



Project Metamorphosis

Volume 5 Number 1A

Key 11: Changing Unwanted Behaviors

We all have some behavior or habit that really bugs us or bothers those around us. Sometimes our behaviors are spur-of-the-moment responses. Many of the irresponsible things we do are unplanned. They are responses to peer pressure and impulsiveness. We just don't think. Sometimes we are even shocked by what we have said or done. Alcohol/ drug abuse, sexual irresponsibility, causing disturbances, abuse, and violence are all behaviors or habits that you can change. We can STOP allowing people and circumstances to "pull our string". Circumstances and other people do not make our decisions for us.

MAKING THE DECISION TO CHANGE

You have to make the decision that you want to change. Changing unwanted behaviors is a thinking skill. Look at this formula:

Behavior = Perceptions + Attitudes + Feelings + Decisions

We are not rats who respond to a stimulus. Instead, we think about what our environment tells us. We think and have feelings about the messages we get. Finally, and most importantly, we decide what to do. If we leave out the decision-making step, our behavior is controlled by perceptions and feelings—we simply react.

"You can change the behaviors you want to change. Changing unwanted behaviors is a thinking skill."

RESPONSIBILITY FOR CHANGE

"The buck stops here." This means you take full responsibility for what you do. You see the need for change. You know that some of your behavior and habits may have come from your family or from where you live. Once you know this, it is time to move forward. Blame will not help you make changes. Your life is no longer controlled by the past. You can change the behaviors you want to change.

LIFELONG LEARNING

Understanding Idioms- Have you ever heard someone say, "leave no stone unturned," "it's time to face the music," or "this should break the ice"? These expressions are called idioms. They can make understanding what you read more difficult if you don't know what they mean. As a reader, you must learn to interpret the meaning of the idioms. Find two idioms in this newsletter. Tell what each means. Can you think of other idioms that you have heard?

The Greatest Secret. . .

Part 5: Mastering Your Emotions

You've changed. You're a different person than you were before you became part of Project Metamorphosis. You've been investing in yourself. Beginning with the first session, you began a new life. You're continuing to work until you succeed. You are, indeed, nature's greatest miracle.

Today you'll learn another principle of success. Don't forget to read this section 3 times each day. Read it in the morning, read it after lunch, and read it aloud before you go to sleep. As you repeat the words, they will become part of your active mind and your other mind—the part that never sleeps and makes you act. The fifth secret will be your not-so-secret weapon in successfully using the keys to relationships.

Do you have "good" days and "bad" days? On a good day, everything goes well. On a bad day, nothing goes right. Research indicates that emotions often occur in cycles. You will have good times. You will also have bad times. How you think about them is up to you.

The secret is this: **Today I will control my emotions.** I won't be so happy that I don't stop to think of the results of my actions. I won't think that bad times are the end. Good times will re-occur. Today's sadness is the start of tomorrow's joy.

Today I will control my emotions. Why? Because weak people let thoughts control actions. And I am not a weak person. Strong is the person who acts to control thoughts. I am a strong person. **Today I will control my emotions.**

I know I will have bad times. I won't always be happy. I may often struggle. But I will always be in control. If I am sad, I will laugh. If I am afraid, I will go. If I feel inferior, I will recall my past successes. If I feel unimportant, I will recall my goals. **Today I will control my emotions.**

Even in good times, I will control my emotions. I will not let others talk me into things that I don't want to do. I will not give in to others just because I am in a good mood. **Today I will control my emotions.**

There are things that I couldn't do if I had to do them for a lifetime. I won't worry about controlling my emotions in the future. All I'll worry about is today. And **today I will control my emotions.**

Source: Adapted from *The Greatest Secret in the World* by Og Mandino

CHANGE. . .ON THE JOB

No matter what job you'll have in the future, change will be a part of it. Change usually occurs in four parts. Problems occur if you get stuck or if you skip over a part. Even a good change—like getting out of prison—involves the same 4-part process.

PART 1: DENIAL

Denial means that you fail to think of the effects of the change—either good or bad. Denial is pretending that no changes will take place. Ignoring change or minimizing change doesn't mean that it's not there. If you think things will be the same as before, think again.

PART 2: RESISTANCE After denial, resistance often seems to make matters worse. Resistance is stubbornness. It is a desire to return to "the way things were." But that's impossible. Things have changed.

Resistance often results in feelings of anger, loss, and hurt. You may want to blame others and complain. You may feel physically sick. You may be fearful and even doubt yourself. Keep in mind that this is a normal part of change.

PART 3: EXPLORATION Exploration gives you permission to think about the future. It may feel chaotic, with both possibilities and problems. This is a time to review goals. It is a chance to learn new skills. It is a time to assess resources.

PART 4: COMMITMENT The final stage of change is commitment. Decisions have been made. Change is accepted. This is a time of focused determination.

Understanding What You Read

Volume 5 Number 1A

Read Key 11: *Changing Unwanted Behaviors*. Then complete the following summary. Use words from the article if you wish.

Most people have some behaviors and habits that they want to change. Some of these behaviors

are a _____ to our group of friends, or peers. Often this type of behavior is

_____. This means that it was unplanned. Our goal in changing behaviors is

to _____ before we react. The formula in the newsletter tells us that

Behavior = _____ + _____ + _____ +

_____. We must take _____ for our behavior and

habits. Even though we know our family and environment had a part in causing the problem, _____

_____ will not help us make change. When the “buck stops here,” it stops with us.

Understanding What You Read

Volume 5 Number 1A

Read Key 11: *Changing Unwanted Behaviors*. Then answer the questions.

