

## **S.4 SUMMARY WRITING**

### **Exercise 2**

#### **Accepting Other People's Anger**

There are only three basic situations in which you'll face another person's anger directly. You are in a stronger position than the angry person, you and the angry person are approximately equal in strength; friend, spouse, client or a neighbour is angry. Or the angry person is in a stronger position or may be is your boss.

Expect that in each of the three situations you need to dispel the other person's anger may be great, moderate or non-existent. You may believe that the other person's anger is highly justified, somewhat justified or not justified at all, and the situation may be one that can be corrected, can be partly corrected or is a finished matter that can now not be changed. One of the winner's most essential abilities is to accept and resolve another person's anger. When doing so is important to his success. To be able to copy with one's anger, winners know that they first have to control their own feelings. A winner sees another's anger as merely another barrier to overcome a loser wants to use it as an excuse for losing control of himself.

If you automatically respond with anger when someone else gets angry at you, this means that anyone can seize control of your life simply by showing anger. Maintain control of your life by keeping tight control of your temper. Once you've done that, you're ready to cope with anyone's anger. Here is a simple and effective method for that. Acknowledge the other person's anger quickly. Nothing adds more fuel to a fire in someone's mind than having their anger ignored or laughed off. Listen to angry people. Pay close and obvious attention to them. Then tell them that you realise how angry they are. Make it a point that you are concerned by saying something like, 'I don't blame you for being upset- this is a very important matter. I want you to know that I take it very seriously'. Be patient and don't hurry them up. Let them get it all out as what you can do.

Keep calm because when people are angry, they are so emotional and it is difficult to understand what is bothering them. In such cases, they are likely to say things they don't really mean. Let those things pass and take them up after you've solved the problem if doing so is absolutely necessary. Ask questions aiming at discovering the specific things that you can do to remove or correct the cause of the other person's anger. This often takes great patience. The angrier people get, the more likely they are to strike at the shadow instead of the substance of

their anger. Get them talking about solutions. This is where you separate the reasonable people from those you cannot help. If you've heard them out calmly, ask questions in a courteous manner, and are now exploring solutions, their anger should have cooled so that you can talk realistically with them. If they are still too angry to talk effectively about solutions, invent an excuse to postpone action and get back to them later. Let them do the rest of their fuming on their own time. After you know what exactly the problem is, you're in a position to look for some kind of action or solution that will relieve the problem. Propose a specific solution. Start with the best you can do and tell them what it is. When you've agreed on a solution, take up a schedule for it. Set up a realistic time frame that you're sure you can handle. Don't allow the angry person push you into making promises you know you can't meet. You will be tempted to do that but the successful way is to meet the current problem, and not postpone them until they're largely tomorrow. Meet your schedule by giving this a priority. You've talked your way into a second chance, so make sure that you don't muff it. If you do, you'll have an unsolvable problem with the angry person.

**Question**

In a paragraph of 120 words write a summary on how someone can accept another person's anger.

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### EXERCISE 3

#### SUCCESS

Since our lives are realities that go on and on, true success, the kind that does not crumble into dust the moment we get our hands on it, must be part of that continuous journey. Bend your efforts toward achieving successful life. Only you can define precisely what achieving a successful life means to you. But, if happiness has any place in your set of values, your successful life will probe many interests, experience many emotions, fill many needs, and accomplish many aims.

Choose specific goals. Predetermine them far enough in advance of their deadlines to allow chance and develop enough to reach them. Unless you do both these things, success will always be a stranger- or at best, a fickle. Unfriendly, and infrequently visitor- at you house. Nothing that will give lasting satisfaction can be achieved unless the goals striven for are worthwhile. Discovering and moving towards what is truly worthwhile to you is the most challenging and rewarding task of your continuous journey through life. If you would be truly successful, accept this challenge. Think about it so deeply. Then act on your conclusions.

Success isn't all of a sudden-success is every day. Once you get near your current goals, start thinking about where you'll go after you get there. This is vital. And you can do it without diverting energy from nailing down the great success your closing in on now.

Before achieving that aim, rest your mind occasionally by speculating on what your next goals will be. Make a written list of our ideas. As you find free moments, collect your thoughts about your new goals. Gather information.

Prepare for the trauma of success. Unless you plunge into the pursuit of new goals, you'll get bored, you'll get depressed, and you'll start sliding downhill as soon as you lose challenge of chasing your current goals. Achieving a great and long-sought success is like catching a virulent disease. This analogy isn't far-fetched-witness the number of people who win celebrity and wealth in show business and then lose everything to alcohol or drugs. Fortunately, a solid new goal is a sure cure. Don't leave your old goal without one.

#### Question

In a paragraph of about 120 words, summarise the ways of achieving success according to the passage.

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