asked Lorna what to do, she would probably tell you, "Be kind. Try to get along. See the other person's point of view." Sounds like good advice to me.

"One of the most amazing people in my life has been one of the hardest to see."

My Day With God

—By Lorna Metskas

I meet God
in the morning
When my day
is at its best,
And His presence
comes like sunshine,
Like a glory
in my breast!

All day long
His presence lingers;
All day long
He stays with me,
And we sail in
perfect calmness
Over a troubled sea.

So I think
I've found the secret,
Learned from many
a troubled way;
You must see Him
in the morning,
If you need Him
through the day.

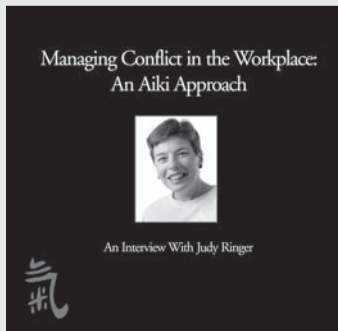
**Conflict Management
Communication Skills
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Call 603-431-8560 or e-mail Judy@JudyRinger.com or visit us online at www.JudyRinger.com



real life



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 Or call Judy at 603-431-8560



A Little Thing

I tried to stay away, I really did. But I couldn't. Too many people kept stopping me on street corners to say they missed *Power & Presence*, and truth be told, I missed it. I can't say you'll receive the next issue in any sort of regular way, but you will hear from me now and then.

In the interim, if you haven't gone electronic yet, you might consider it. **Every month, I write a new article for a growing number of email readers.** I publish them in an email newsletter called **Ki Moments**—about life's "key" moments—with tips and advice on conflict along with news of upcoming public workshops. If you don't already receive *Ki Moments*, you can sign up on my website: www.judyringer.com (left margin, where it says "Ki Moments.")

Meanwhile, I hope you enjoy the return of *Power & Presence*. It's a little thing that's a big thing in my life. Good ki!

resources

Immediate Help

Looking for help with a current conflict? Visit [judyringer.com](http://www.judyringer.com)'s **Products page** for free downloadable articles on:

- FAQs About Conflict
- We Have to Talk: A Step by Step Checklist for Difficult Conversations
- Improve Your Ability to Handle Workplace Conflict: An Interview with Judy Ringer
- Difficult People: 3 Questions to Turn Tormentors Into Teachers
- Are You Worried? 4 Steps to Peace of Mind

Visit www.judyringer.com and click on the Products page.

ConflictQuestions.com

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

KI MOMENTS

Are you a Ki Moments subscriber? Judy Ringer publishes an award-winning email newsletter, called *Ki Moments*.

"Ki" is Japanese for life energy. Each month, subscribers receive a brief article and helpful workshops on how to manage their life energy in the "key" moments of life.

Enjoy a free centering tune up every month.

Subscribe at: www.judyringer.com

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.

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.

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.

UNLIKELY TEACHERS

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?

This dynamic one-day workshop with Judy Ringer and Joy Jacobs is a way to reframe and manage your most difficult life attacks. You will 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

WE HAVE TO TALK: MANAGING DIFFICULT CONVERSATIONS

What makes difficult conversations so hard? And what attitudes and skills can be developed to improve the process? Based on the text *Difficult Conversations*, by Stone, Patton and Heen of the Harvard Negotiation Project, this program introduces new strategies for dealing with tough topics, sharing difficult information, and managing

interpersonal conflict through inquiry, advocacy and acknowledgment.

You'll practice mental, behavioral and verbal skills to feel more confident expressing yourself, understanding others, and transforming difficult conversations into learning conversations. Workshop objectives:

- Understand best practices for holding difficult conversations
- Practice behavioral and verbal conversation skills
- Apply your new understanding and skills to real life scenarios

Begin to turn your difficult conversations into breakthrough opportunities to develop personally, advance professionally, and improve the quality of your interactions.