1. What are some of the reasons we behave without thinking first?
2. What does it mean to allow someone to “pull our string”?
3. If we don’t “think” about our behaviors, what controls the way we react?
4. Why does the responsibility to change begin and end with you?
5. Explain the idiom “the buck stops here”. What does it have to do with accepting the responsibility to change?



Project Metamorphosis

Volume 5 Number 1B

Key 12: Reducing Conflicts

A synonym is a word that means the same or about the same as another word. The following words are synonyms for the word *conflict* - *encounter, battle, fight, struggle, controversy, and opposition*. Conflicts happen all the time in every relationship. Conflicts can occur in families, and they can occur with friends. Conflicts can also happen at work. Since conflicts are going to happen, we need to know how to deal with them. The way we think about them can either lead to more problems or successful growth. We need to think about how to use conflict for growth and change.

WHY WE HAVE CONFLICTS

There are four main reasons for conflicts to occur. The first reason is power and control. One person wants to be the boss and make the decisions. When we don't agree over who has control, conflict occurs. If we feel that someone—a friend, relative, co-worker, or boss—is telling us what to think and controlling us, this causes conflict. In this case we cannot be who we are. Second, insecurity causes conflict. It makes us feel unsafe. If we have emotional needs that are not met, we may have conflict. The good thing is that a conflict does not have to end relationships. It can be an open door to better relationships.

“The way we think about conflicts can either lead to more problems or to successful growth.”

USING CONFLICT TO MOVE INTO A BETTER RELATIONSHIP

Conflicts or disagreements don't have to be the end. They can be an open door to better understanding of another person or situation. Remember the 5 levels of communication in Key 8? Conflict helps us move to the 4th level—feelings. In a conflict, we can share our feelings and emotions. Conflicts open the door so that we can express our needs and feelings in a relationship. Conflicts help us express emotional responses and affection. In other words, we get to make-up. In order to keep the door open during a conflict, use a normal tone of voice. Don't yell. Don't use sarcasm. Avoid saying “You” statements that cast blame. The goal of any conflict is to resolve it. When a conflict is resolved, there is a win/win situation. Both people feel like winners. Feelings of safety are restored. The door is opened for a better relationship.

Suggestions for Resolving Conflict

1. **Be specific**

Use concrete facts and statements. Don't use general statements or "always" and "never" statements.

2. **Be an active listener**

Pay attention to what is being said. Focus your entire attention on the speaker. Look for the feelings behind the words.

3. **Use I Messages**

Begin your sentences with I. When we use "you" statements" we usually are blaming.

4 **Avoid absolutes**

Statements that use "should", "ought", "never", or "always" tend to exaggerate the issue under discussion.

5. **Do not attempt to determine who is right and wrong.**

In most cases determining the winner and loser means that both will be losers. The conflict will remain unresolved. Cooperation forms a win/win situation.

6. **No solution lasts forever**

Try something out and then assess the situation.

7. **Solve one problem at a time**

Look at one small problem at a time. Look for solutions in small steps.

8. **Deal with problems as they occur**

Delays tend to cause resentment or confusion. Deal openly with problems as they happen.

9. **Watch your attitude**

Our attitude and emotions give our own meaning to the facts. They make us see only what we want to see.

10. **Avoid faulting others**

Keep it clean. No name calling. No yelling or screaming. No blaming. No accusing.

11. **Give time to change**

Be patient. Change is slow. Look for small signs of change. Praise the small efforts.

Conflicts... on the Job

You can't get away from work conflicts, whether you're on the job in prison or on the outside. Conflicts result in stress. Although you can't avoid stress, you can learn to manage it. Taking responsibility for your own stress is the first step in coping. After that, try the following:

CHANGE YOUR ATTITUDE

Develop a sense of humor about the situation. Create a network of support. Talk to others. Get professional counseling or help.

CHANGE YOURSELF

Learn new skills in communication, goal-setting, and conflict-resolution. Ask friends or other workers for honest objective feedback about the conflict. Ask a supervisor for constructive criticism about your own performance.

CHANGE YOUR ENVIRONMENT

One of the freedoms you'll enjoy on the outside is the ability to change jobs. Some jobs just aren't a good match. Changing doesn't mean you can't do the work. It doesn't mean you gave up. It just means that you **changed your mind.**

LIFELONG LEARNING: *Synonyms and Antonyms*-Synonyms are words that are the same or almost the same in meaning. Glad, happy, merry, and cheerful are all synonyms. The opposite, or antonym, of glad is sad, depressed, or dejected. Look in the newsletter at the many synonyms for the word conflict. Can you think of some antonyms for "conflict"? Many dictionaries list an antonym or synonym for a word. A thesaurus is a resource that lists antonyms and synonyms for many words.

Understanding What You Read
Volume 5 Number 1B

Read Key 12: Reducing Conflicts. Then complete the following summary. Use words from the article if you wish.

Conflicts can occur in any relationship. Conflict sounds like a really bad thing. Some words that mean the same as conflict are _____, _____ and _____. All of these words are called _____. Conflicts don't have to be bad. We can use our conflicts to _____ and _____. Conflicts help us move to the communication level of _____. At this level we can express our _____ and _____. Conflicts are really an open _____ to a better _____. The goal of all conflicts is to resolve it. This gives both people a feeling of _____.

Understanding What You Read

Volume 5 Number 1B

Read *Key 12: Reducing Conflicts*. Then answer the questions.

1. What does the word conflict mean?
2. Give an example of a conflict that might occur in a family.
3. What are the four main reasons that conflicts occur?
4. What can be good about a conflict?
5. What good communication skills are needed during a conflict?



