

SOCIAL TOOLS NEWSLETTER

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The following is from an unpublished manuscript titled "Social Tools" by Franklin H. Ernst Jr., M.D.

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SPECIAL POINTS OF INTEREST:

There are four types of social tools.

- Management of Self
- Dealing With Others
- Tickets, Talents, Hellos, Education, Trades, Techniques
- Money

CLASS #1 OF SOCIAL TOOLS MANAGEMENT OF SELF

MANAGEMENT OF SELF (MOS)

The management of self is the key factor to the preceding three classes of Social Tools: Dealing With Others, Tickets-Talents-Hellos-Education-Trades-Techniques, Money.

It takes self-management to handle one's money, to control impulse spending, to balance a checkbook. If the person invests money, the control of his emotions helps, such as control of fear and greed. Self-governing is required in order to adhere to the investment program and goals he sets up. There is the studying and reading to keep up with the valuation and markets of the investments. There will be new people to deal with.

To advance one's educational qualifications for employment requires the self-discipline to stay with the necessary study program, whether in a formal school setting or at home. Training time for a new position will require an altered set of parameters for balancing other time usage and the funds the person has at his disposal. An advancement in job will include a new set of people to learn how to deal with on a daily basis, even if it does not

require moving to a new location. To do this will require a decent ability to adapt personal behavior to deal with the new people in the new employment setting, besides learning their names and what to expect in their behaviors.

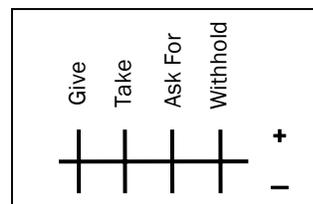
The self-management tools are those a person uses to manage his own behaviors. A person's range of behaviors include what is called his "personality." These self management social tools are the tools used to be a self-governing person over the range of social circumstances and experiences in a day, a year, in a marriage, with the advent of children being born and growing up in the same house, family deaths, and any moving to a new location and/or school.

The presentation of yourself can be self-regulated, more or less. Less is when the activities and presentations of others are doing more of the programming of yourself. For example if you bite easily on the put-down remark sent your way, you give up another program you were on (before being put down). That is, you give up your own program in favor of joining with

the emotional verbal jousting they offer you, to engage in, with them.

Facial expression, physical attitude and bearing, the degree of being reasonably well attired and groomed all play a significant role in the management of self for presentation of yourself. These are among the "advertisements" you offer about how you manage yourself, when you are meeting and greeting another party. In terms of the "Stroking Profile" these "self-advertising" elements are part of your "Ask for" stroking. As you appear on the scene your demeanor can appear thoughtful, smiling, cordial, leering, neat, sneering, personable, grouchy ... and so the adjective list could go on.

Self management also can be seen in the presentation of your possessions, such as your car, your house and your guitar. This element of self presentation is referred to as your "ASK FOR" on the Stroking Profile.



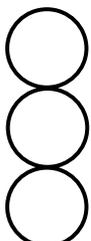
STROKING PROFILE

MANAGEMENT OF SELF

The activities and presentations of others to you can and do influence how you present and manage yourself in a particular social setting. Your behavior is influenced by the present setting and by the past - in the immediate and/or more distant past. Your immediate past events can and do influence how you use your own set of social tools for managing yourself, i.e. your mother claimed you hurt her feelings when she called last night, your son told you he'd take an "F" grade in a school subject if you forced him into it, your husband was nasty just before he left for the office this morning.

"GET YOUR HEAD ON STRAIGHT"

The expression "get your head on straight" refers to the advantage arising from the use of at least momentary reasoning and thoughtful reflection about what to do next before taking action. It refers to staying rather more thoughtfully in charge of one's own behavior whether it is to appear thoughtful, sympathetically understanding, to appear emotionally outraged or to appear upset



Adult program of one's self.

and make a "scene" in a legislator's office to dramatically get a point across.

As a matter of fact, many people report that by (quite literally) squaring up their head to be level across their eyes and holding that physical attitude periodically for a few seconds of time has made a world of difference in their over all ability to "collect their wits," when otherwise pressured.

For example, during the hour before lawyer Jackson was to see client Sam about family litigation against him, the opposing lawyer had unexpectedly called Jackson and told him a litany of unfavorable, defamatory stories about Sam. When Sam saw Jackson he wondered about the icy reception he was getting from the otherwise friendly Jackson, but decided not to take it personally. Sam kept a level head and stayed matter-of-fact. Eventually Jackson told him about the call from the other lawyer. "He had quite a string of unkind stories to tell about you." Without denying anything or asking to hear what had been said, Sam responded with: "Well, you know the definition of a myth! It is a story that never was true and always will be." Jackson laughed. From there the appointment went well.

During another appointment, a call from Assembly-

man Willie Brown in Sacramento was (of course) put right thru by the receptionist, interrupting the lawyer-client business. Sam made no comment about it then, or later.



"Sam kept a level head."

SELF PROGRAMMED, OR WORRIED ABOUT WHAT OTHERS WILL THINK

You will have diluted your effectiveness when you are worried more about how your presentation will be accepted by those present, than in making an effective presentation to them. This is a case of not having a handle on the quality of your own self-management, to the detriment of dealing with the others involved with you, in getting a job done.