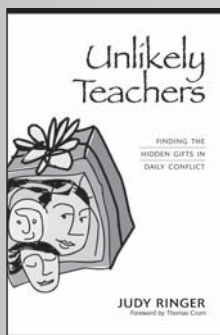
THE MAGIC OF CONFLICT

Most of us see conflict as negative, but what if conflict is life's way of offering us new information? Or if conflict is one way we get to know and understand ourselves and our organizations?

Based on Thomas Crum's influential text on the Aiki approach to resolving conflict, this one-day workshop offers mind/body practice in the skills of centering, discovery, appreciation, and the willingness to change ourselves in order to achieve our goals. Workshop objectives:

- Identify your conflict mode and understand its benefits and drawbacks
- Increase awareness, perspective, and responsiveness under pressure
- Recognize the opportunity conflict offers to increase understanding, flexibility, and personal power
- Learn to direct emotional energy toward a useful purpose
- Practice language strategies for powerful communication

Your struggle with life's challenges can change in an instant. It's up to you!



Unlikely Teachers

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

Judy Ringer's book, *Unlikely Teachers: Finding the Hidden Gifts in Daily Conflict*, 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 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.

How to Register

The workshops listed on this page are examples of trainings offered monthly by Power & Presence Training and open to the public.

To learn more about our current offerings:

- Visit www.judyringer.com, Public Workshops Page
- Email judy@judyringer.com
- Call Judy at 603-431-8560

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 e-newsletter, *Ki Moments*, receive advance notice of new workshops each month. Subscribe at www.judyringer.com.

CUSTOMIZED PROGRAMS

The following are examples of programs designed for organizations.

Descriptions of these and other programs can be found at www.judyringer.com. All trainings are tailored to meet specific goals and objectives.

Please call 603-431-8560 or email judy@judyringer.com for additional information.

CORPORATE/BUSINESS SEMINARS

Conflict in the Workplace
Managing Difficult Conversations
Managerial Courage: Addressing Disrespectful Behavior
Creating a Positive Work Environment
Team Building: Working Together Effectively
Powerful Presentations
Principled Negotiation

PROGRAMS FOR EDUCATORS

The Magic of Conflict
Unlikely Teachers
Violence: Dealing with Anger (for students)
Helping Students Deal with Anger and Conflict (for teachers)
Team Building: Working Together Effectively (staff development)

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

- ***A Clash of Civilizations***
- ***Managing Conflict in the Workplace CD***
- ***Unlikely Teachers***
- ***Managing Difficult Conversations***
- ***The Magic of Conflict***



The impossible challenges of life are the best teachers.

– Amy Mindell

quotables

- *Right on the mark. Judy Ringer was great! She gave useful information on how to create a good environment by centering ourselves and provided steps, examples, and answers.*
- *Judy taught us that to be centered really works! Breathe. Center.*
- *Great activities and information about how to manage difficult conversations.*
- *Best speaker I have experienced so far.*
- *I left the workshop with new information that is helpful and will be utilized. I will use the skills.*

solutions

question

What if I am willing to make peace — ask the right questions, apologize where appropriate, and so on, but the other person isn't? What if he says thanks for the apology but offers nothing in return?

answer

First, all you can do is take responsibility for your part in the conflict. Second, it will help if you don't expect the other person to have your skill or level of awareness. That said, I usually find that when I lead the way, my opponent-partner follows.

If a pattern has been established in the way the two of you communicate (or don't), change may take time. You may have to repeat the new dance moves before your partner catches on. You can also invite him more directly. For example, "I notice I'm willing to apologize for my part in our flare-up, but you are not. Maybe you don't see yourself contributing to it?" If your partner doesn't see his contribution, you can help by stating how certain actions affected you and asking him to consider alternatives. If you maintain a respectful, curious stance and invite participation, your partner will be more open to hearing your view and examining his own.

Visit: www.judyringer.com for other FAQs and free downloadable articles about difficult people and situations.



Conflict Management
Communication Skills
Training & Facilitation

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