Project Metamorphosis

Volume 5 Number 2A

Key 13: Personal Space: The Relationship Principle

We are all unique. None of us is exactly alike. We all have a space around us that tells the rest of the world, “This is me. This is who I am.” Key 13 calls this space a fence. You can think of it as a “defense.” It could be a property line or a state line. This fence or space keeps in who we are as a person. We can let people into our space if we want. We can keep others out. Some of us don’t have a well-defined space around us. We may have a fence that has been torn down by abuse or anger. If we have always felt like we were worthless or useless, our fences have been destroyed.

Key 13 tells us it is healthy to build a fence or have a defined space. If we have the following feelings— anger, threat, fearfulness frustration, suffocation—we need to work at building a healthy fence. These emotions can destroy us. We need a space around us. The healthiest persons are those who feel free to become themselves. Disease, ill temper, and tragedy, keep us from developing this sense of self.

There are three kinds of fences that we can build. Two are unhealthy. One is healthy.

The first fence says, “No Trespassing”. People with this fence are usually very controlling. They will bulldoze your fence. They won’t let you near their fence. Often these people have been hurt by their past experiences. To protect themselves, they keep everyone away. Their fence tells us, “Go Away, Violators Will Be Prosecuted”.

“The way we think about ourselves and others determines if our ‘de(fences)’ are healthy or unhealthy.”

The other unhealthy fence is for “Members Only”. This fence keeps the person and everyone they like inside a closed gate. No one outside is allowed in. They feel that it is them against the world. They control people inside their fences.

The healthy fence has a sign that says, “Welcome”. The gate has a handle on both sides. We feel free to open the gate and allow others in. We also feel comfortable and free to close the gate and say, “No”.

There will always be people who say and do things we don’t like. These people will try to tear down your fence or jump over your fence. Think back to Key 12. Conflicts will occur when we gently tell people that our gate is closed right now. All of our skills will be needed to keep our healthy fence in place. The way we think about ourselves and others determines if our “de(fences)” are healthy or unhealthy.

ORGANIZATION . . . ON THE JOB

Physical space on the job often seems as important as personal space. The way you organize can drive others (and sometimes yourself) crazy. The way others organize can drive you crazy, too. Knowing how other people organize helps you respect how they organize their space. Which type are you? Which types describe your co-workers? Some people seem to thrive on clutter. They may look disorganized, but they usually know exactly where things are in the mess. These people are often right-brained. They organize in space. When things are “put away,” the spatial organizer is lost. Thus, these people feel comfortable with everything around them where they can see it. When people clean up after spatial organizers, they go crazy. Some people are cluttered, but fail to thrive. They often can’t find things. They would organize if they knew how to do so. They like help in organizing and cleaning up.

Once they get a system, they can keep it going. Some people are over-organized. To them, organization of a job often seems more important than the job itself. They worry about every detail for themselves and for others. It drives them crazy when others are disorganized. They drive other people crazy by trying to over-organize them. Some people are flexible-organizers. They attend to details, but don’t blow the importance of details out of proportion. They are organized, but can work with those who are not organized as well.

“Physical space on the job seems as important as personal space.”

LIFELONG LEARNING: *Critical Reading*-A critical reader reads all materials in a questioning way. You constantly ask, “Why?”. You think about your own experiences as you read. You think about the author’s reason for writing the material. You ask if the author’s facts are true. Are the author’s conclusions correct? Go back and critically read this newsletter. Try to relate the author’s information to your own life experiences. Do you think the author’s ideas about a healthy fence are correct?

Reflections

Think about some of the relationships you have had in your family. What type of fence did you build around yourself in each of those situations? How can you change your fences?

Consider the following questions:

1. What did I learn today?
2. Why is this important to know?
3. How can I use what I learned?
4. What difference will this make in my life?

As you critically read this newsletter, what do you think was the author's purpose in writing this information?

What is the relationship between physical space and personal space?

Is it easy for you to forgive people who have bulldozed down your fence? Why or why not?

Understanding What You Read

Volume 5 Number 2A

Read *Key 13: Personal Space: The Relationship Principle*. Then complete the following summary. Use words from the article if you wish.

Each of us is created uniquely. The space around us tells the world _____
_____. This space or fence keeps in who we are as a _____. If we have
never build a fence or developed a defined space, we may feel _____
_____, _____, or _____. To be
a healthy person we can't feel controlled by another person. We need to feel _____
to be _____. There are three main types of fences that people build around
themselves. The two kinds of unhealthy fences are _____ and
_____. Both of these fences are usually built by very
controlling people. The HEALTHY fence says, _____. The knob on the gate has
a handle on both sides. The person in this fence feels _____ to let others
inside the gate. But this person also feels safe to say _____.

Understanding What You Read

Volume 5 Number 2A

Read *Key 13: Personal Space: The Relationship Principle*. Then answer the questions.

1. What are some of the reasons people have not built a healthy fence around themselves?
2. What are the two types of unhealthy fences?
3. Give some specific examples of the way people act if they have built unhealthy fences.
4. What is the HEALTHY fence we can all have?
5. Why do we all need to develop this HEALTHY fence?
6. Examine your own life. What can you do right now to begin building a HEALTHY fence?



Project Metamorphosis

Volume 5 Number 2B

Key 14 Anger: The Healthy/ Unhealthy Emotion

All of us have felt angry. It is okay to feel angry at times. Anger can be a healthy emotion. It can motivate us to change. It can make us fix things. Anger can also be an unhealthy emotion. It can control our actions. It can destroy a relationship. Angry feelings can control us. We might act out those feelings by yelling, screaming, or fighting. When this happens we have lost control of our emotions. As an angry person, we do things that are mean.

