

# You're The One Newsletter

SEEK TO HEAL, NOT WOUND

Issue 9 Vol 9: September 2014

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## What's New With Karen

Welcome to September 2014! Happy Spring! During August I learned to truly appreciate the Chinese proverb "If you are patient in one moment of anger, you will escape a hundred days of sorrow." Returning alone to my office, feeling wronged, after a heated disagreement with a colleague, I pondered how it could have escalated so suddenly. What could I learn from this situation? What could I do differently? How could I restore the relationship? I sat alone, reflected and made a conscious decision not to vent to anyone else. This was a time to create a new neural pathway. As the anger dissipated, calm prevailed, and before I knew it my colleague was standing at my door. So, I decided I needed to de-escalate the situation, and suggested "this seems to be a misunderstanding - let's try to resolve this," which was met with equal warmth. Talking about this, we could now see that we were looking at a situation from polar opposite approaches. Before I knew it our relationship was back to normal. Think of how beneficial de-escalation tools are for dealing with children, co-workers, family, friends and even on a global scale. So this month I'm sharing with you some tools that can help turn de-escalation into co-operation and leave all parties happy. Love Karen xxx

## Mojo Tip: Restore Conflict by De-Escalation



The US President, Barack Obama

The 9th step on your momentous Mojo mindset for 2014 is to be a master in the art of de-escalating conflict. People with Mojo seek to prevent conflict so are acutely aware of its early warning non verbal warning signs such as are tone of voice, volume, facial expression, eye contact, body language, physical distance and use of silence. They think of conflict being akin to a mountain - just as one starts to climb the mountain (as the conflict rises) its terrain gets more difficult and dangerous. Therefore, they aim at all times to stay on level ground, knowing all too well as emotions increase on the different levels of the mountain, so does judgement decrease in equal proportion. They are profoundly aware that further a person advances up the conflict mountain it is bound to get into an area of emotional mindset (rather than rational). These Mojosque role models identify the key is to firstly address the issue as early as

possible before it escalates into the 6 stages of conflict, being: anger, multiple issues, generalization, shifted goals, taking sides, and impasse. People with Mojo practice de-escalation. They are educated in ways to interrupt the destructive path of the conflict at each stage of the mountain to prevent it getting out of control. My much admired Mojoesque Role model this month is the U.S. President, Barack Obama. When peaceful protests turned to civil unrest in Ferguson, Missouri, after the shooting death of Michael Brown (an innocent young 18 year old black man) at the hands of a white Police Officer, the President spoke calmly and empathically of the need to "seek to heal rather than wound each other." Speaking from the Whitehouse Mr Obama said "Whilst I understand the passions and the anger that arise over the death of Michael Brown, giving into anger by looting or carrying guns and even attacking the police only serves to raise tensions and stir chaos. It undermines rather than advancing justice." He further added: "Given the history of this country, we can make progress in building up more confidence, more trust, making sure that our criminal justice system is acutely aware of the possibilities of disparities in treatment." Watching the US President deliver his speech, I was filled with pride, to see such a calm, clear, intelligent leader speaking thoughtfully in language that would aim to de-escalate the conflict and move towards healing of relations. I believe we can all learn from the President's way of de-escalating conflict and find new pathways to create trust and better relationships. The world will become a better place if we each learned some of these tools, and we took responsibility for whenever we find ourselves in a conflict to find ways to restore it to even ground, and not let it escalate to dangerous levels. My mantra I love comes directly from the US President, Obama, "to seek to heal, not wound - now is the time for healing - now is the time for peace and calm - now is the time for an open and transparent process to see that justice is done." Rest in Peace, Michael Brown. May your death not be in vain but be a way of reminding the world it needs more healing and less wounding. May in time forgiveness and reconciliation prevail.

### Life Coach Tool: De-escalation & 6 Stages of Conflict



#### Sorry: Language of Healing

Below are some tips (if you find yourself in a conflict) on how to de-escalate conflict as it reaches the 6 stages:

#### Stage 1: Anger/Accusations

- Make no assumptions
- Stay flexible
- Validate

#### Stage 2: Issues Multiply

- Stay in the present
- Stick to one issue

- Separate history

### Stage 3: Generalization

- Refocus personality attacks
- Provide examples
- Avoid all or nothing language

### Stage 4: Goals Shift

- Apologize
- Examine Intent
- Refuse to fire back

### Stage 5: Taking Sides

- Communicate face to face
- Speak for yourself
- Be Proactive
- Refuse to respond

