



# The Human Dimension

## ***THE LEADER WITHIN***

***July 2007***

THE LEADER WITHIN © is a free monthly subscription only e/newsletter published by Gary Russell and The Human Dimension. Please pass on THE LEADER WITHIN to those in your network. Details on how to subscribe are at the end of this newsletter.

*"We help both people and productivity flourish by developing a positive culture of shared leadership."*

We find improved performance is the reward for your investing in people.

The emphasis in THE LEADER WITHIN is on the changes and growth we make within ourselves, as leadership is basically a personal growth experience over time.

*'For things to change first I must change.'*

---

### ***When You Just Don't Get On:***

Ever been in the situation where someone just seems to rub you up the wrong way? They somehow grate on you and you feel irritated when they speak, when they are around you, or someone mentions their name?

It might be the way they look, (they're dumb-of course!) ideas, mannerisms, behaviour or some aspect where they lack skills, abilities, character, insights or whatever - the list goes on - and gets bigger and more problematic the more we think about them (the situation).

The problem is not that there are others we don't like or get along with. There will always be someone who just seems to irritate us and they don't appear to be even trying! Most times 'they' are not even aware of the effect they are having on us. This of course confirms in our mind - they really are insensitive! Who suffers here though?

It becomes a problem when we allow the situation to affect us. Left unresolved, the anxiety and stress continues to escalate over time. This is especially true when you have to interact with them to get your job done.

What options do you have and is it worthwhile?

You have to decide the answer to this.

Speaking to them about the effect of their behaviour is one way and will often have the desired effect, if they are willing to adjust and change some aspect of

their own behaviour. This is often referred to as having the difficult conversation.

It doesn't always mean having to confront, or even speak to, them about the impact this is having on you. There are alternatives and sometimes these are more effective because you are changing something you have control over - yourself!

Here I want to emphasise three principles, which do not necessarily mean having to confront the other person with the impact they have on you. If you follow these, the situation will improve!

### **Three important principles:**

#### **1. For things to change - first I must change.**

This statement is at the front of each of our newsletters and forms the backbone message of our cultural change work in organisations.

This is THE place where you can exert influence. It starts with our thoughts and extends to how we feel about any situation. No matter how the other person is behaving we have to find a way of dealing with the situation, which is going to be effective. If you decide to confront and explain, ensuring you are calm and centred in doing so makes the world of difference in you being heard and understood. There are skills and behaviours you can learn to make this effective.

If you decide not to discuss the circumstances directly with them then changing your thinking helps you to change the way you are feeling.

Usually, victim internal self-talk such as "why me, don't they care," or blaming them as "stupid, insensitive" only escalates the gravity in your own mind.

Change your thinking and you get a different outcome. Melt your heart of conflict so that you experience others differently.

I remember reading a Zulu Proverb that reads:  
*I cannot hear what you say for the thunder of what you are.*

#### **2. Acknowledge and Celebrate our Differences.**

Look behind the label and discover the person. We often use short hand in understanding others or the myriad of situations we face each day. Often our assessment is superficial and based on our limited filters and biases. Be prepared to be challenged and to shift your mindset to another way of viewing. Get off your 'point of view' and adopt a different viewing point.

Seek to understand, before being understood.  
Ask what are they needing, what is driving them, how can this situation be improved beyond where it is now?

Give up having to be right, and find it in your heart to let go.

Forgiveness ultimately is not something you do - it is something you find.

As Mohandas Gandhi said: *An eye for an eye makes the whole world blind.*  
At this point it is not about you - but them.

Where are the bridges to be built, what can you learn, discover or better appreciate?

### **3. Our Current Situation is our Mirror.**

Resentment is like drinking a cup of poison and expecting the other person to die. We are the ones who suffer.

Whatever you are experiencing it is either a warning (of what not to do) or a lesson where it is an opportunity for you to learn something.

Accepting there are faults, which we each have, and that there are discoveries we can still make about one another, is a beneficial mindset to build on. What about the other person irritates or annoys you?

How is this an aspect of your own life?

- If they talk too much - are you speaking up when you need to.
- Does their attention to detail drive you crazy -what are you not noticing or stepping over something important?
- When they speak do they take too long to make a point - are you clear and effective when you communicate?

Look into your own heart and find what needs to change.

As Carl Jung wrote:

*'Your vision will become clear only when you look into your heart.  
Who looks outside, dreams. Who looks inside, awakens.'*

---

### **Call to Action:**

Decide to be a contributor to a better world. There is all the evidence to show that legislation and rules while defining behaviours and actions don't necessarily change the world for the better.

Sustainable change starts with each one of us becoming better at being a human being.

Many more are realising it is us who needs to make the difference. It is our choices and thoughts, which determine how we behave.

Enjoy your month ahead and resolve to be a better person in some aspect of your character each day.

As Socrates wrote...

*'Whom do I call educated? First, those who manage well the circumstances they encounter day by day.... Next, those who are decent and honourable in their intercourse with all men, bearing easily and good naturedly what is offensive in others and being as agreeable and reasonable to their associates as is humanly possible to be.... those who hold their pleasures always under control and are not ultimately overcome by their misfortunes.... those who are not spoiled by their successes, who do not desert their true selves but hold their ground steadfastly as wise and sober-minded men'.*

Socrates.

---

© 2007 Gary Russell. All rights reserved. You are free to use material from THE LEADER WITHIN eZine in whole or in part, as long as you include complete attribution, including live web site link. Please also notify me where the material will appear.

The attribution should read:

"By Gary Russell of The Human Dimension.  
Please visit our web site at <http://www.humandimension.com.au> for additional articles and resources.

Written by:

Gary Russell, BSW. Grad. Dip. Soc.Sc. MCC (Master Certified Coach)  
The Human Dimension Pty Ltd  
Ph. 61 \*2 6296 4133  
Fax. 61 \*2 6296 4144  
Email: [Gary@humandimension.com.au](mailto:Gary@humandimension.com.au)  
Web: [www.humandimension.com.au](http://www.humandimension.com.au)  
PO Box 3083  
Weston ACT 2611  
AUSTRALIA

To subscribe to THE LEADER WITHIN © go to:

<http://www.humandimension.com.au/pages/contactUs/newsletter.html>