SOURCES OF ANGER

Angry feelings come from fear, frustration, and hurt. Some people let things around them control their emotions. They feel good when good things happen. They feel angry when bad things happen. They are very helpless. External things totally control the way they feel. Many angry people have never thought about why they are controlled by anger. These people rarely take responsibility for their own emotions.

RESULTS OF ANGER

Anger damages us. There are seven things that anger does to destroy us. First, prolonged anger can be buried deep inside us. If this happens, we become cautious, mistrustful, and distant. We can't enter into successful relationships. Second, unresolved anger hardens our hearts. We become spiritually dead. We can't love. Third, angry people don't hear positive things. Everything is negative. You can't relate to an angry person. Fourth, deep anger lowers our self-worth. Next, too much anger can be buried and it starts to eat at us from the inside. It often reappears in the next generation. Sixth, unresolved anger controls us so that we replay an event over and over in our minds. Finally, anger freezes our emotional maturity level. We never grow past our age at the time of the anger. This is the reason people with uncontrolled anger react and look like small children having temper tantrums.

“Many angry people have never thought about why they are controlled by anger.”

ANGER IN THE WORKPLACE

Anger is not acceptable in today's workplace. Companies often use a team approach to get things done. Anger damages team efforts. It hurts production. In some places, anger can get workers fired. Some employers provide training and counseling to help workers manage conflicts and anger. Although workers aren't supposed to get angry, they still do. If they don't know how to show feelings or resolve anger, they may express it in inappropriate ways. They may take anger out on friends or family. They may not work as hard or as fast. They may look for ways to “get even.” They may talk or gossip about others. Their anger is under the surface, but just as damaging.

Key 14 shows you how you can manage anger. It helps you learn to control it to get things done.

Four Ways To Express Anger

Anger is an emotion. It produces energy that can be good or bad. There are four ways to express this released energy of anger.

- 1. REPRESSION**
Ignoring, denying, or squelching the feelings of anger. If this continues for too long, we become emotionally dead. We could have ulcers, heart ailments, or compulsive behaviors.
- 2. ACTING OUT**
Letting the anger take control of you. We behave according to the feelings of the anger. We yell, scream, fight, and hurt others. We totally lose our sense of control and reason.
- 3. INDIRECT REPORT**
Owning up to your feelings, but blaming the anger on external events or circumstances. For example, " I'm angry because you're such a lazy person. You never do anything to help me!"
- 4. DIRECT REPORT**
Owning up to your feelings and emotions and saying so. For example, "I feel angry when _____ because _____. There is a separation between our feelings and the issue. This allows us to express our anger and begin to figure out a way to solve the problem.

*Of these 4 ways to express anger, which is the best? If you said **direct report** you're right.*

*Can you think of a time when **acting out** might be OK? What are some healthy ways of acting out?*

*Try to think of a time or place when we might need to **repress** the feeling of anger. Deeply buried anger is very harmful, but temporary repression can be very useful. Think of a situation at work where you would need to repress your angry feeling.*

*Do you think **indirect report** is ever a healthy way to express anger? You're right. It isn't. We have learned that blaming others or situations is never healthy for us. We can make the decision to express our feelings of anger in healthy ways.*

LIFELONG LEARNING: *Teamwork*-The workplace calls for employees who can work as a team. This team approach helps increase the amount of work that can be done. The quality of the work depends on the ability of the team to pull together. The team must have a common goal. This requires the team members to have a good working relationship. Uncontrolled anger could completely destroy a team. Role play some common workplace situations. Practice the ways of expressing your anger in a healthy way. Controlling anger is an interpersonal skill that is important in the workplace.

Reflections

Consider the following questions:

1. What did I learn today?

2. Why is this important to know?

3. How can I use what I learned?

4. What difference will this make in my life?

Think about the last time you felt angry. How did you express that anger?

Pretend there was a video tape of your angry reaction. Replay that video in your mind. Watch your actions carefully. Try to analyze the feelings that caused you to react.

Now, own up to your angry feelings. Try expressing your anger using the Direct Report. I felt angry when _____ because

What is the effect of anger in the workplace?

In which way do you usually express anger? Why? What is the usual outcome?

Understanding What You Read

Volume 5 Number 2B

Read *Key 14: Anger: The Healthy/Unhealthy Emotion*. Then complete the following summary. Use words from the article if you wish.

Everyone has felt angry at one time or another. Anger can be a _____ emotion when it is

expressed safely. But, anger can also be _____ when we allow it to control us. We

might act out our anger by _____, _____, or _____

_____. Angry feelings can come from _____,

_____, and hurt. This makes the angry person helpless. They

lose control of their emotions. A person controlled by anger never takes _____ for

their own emotional state. Deep anger can _____ a person in many ways.

Everyone has felt angry at one time or another. If anger is buried deep inside of us, we become

_____, _____, and _____

_____. Deep anger _____ our hearts. We are

unable to have relationships. An angry person never hears or sees positive things. Everything becomes

_____. Deep anger can be passed on to our children. It may continue to

reappear for many _____. Changing this pattern of anger is a decision we

make. Remember, you are in control of your emotions.