### Stage 6: Impasse

- Take a break
- Manage emotions
- Revisit goals
- Review escalation strategies

*Finally, the word sorry is a beautiful word when used in a sincere apology. It is one of the fastest ways to restore any relationship. There are 3 keys to a sincere apology: 1) own your behaviour 2) show empathy by acknowledging the impact of your actions and 3) commit to future change. Here's an example: "I'm sorry I insulted you. I understand how my words caused you to feel hurt. In the future I plan to take a break when I'm angry instead of resorting to hurtful words." Remember, even if the other person does not apologize back, it does not matter, this is about you feeling better about yourself and restoring a good relationship again.*

## Be Inspired Article: 10 Questions with Isabella Kwiatkowski



### Who is the real Isabella?

My name is Bella; I'm 22 and an AFL devotee. In high school my nickname was "Bella boy/B.boy" due to my tom-boy tendencies. I am a very fast eater and will often be caught "inhaling" my food, as my friends and family like to call it. I am an ex-dancer (Bella the Bellarina!). I work in Public Relations and particularly like the digital

aspects of it, as well as the blogging sphere.

**Which five words best describe you?**

Stubborn. Diplomatic. Loyal. Independent. Easy-going.

**What was your first job and what path have you taken since then?**

At Glue Store. I was eager to earn money from a young age so at the 14 and 9 month mark I dived in. It took me through my school and uni days, and after 6 years I left. After that I worked a mix of retail, office and babysitting jobs, as well as being a "promo chick" at numerous clubs and bars. I then worked for over a year at a boutique that represents Australian designers in which I coordinated their online and digital marketing. Recently I commenced a role as an Account Executive at a Public Relations Agency with lifestyle based clients in food, beauty and fashion industries.

**What's your proudest achievement?**

I know this may sound silly, but believe it or not getting my manual licence. I was more nervous completing my driving test then I was doing VCE exams! Also my achievements in dancing such as dance scholarships and perpetual awards.

**What's been your best decision?**

Having a gap year after finishing year 12. I really didn't know what I wanted to study and having that year off truly helped me to work it out. I think parents/teachers shouldn't rush their kids into studying if they're not sure what it is they want to do. I used my gap year to work full time and travel.

**Who inspires you?**

Women who are independently successful and people that have worked hard to progress in their life. I can't stand lazy people and definitely don't admire spoilt people who get everything handed to them.

**What are you passionate about?**

I am a footy fanatic, in particular I adore the mighty Bombers. I am obsessed with good food, which Melbourne is swarming with. Finally, I'm a huge fan of music. My taste spans from 90's rock such as The Smashing Pumpkins, to Aussie Hip Hop e.g. Illy.

**What's the best lesson you've learnt?**

To travel as much as I can at a young age. Overseas travel has made up some of the best times in my life.

**Which person, living or dead, would you most like to meet?**

Michael Hutchence. What - a - man! Good looks, talented and charming.

**What dream do you still want to fulfil?**

I want to live and work overseas at some stage, more travel in the States and see the Bombers in a Grand Final!

**What are you reading?**

I am definitely not a reader. I more so read lifestyle, fashion, beauty and food blogs. I've been attempting to finish Anthony Kiedes' biography 'Scar Tissue' for 6 months.

### Daily Hint: Focus Daily on Building Bridges

Thank you! Your Daily Hint this month is to keep at the forefront of your mind building bridges (despite how difficult or challenging another's behavior is). Keep striving to take the higher road, to reach out, forgive and forget, build bridges and seek to heal at all times. This month is about being aware on a daily basis that you can create and de-escalate conflict. Remember when we hurt others we wound ourselves also, so the benefits of building positive relationships are endless and vital for your own health and happiness!

*I am so looking forward to more of your feedback, suggestions, or what you would like to see in this newsletter! I'm delighted to introduce you to the beautiful Isabella (whom I've known since she was a baby). Isabella is a young modern woman who is a great role model for your girls. She is beautiful inside and out and I love her diplomatic and easy-going nature, which, are qualities that are so important in avoiding conflict (the theme of this newsletter). Love Karen x*

*"He jests at scars that never felt a wound."  
William Shakespeare*

Yours sincerely,

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### Voucher:EXTEND AN OLIVE BRANCH/WHITE FLAG OF PEACE

The symbols of the olive branch/white flag have been around since biblical times and are a wonderful way of reconciling. In the spirit of conflict resolution and seeking to heal, this Voucher is a way to extend an olive branch/white flag as a way to say "sorry" to another. This Voucher entitles the person to take the first step to make amends with someone. Pass this on to family and friends and (& remember to mention yto!)[karen@youretheone.com.au](mailto:karen@youretheone.com.au)

**Offer Expires: 30 September 2014**

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