

[FORGIVE & FORGET]

THURSDAY JUNE 17, 2004

Let go of that ego and resolve a misunderstanding today and see how good and happy you'll feel

WORK WISE - A fortnightly column by Rahul Kapoor

Misunderstanding and conflicts are inevitable parts of everyone's life. The problem is that most of us avoid resolving them and turn it into an ego battle, and in the process miss out the precious moments of love and happiness.

I always believe that we have very little time to love people and thus we should not waste time in hating people. Life is very uncertain and we do not know when we will leave this world. Thus, it is important that we live life with love, peace, harmony and understanding.

To make the best out of this article, I recommend that you focus on a problem that is troubling you at this point in time. Try to recollect every incident that took place, visualize as many details as possible and do not hold back any emotion. Now, close your eyes and ask yourself whether you want to resolve this problem. If the answer is yes, then read on and I am sure you will benefit from this article.

There are three things, which you need to consider if you want to resolve conflict with people.

1. You need to have the desire to solve the problem
2. You need to let go of your ego
3. You need to communicate freely and openly with the person with whom you have a problem.

Now, let me illustrate three techniques that have helped thousands of people resolve their conflicts. You may wish to use them as per your need and situations.

1. Talk face to face with the person:

The simplest and easiest technique of the three, it requires you to take the first step and fix up a time and place to meet the person, ensure that you minimize or totally avoid interruptions and disturbances. Be mentally prepared to resolve the conflict, stay positive in your mind and in your approach.

Initiate the talk by telling the person - **'I have a problem and the only person who can help me is you' do not say 'I have a problem with you and I want to discuss it with you now'**. The former gives the other person a mental state of comfort as against the later, which sets a pace for more arguments. Now, speak your heart out with this person while not blaming him at any point of time. Focus on the problem rather than the actions, avoid getting personal and stay committed to the fact that you want to solve this problem.

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Ensure that you allow the other person to speak, as you empathetically listen. If there is a little bit of criticism in it for you then take it with an open mind. Keep telling the other person that you want to be friends again, that you want that person in your life and that he/she is very special and important. Having done this you will more often than not be able to solve the problem. But if by chance you are not successful then at least you will live with this great feeling of having given it your best shot.

2. Make that call:

Lot of time we are unable to find enough courage to talk face to face with the person (with whom we have a misunderstanding). In such cases, just do all the positive mental talking and find a right time to talk to the person. Find out whether he/she has a little time to talk to you. Now repeat everything that has been described in the first technique. I can tell you that this technique can really do wonders if you get it right.

I feel really happy to share this heart touching experience of a 38-year-old professional with whom I had shared this technique. He came over to me within 24 hours with tears in his eyes. Initially, I had no clue about what had happened but then he told me that he had not spoken with his mom for over 15 years as he had had a love marriage against his parents' wishes. He got settled in another city and had not met his parents since then. Last night, he said, he had called up his mom and spoken with her. After a long emotion filled conversation, his mom told him that she loves him and wants him back. The love, which was suppressed on both sides for years finally, brought them together. This guy had come to thank me before he left to meet his parents. I guess this is one among my most happy moments.

3. Write a letter:

When speaking to the other person looks like the most difficult task in the world then try writing a letter to that person. It is perhaps the most difficult of the three techniques. Because your mind tells you that you are right and the other person is wrong, thus it is he who should actually apologize. However, now that you have decided to take the first step you have to write this letter. While you do so, you will notice that you will begin to make spelling mistake or grammatical mistakes, or your handwriting will go haywire. All this happens because of the conflict of the mind, which says it was not your fault and the heart, which says, let's solve this problem. But continue writing the letter and finally post the letter (if the person stays far away) or keep it in the room (if the person is in your office, home or college) of the person. Remember to write only positive things in the letter and communicate your desire to get back to the person. This act of yours will break a lot of ice and influence the other person to let go of his/her ego as well.

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I remember an incidence, when a person I know was not in speaking terms with her aunt for over 3years. The family was divided over a property issue and there was cold war of sorts between them. This girl had written a letter to her aunt expressing her desire to talk with her and live together again. The letter was posted and the next day the girl got a message that her had aunt passed away. Days went past and she called me up to tell me that she feels at ease knowing the fact that she had made an attempt to solve the problem with her aunt. Although her aunt never read the letter, the good feeling was communicated at least from one side. Incidentally, I was told that her uncle read this letter and he was touched by the feelings of this girl. He then took the bold step to stop the cold war and I am glad to say that both the families are living together today.

Finally, a message to all my readers is that let's find a reason to smile rather than finding reasons to fight. Let's understand that getting into problems is very natural and to do nothing about it is quite common. However, to get the maximum out of your life you have to grow out of false ego and live life with lots of zeal and joy. Last advice; **learn to forgive and to forget.**