Project Metamorphosis

Volume 5 Number 3A

Key 15: Overcoming Anger with the Power of Forgiveness

"It is far better to forgive and forget than to resent and remember." —Anonymous

Anger can be like a cancer that eats away at us. The late Corrie ten Boom and her family were put in a Nazi extermination camp during World War II. Corrie was the only one in her family to survive. She became a famous author and speaker. She talked about the power of forgiveness. She knew that buried anger would destroy her. What the Nazis guards had not done to her, anger would. Corrie knew that deep anger is a sickness in the soul. She forgave the Nazi guards who killed her family and committed unspeakably cruel acts to her and others. Because of her forgiveness she could return to the outside world. She could rebuild her life. As you have already learned, fear, frustration, and hurt can produce deep anger. Key 15 described 7 steps to take to release anger. The following steps help us reach forgiveness.

STEPS TO FORGIVENESS

STEP 1 - Analyze and define what has happened to you.

What have you lost? What did someone take away from you? This might be a physical object or a sense of safety in a case of abuse. Think about what someone prevented you from doing. Write these things down.

STEP 2 - Allow yourself to grieve.

Feel your loss. Look at what happened to you. Don't try to pretend it was nothing. Don't minimize your loss. Don't deny the event. Don't deny what it did to you. Feel the grief. This is part of the releasing of anger.

STEP 3 - Try to increase your understanding of your offender.

This is hard to do. Try to get some understanding of why they offended or hurt you. What was their motive? What was their background? Were they so filled with anger that they spilled that anger on you? What caused their anger? This difficult step will move you toward forgiveness.

STEP 4 - Release the offender.

Forgiveness can mean to untie or release. Anger holds the offender tied to you. The offense keeps replaying in your mind. Every time it replays, you feel the offense and pain all over again. You are the one who continues to suffer. We either release the anger or it consumes us.

STEP 5 - Begin to Treasure Hunt.

Look for anything good that came out of the hurt. We can't hold gratefulness and anger at the same time. The more grateful we become, the more anger falls off. This doesn't mean that we want the hurt again. It is in the past. It is over.

STEP 6 - Write a letter to your offender.

Your anger is released onto the page. Tell the person what you have lost. Write your feelings. Now tear up the letter.

STEP 7 - Try to figure out a way you can be involved in the healing of your offender.

This is the hardest step. Sometimes we are not able to get to this step. That is okay.

Remember, forgiveness is for our health. We are the ones who continue to suffer when anger is buried deep inside. Forgiveness is something good we can do for ourselves. Forgiveness is a thinking skill. Key 15 shows you how, through the 7-step process.

CHARACTER FIRST: FORGIVENESS

“The best way to learn forgiveness is to experience forgiveness.”

Forgiveness is the first step toward healing. It means that you clear the record of those who wrong you. It doesn't mean that the offense is no longer wrong. It is an active commitment to overcome the wrong. Forgiveness does not hold grudges for past offenses. It doesn't deny that you were hurt. Forgiveness lets past mistakes go. It truly forgets they occurred. It restores the situation. As long as you keep recalling an offense, you allow yourself to be controlled by it. Forgiveness benefits both the offender and the offended. You forgive people, not actions.

The word FORGIVE contains two smaller words: GIVE and FOR. You GIVE up your right to get even FOR the sake of correcting a wrong. You GIVE time and energy to the person who hurt you in order FOR that person to CHANGE. You GIVE a wise response FOR the sake of showing your self-control and ability to think through a situation. Forgiveness doesn't just affect your mental health. It affects your physical health. Inability to forgive results in bitterness that can make you sick. Bitterness affects your heart, blood pressure, bone development and other aspects of your health. The best way to learn forgiveness is to experience forgiveness. To do so, admit your own wrongdoings. Ask the person you hurt to forgive you. Next, you repent. This means that you choose to behave differently in the future. The other person may not choose to forgive you. That's okay. Don't let their decision change your future actions. It will take time to rebuild respect and gain trust from those you hurt. Forgiveness is easier said than done. The offense can be so awful that it seems like the person who wants to forgive just can't forgive. Forgiveness, then, is a thinking skill. It is a choice that overrides feelings. Don't wait until you're ready to forgive. The longer you wait, the more you think about it. The more you think about it, the harder it is to put your feelings aside and forgive.

LIFELONG LEARNING: *Listening Skills-* When we are working, we spend much of our time listening. We listen to our supervisor and our customers. We listen to our co-workers. Listening is a major part of good communication skills. There are five listening skills that are critical for success at work. They are listening for content; listening to conversations; listening to remember long-term information; listening for emotional meaning; and listening to follow directions. Employers look for people with good listening skills. You can improve your skills as you go through the Keys series. Try to remember the main idea for each volume. Try to retell one of the stories or examples used. Try to remember the order in which information was given.

Understanding What You Read

Volume 5 Number 3A

Read *Key 15: Overcoming Anger with the Power of Forgiveness*. Then complete the following summary. Use words from the article if you wish.

There are seven steps that we can take to release anger. These steps help us move toward

_____. To forgive actually means to _____ or

_____ something or someone. The first step is to _____ or

_____ what has happened. What has the offense taken from us or kept us from

gaining? Next, we should allow ourselves to feel _____. We never want to deny our

pain. Third, we should try to _____ our offender. Then we can

_____ the offender. If the offender stays tied to us, we are held in the anger.

If we hold anger deep inside, it can _____ us. Now we need to hunt for

_____. What good has come out of the hurt? Are we a better person

because of the pain we suffered? In the sixth step we write a letter to our offender. It is good to say out

loud the words _____ . In the last step, we try to help our offender

_____. Forgiveness helps release us from _____ .

Understanding What You Read

Volume 5 Number 3A

Read Key 15: *Overcoming Anger with the Power of Forgiveness*. Then answer the questions.

