

An excerpt from:
The Success Process Handbook
A Thinking Person's Guide to Interpersonal Relationships
By Tony Fielek
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Chapter 10

Develop the Personal Touch

By using your knowledge to help others, you will find your position an easy one to maintain. People will always need a competent leader to help them get what they want. The Old Testament has one example after another of the people of Israel forcing the mantle of leadership and authority on a person of their choice.

The benefits of this program are so obvious we don't have to discuss them again. One thing we do need to do is put the personal touch on your development. Personalizing your approach will lead to greater respect and confidence in you by others.

In our society today, there seems to be a trend of not getting involved. Even when you see an individual who could use your help, the tendency is to walk away and not get involved. This is true in everyday life – there will be accidents and other events that are beyond your control. But there will be occasions where we have talent and experience that may assist someone. One of the sure ways to get the respect of other people is to offer to help in those areas where you have some skill to provide assistance. And even if helping that particular person doesn't help your pocketbook right then and now, it will help your health and it will do wonders for your heart.

One way of looking at this is as an extension of the Bible exhortation to "love your neighbor." Not many of us will have the opportunity to help someone whose ox or ass has fallen into a pit or that person who has been beaten and left by robbers on the roadside, but there are situations in everyday business life where one may see someone who could use your help.

We're not talking about bursting into someone's business and telling them how to run it. When you see a situation arise where you could offer help, do it in a quiet, non-pushing way, and you will be surprised how often your help will be accepted.

Aside from the mental health benefits you will receive, you will be surprised by the fact that it is impossible to give something and get nothing in return. Don't make the mistake of thinking that you did give something and got nothing back. You should not always expect to get something back from the person you helped. But he may pass along your favor to others and so you will gain respect and friends.

Remember! Never use your position for personal gain at the expense of others. For one thing, the individual who does won't last very long in his position. Remember that the person who must be the greatest will put the welfare of those under him above his own. He must be the servant of all.

Perhaps you have heard the expression, "Rank has its privileges." After you've been around for a while, you will realize that rank doesn't have its privileges – it is responsibility that has its privileges. If you take care of the people who are under you in the organization, no one will object to any extra privileges you have as long as you use your position of power to guard and protect the interest of your people. A fresh look at the organization will consider it as a position that will allow you to fulfill your responsibility to your superiors by serving your subordinates.

You may frequently run into people that you don't like. And there may be good reasons that you don't like these people. However, you should always have respect for that person's rights and for his dignity as a person.

How do you show respect for the dignity of the person in everyday life? The best way to do this is to follow the timeworn but true cliché, "Speak no evil of no one." If you can't say something decent about someone, then do exactly that – say nothing!

Whenever you find someone who is anxious to talk to you about the faults and errors of another person, consider this: unless that person has specific facts, that person is spreading gossip. When that person is done talking to you, it is likely he will add you to the list of people he is attacking with this gossip.

Never belittle another person. That's an area that can get one into a lot of problems. A person can tolerate nearly any insults, any defeat, any injury with good grace. He may not like it, but he'll tolerate it up to a point and still treat you like a civilized human being. But make fun of a man or belittle him or ridicule him, especially in front of others, and you will have made an enemy for the rest of your life.

Another way of turning a subordinate into an enemy is to show up that individual. It's embarrassing to an employee to have his boss show off at his expense. It's only right to assume that a boss can do a better job than a subordinate – otherwise he would be the boss. And if you are a boss, you don't need to emphasize and prove your point that you are better at the subordinate's job than he is.

It's important to a man's dignity to be able to do something well on his own, and when you do his job better or faster than he can, you will destroy his self-respect and self-esteem. Instead of fulfilling one of his subconscious desires, you're taking it away from him.

One sure way of keeping on the positive side of people is to approach every transaction as though you were dealing with one of your blood relatives that you are doing business with your father or mother, or your son or daughter. Your

actions in this case will be tempered by kindness, justice, mercy and love. If you want to make sure that you have respect for the dignity of every other person you meet, then treat every other man you meet like a gentleman and every woman you meet like a lady.

Never play favorites in your organization. By doing this, you're doing yourself and your favorite a disservice. Most non-favored people will hate the favorite as much as you.

Never allow your emotions or private prejudices to creep into your decisions about people. You should avoid any prejudice of race, creed or color if you want to treat everyone fairly.

You must always be as good as your word, and your word must be your bond. To make sure you keep your word, remember these points: never make a promise you cannot keep; never make a decision you can't support; never issue an order you can't enforce.

If you don't keep your word, that makes you a "Liar." You cannot be depended on in any way if you are a liar, and you will lose the respect of all who deal with you.

An idea that binds all of the above points together is that you must always mean what you say and be sincere. People can easily tell when you're "buttering up" an individual or group with your praise. You only have to do this once and then the thought in everyone's head when they talk to you is, "Do you really mean it?" That doubt can do more damage to your respect and reputation than you might guess.

Now that you've heard all the advice, it is up to you to apply it in your everyday life – and you might be surprised at the results you achieve.

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