1. In Step 1 of reaching forgiveness, what does it mean to “analyze” something that happened to you?
2. In Step 2 what is a synonym for “grieve”? What is an antonym for “grieve”? Write short story about a time when you felt grief.
3. Why is forgiveness so important for our own emotional health? Who benefits the most from forgiveness?
4. What does it mean to mentally release something? Do you think this would be difficult or easy to do? Explain your answer.



Project Metamorphosis

Volume 5 Number 3B

Key 16: Keeping Emotional Tanks Filled. . . at Home and at Work

What happens when a car starts to run out of gas? It sputters. It stalls. Finally it stops. It can't go any further. It has no fuel. Relationships with family and friends can be like a car running out of gas. If you don't keep the emotional tank filled, the relationship sputters and stops.

A relationship is also like a bank account. All the good things that happen are deposits. All the bad things are withdrawals. If there are more withdrawals than deposits, the relationship runs out of energy. This principle applies to marriage, friendship, and work relationships. Deposits enrich our lives. Withdrawals drain us. Our relationships need more deposits than withdrawals to keep the emotional tanks filled.

DEPOSITS ARE POSITIVE

Think back over your life. What are the deposits that have been made into your life account? Deposits don't have to be major events. A deposit could be a time when someone showed you respect. It may be when someone thanked you. Something you made or built that you were proud of may be a deposit. It could be a time when someone really listened to you. It could be a job you had. It might be a hug or a smile from a friend or relative. For each of us, what we see as a deposit or positive experience may be different.

WITHDRAWALS ARE NEGATIVE

Think about your personal relationship withdrawals. When someone makes a withdrawal in our life, we feel a loss of energy. The major withdrawals in our lives are when others have been too controlling. A withdrawal can be when someone was absent or distant. Maybe someone was arrogant, abusive, or just rude. Like positive deposits, what bothers one person might not affect another.

“Think about the emotional deposits you want to make and act accordingly.”

TRACKING YOUR LIFE ACCOUNT

Now that you know your life deposits and withdrawals, you can keep track of your emotional bank account. You can't always control what others say and do. You can control your own talk and actions. You deposit positive things into your own account by what you say to yourself and what you do.

TRACKING THE LIFE ACCOUNTS OF OTHERS

You also need to track the deposits and withdrawals you make in lives of your family and friends. Your time in prison has probably been a withdrawal in the lives of your family and friends. Even though you are still in prison, you can make deposits. Think about the deposits those individuals have made in your life and thank them. Rekindle romance and friendships by taking an interest in their lives. Don't just talk. Communicate your feelings. Get them to tell you what their feelings are. Spend time discussing the changes you are experiencing. Spend time discussing the ways in which they've changed while you were in prison.

TRACKING LIFE ACCOUNTS ON THE JOB

At work, you also want to have more deposits than withdrawals. You need to make more deposits than withdrawals to your coworkers and employer. Being on time for work is a deposit. Consideration for co-workers is a deposit. Good grooming is a deposit. Offer assistance to do some extra work that was not required. Eagerness to learn something new is a deposit. Customer service is a deposit. Gratefulness and forgiveness are deposits. A withdrawal would be coming to work late. Always making excuses and blaming other workers could be a withdrawal. If you are unwilling to share responsibility, your boss might see that as a withdrawal. Jobs differ. You will need to decide which things are deposits and which are withdrawals. Employers and co-workers differ, too. Watch and study them. Think about the emotional deposits you want to make. Act accordingly.

Remember the following:

Deposits enrich life. They energize. Withdrawals drain energy and eventually the life from our relationships.

LIFELONG LEARNING: *Summarizing*-A summary gives the main idea and the most important facts of something in shortened form. Summarization helps you balance your life deposits and withdrawals. Have you ever asked someone what happened on a television show? The answer might go on and on. They might tell you what everyone on the show said. They might tell you what everyone was wearing. Sometimes the account of the show is almost as long as the real TV show itself. A better way to tell about the show is to give a summary. Think of the main idea of the show. What was the main plot? Who are the main characters? What are the most important facts. Summarizing is also an important job skill. Employers need a good summary of events that occurred.

Write a summary of the article "Key 16: Keeping Your Emotional Tank Filled".

Write a summary of your life deposits and withdrawals.

Understanding What You Read

Volume 5 Number 3B

Read *Key 16: Keeping Our Emotional Tank Filled*. Then complete the following summary. Use words from the article if you wish.

In order to have a healthy relationship, we need to keep our _____

_____ filled. This is just like keeping gas in a car. If we want the car to run, it needs

gas. Relationships can also be compared to a _____.

Positive things that go into the relationship are _____. Negative things

that drain the relationship are _____. Our goal is to have more

_____ than _____. Deposits put

_____ into the relationship. This principle applies to relationships in

_____, with _____, and at

_____.

Understanding What You Read

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Read *Key 16: Keeping Our Emotional Tank Filled*. Then answer the questions.

1. How is a relationship like a car running on gas?
2. If a relationship is like a bank account, what is a deposit in the relationship?
3. What is a withdrawal in the relationship?
4. Why is important to have more deposits than withdrawals?
5. How can you make deposits in a job?



Project Metamorphosis

Volume 5 Number 4A

Key 17: Energizing Relationships with Encouragement

Encouragement gives positive energy to others. We can never give too much encouragement. Our mates, children, friends, and co-workers all need it. We can encourage others through our words and actions. It helps develop someone's self-esteem. We can decide to become an encouraging person. We can choose how to see a given situation. If we focus on the positive and say something about it, we choose to be encouraging.

GIFTS OF ENCOURAGEMENT

Our encouragement is like a gift to others. Here are seven gifts of encouragement you can give.

ACCEPTANCE

We can accept people as they are. We don't say we'll accept them "if" they change, or improve, or be different. Acceptance is unconditional.

SHOWING FAITH

This means we have confidence in others. We choose to believe in others even though there may be little evidence to support our faith. We might say, "I believe you are really trying. I see you are doing your best."

PRAISING THE EFFORT

Sometimes people may not reach their goals, but we can see they are trying. Each small effort should be recognized as it happens, especially with children. When we note even small improvements, we give encouragement to go on.

FOCUS ON THE OTHER'S STRENGTHS

One person's strength might be another's weakness. A person's strength might also be things that really bug us. We can still see it as a strength in the other person. We can learn to find value in our differences.

"We can decide to become an encouraging person. We can choose how to see a given situation."

LISTENING

When we listen, we focus attention on the speaker and what is said. We avoid being distracted by the television, radio, or other people. We try to listen for the feelings behind the words. We don't think about what we will say next.

FEELING EMPATHY

Empathy means putting yourself in the other person's place. You understand how that person feels. This does not mean you agree with the other person. Seeing a situation through another person's eyes gives you understanding.

RESPECT

Respect says that you value others as human beings. When we show respect for someone, we build that person's self-esteem. Respect says, "I trust you. I have faith in your ability to handle this situation."

BEHAVIOR THAT DISCOURAGES OTHERS

Just as encouragement is something that gives to others, discouragement is something that takes away from others. There are four behaviors to avoid:

CONTROLLING

This tells another person, "You're not good enough. You don't know how to do this. I'm in charge. Just let me do it by myself." Control destroys self-esteem. It rejects the other person's efforts.

INTIMIDATION

Intimidation is when someone exerts power over others. This threatens their security. It makes them feel like failures. No matter how hard they try, it is never going to be good enough. They will never meet standards or expectations.

OVER-CRITICISM

Over-criticism occurs when people feel threatened by everything that is said. Every comment is a “put-down”. Offense is easily and often taken. Some people get angry and strike back.

FAILURE TO SEE PROGRESS

Sometimes we don't see effort on another person's part. We are discouraged by not seeing small steps. Most changes don't occur overnight. Change may take months or years. It right direction.

We can choose to be an encouraging person. We can choose to build relationships. We can choose to strengthen relationships. Key 17 shows you how.

CUSTOMER SERVICE. . . ON THE JOB

Businesses depend on customers to succeed. The kind of service you give customers helps the business. If the business fails, you're out of a job. Thus, it's also YOUR business to see that the service you give is the best. You can use many of the same gifts of encouragement with customers. Your ability to appreciate and encourage customers is good for business. It's good for you. Customers will come back for good service.

Who are your customers? You may think that customers are only people who buy your product. That's one kind, but there are three others.

- 1) Most of us work with others. They depend on us to get the job done. We provide them with services or products. Thus, your co-workers are also your customers. They also deserve top service from you.
- 2) Your employer is your customer. The employer is buying work from you. They also expect—and deserve—your best efforts.
- 3) Finally, you are your own customer. Even if you work others, you are working for yourself. You owe yourself your best efforts at all times. Remember, you are investing in yourself. You deserve the best you can offer!

LIFELONG LEARNING: Using Empathy-We talked about the meaning of “empathy” in this newsletter. Empathy is also a reading skill. It lets you get more involved in what you read. This means that you look for something familiar in what you read. You try to share the feelings of the characters. Have you ever had the same feelings as the main characters in a book, movie, or television show? Do any of the characters remind you of people you know? Give an example of a time when you empathized with a character.

Understanding What You Read

Volume 5 Number 4A

Read Key 17: Energizing Relationships With Encouragement. Then complete the following summary. Use words from the article if you wish.

Encouragement gives energy to another person. We can encourage others through our _____
_____ and _____. When we choose to encourage, we
focus on the _____ things, not the negative. There are many gifts of
encouragement. When we see a person as they are and don't ask them to change this is _____
_____. If we show faith in another person, we say we _____
in them. Every small step a person makes should be recognized. We do this by _____
_____. We are each different. We each have strong
and weak areas. We can encourage others by focusing on their _____. If you
put yourself in the other person's place, you can understand their feelings. This is called
_____. We also give encouragement by _____, or
focusing our attention. We all like and need encouragement. We can _____ to be
an encouraging person.

Understanding What You Read

Volume 5 Number 4A

Read *Key 17: Energizing Relationships With Encouragement*. Then answer the questions.

1. How is encouragement like a gift?
2. What does it mean to encourage by focusing on the other's strengths?
3. Compare a good listener to a person who doesn't really listen.
4. What does it mean to feel empathy? Give an example of a time when you felt empathy.
5. What would be a discouragement to you?



Project Metamorphosis

Volume 5 Number 4B

Key 18: Surviving the Crisis in Your Life

Conflicts can cause a crisis in our lives. As time goes on, we change. Change can cause a crisis. Any relationship— marriage, dating, children, friendships, or work—will have times of crisis. As we go through these difficult times, we can learn to see a crisis as a challenge. We can choose to see it as a chance to grow. How bad a crisis is does not decide if we survive. It is our willingness to think about and deal with the challenge that results in survival.

When we have a crisis, we can feel drained of energy. We may feel helpless. We may feel we have no control. These feelings can cause depression, pain, and compulsive acts. But, we are the master of our own emotions. There are things we can do to increase our energy in a crisis. These help us feel that we have some control over our lives.

Key 18 suggests that we slow down and assess our lives every ten years. We should check to see how our identity is doing. Our identity is made up of every part of our lives that makes us who we are. Some common areas of your identity are the following: who you are as a worker; who you are as a mate; who you are as a parent; who you are as someone's child; who you are as a friend; your spiritual life; your recreational or fun side; your physical make-up or health. We should check or inspect each part of our identity. Our goal is to keep what is really happening in each area close to our expectations for that area. When reality differs greatly from our expectations, we have difficulty, or crisis. We want to keep five parts of our identity healthy at all times. This way, if we go through a crisis in one part, we have four other healthy parts.

“It is our willingness to think about and deal with the challenge that results in survival.”

FIVE STEPS TO KEEPING EXPECTATIONS CLOSE TO REALITY

First, choose five things in your life that make up who you are. Some examples might be work, mate, parent, brother or sister, child, spiritual, friend, and recreation.

Next, rank these in order of importance. Ask yourself, “Which thing is the most important?” There are no right or wrong answers. Each person will rank things differently.

Third, try to keep these top five things healthy. Don't put all of your energy into only one area. When you do, the other things suffer. Don't let your expectations get too far from reality in any of the five parts.

Fourth, assess your expectations. Drop those that are unrealistic. We use a lot of energy trying to meet unrealistic expectations. This can cause a crisis. Discuss your expectations with others. Make a judgment about each one.

Finally, adopt new expectations that work. This is not a fast process. You need to go slowly and carefully. You have to be willing to work and change.

HANDLING CRISIS. . . ON THE JOB

Arguments with co-workers. . . a poor work assessment.
. . . workplace injuries . . . job layoffs

Everybody faces a crisis at work at times. Some people survive. Others seem to fail. What's the difference?

First, if other things in your identify are okay (e.g., family, friends, parenting, etc.), then you have a reserve of personal support. If everything in your life seems bad, then you have fewer reserves.

Second, if you have a network of supportive friends and family, they literally “catch” you in bad times. If you don't have a network of support or if you have “holes” in your network, try to create or fill them when times are good.

Third, assess what you can do about the crisis. There are two kinds of crisis: (1) those that you can control or affect and (2) those that you cannot control or affect. You have two options: (1) action or (2) no action. Every crisis can be grouped by those types.

If you have a crisis that you can control or affect, then you should take action. This will help you master the crisis. For instance, perhaps you get a poor work assessment. This is probably something you could work on and change. Taking action helps you master the problem.

If you have a crisis that you can control and you take no action, you have given up. If you have a crisis that you cannot control or affect and you try to change it, you will not be able to do so. Continued effort is useless. You will not succeed no matter how hard you try. For instance, perhaps you get laid off because your company goes out of business. There is nothing you can do to get that particular job back. That is out of your control. You can choose to look for another job. You can go back to school to learn new skills. You might even start your own business. No matter what you do, the job you had is gone. When you have a crisis that you cannot control or affect, you take no action toward that situation. You choose to let go.

LIFELONG LEARNING: Understanding Realism and Fantasy-Fiction is a kind of writing made up in the author's head. Fiction is information that is not true. It is a story. Some fiction seems very real. It describes people and events that seem like they might really happen. You may not be able to tell if something is fiction unless the author or someone tells you so. This kind of fiction is called *realism*. Sometimes the characters and events are very unbelievable. This is called fantasy. How can you tell the difference between realism and fantasy? Think about books, magazine articles, television shows, and movies. What is realism and what is fantasy? Give an example of a TV show or movie that seems real. Give an example of a TV show or movie that is a fantasy. Sometimes people live their lives more in fantasy rather than reality. They don't stop to realize that things reality don't happen that way in real life. Think of an example in your life in which what you thought was true was really a fantasy. How can you separate the two?

Reflections

Think back to Key 13, Personal Space: The Relationship Principle. Think about the healthy fence around you. Remember that this fence keeps in who we are as a person. Now think of at least five areas that make up who you are. List those areas.

Consider the following questions:

1. What did I learn today?

2. Why is this important to know?

3. How can I use what I learned?

4. What difference will this make in my life?

Rank these areas you identified in the order of importance to you.

Now think about what you expect of yourself and others in each of these areas. Being very honest with yourself, what is real about your expectations in each area? What is fantasy?

How is your self-talk related to what you expect in the areas of who you are?

Why is good communication important in what you expect from others?

Understanding What You Read

Volume 5 Number 4B

Read Key 18: *Surviving the Crises in Your Life*. Then complete the following summary. Use words from the article if you wish.

All relationships will have times of crisis. A crisis can be caused by a _____.

Change can also cause a crisis. A crisis causes a _____ or a loss of energy.

We might feel _____ in the middle of a crisis. There are things we can do to see a

crisis as a _____. It might even become an opportunity to grow. One of the

most important things we can do is a reality check. We need to see if our _____

_____ are far removed from _____. There are five

steps we can take. First, we pick five areas that make up who we are. Some examples of this might

be _____, _____, and

_____. Next, we _____, or put them in the order of

importance. Our goal is to keep these areas healthy. We evaluate each area to see if our expectations are

too far from _____. We lose energy when we are

trying to meet unrealistic _____. Finally, we can adjust our

expectations. When we do this, we show a willingness to _____. Remember,

this will not happen over night. It takes work.

Understanding What You Read

Volume 5 Number 4B

Read *Key 18: Surviving the Crises in Your Life*. Then answer the questions.

1. Look up the word “crisis”. Write the meanings. Write a synonym and an antonym.
2. How can a crisis affect a person?
3. Name a crisis in your life. How were you affected by that crisis?
4. What does it mean when we talk about our “expectations”?
5. Give an example of when your “real” life was very different than your “expectations”.