And yet this is to say: it is appropriate to let yourself see and hear the conduct of others around you, influence you. It is entirely appropriate to let your behavior be influenced by the conduct of the others around you. What you can work toward is having more influence over your own behaviors while accommodating those with whom you are dealing.

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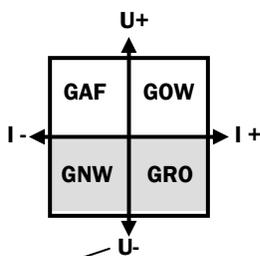
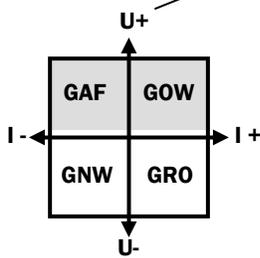
Mutually accommodating yourself to the minute-by-minute changes of the social setting in your life: work, family, friends – this takes self-management, self-governing, having your own head on straight, and staying tuned in, to what the objective at hand is.

A SMILE, A LAUGH

Having a ready smile of pleasure or an appreciative laugh ready to give when appropriate can earn a person forgiveness for a lot of other social mistakes he might make. Giving a laugh of appreciation is to give the other person a "You are OK" stroke.

SELF RESPECT

Giving other party a "You Are OK" increases chances of being favorably received, of having a "Get-On-With"



Glare gun on face. "You Are Not-OK." Carry one around. Reserve it for special purposes, special persons.

AND COMMANDING SOCIAL RESPECT

A baseball player who strikes out swinging can mouth an epithet at himself for it. Or he can forgive himself for it, reflect on how the pitcher fooled him and think about a way to keep it from happening again.

You slip on the ice and look clumsy to those nearby as you recover your balance. You can blame the ice or the sidewalk out loud if you want. Blaming it on something may be your nature. Does it help you respect yourself better? Does it help to keep or gain respect of those around you? You can correct a mispronunciation or a misspelling of your name. There is probably something else involved besides an error when you have to correct the mispronunciation or spelling of your name the third time.

RELIABILITY

After the third reminder and your agreement to do something, you still forget to complete the task – is this because of your disrespect for that person?

Related to the respect you receive and command in your neighborhood is the reliability of **your word**. Do you keep it? Can you yourself count on doing what you have set out for yourself to do?

One measure of being a self-disciplined person is your reliability in doing the chores you have agreed to do.

PERSONAL DECISION MAKING

"Get your head screwed on straight."

A decision to do something, for example getting a vehicle "smog-ed", and then getting going on it is an example of reliable self-management. The act of making the decision and then committing your energies and actions onto doing the act is being decisively active. Postponing the act of doing **it** and instead whimsically shifting the focus of energy, time and resources onto something else is not how the smogging will get done.

SELF MANAGEMENT

We each have a variety of behaviors we show in a day's time. One moment business-like, later stern, then smiling and laughing, barking at someone, comforting, angry, idly passing the time with a friend, alive and zestful with a half-baked new idea, nervous, methodically carrying out a piece of work, doing what your spouse required you to do and so on.

In "Twenty Questions" when you knew what something **was not** then it got easier to determine what it was. This is just as true with behaviors as with the physical entities of "plant, animal or (inanimate) thing."

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Mastery of the Universe is Proportional to the Symbols Man Has by Which to Represent His Universe.

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"Reach for the stars."

These classes of behavior we each use in our daily lives can be diagrammed, named, and classified. Sorting ones own behaviors can simplify the understanding of both our own behaviors and perhaps some of those we come into contact with. By naming something it then becomes sortable and THEN also better manageable. This can be done with the Parent, Adult, Child diagram.



SELF MANAGEMENT

At this point we can begin to see that the better a person manages himself, the better success he will have in the use of his other social tools.

To this end of having a good quality SELF-MANAGEMENT, the ability to sort out the ele-

ments of ones own behaviors (without necessarily changing any of them) can be of significant benefit.

BEHAVIORS of yourself (and those of others also) can be sorted into:

- 1) Those resulting from thinking, data processing, being matter-of-fact, reasonable-ness, here called **Adult** self. AND
- 2) Those resulting from the expression of emotions, feelings and beliefs, such as being stressed, excited, and/or expressing a strongly held belief. This class of behaviors is called the **Child** self. AND

3) Those behaviors involved in **protecting** the integrity of self, someone else such as one's own child are called the **Parent** self. One's Parent-self can serve in protecting something else: such as an ideal, freedom and liberty; a concept such as the US Constitution. We should not forget that the preservation of the Constitution is a key element in the preservation of our individual selves, families, grandchildren.

SELF MANAGEMENT

Respectively these three classes of behavior are called the ADULT, the CHILD and the PARENT.

Child is drawn at the bottom because those experiences from childhood years

are the foundations of the person's basic (emotional) behaviors. Parent is at the top because Parent-like behavior is the first to respond to events such as emergencies, dangers.

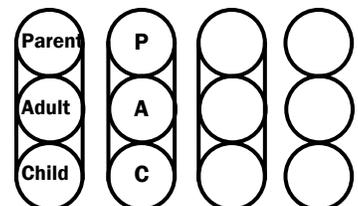
Emotional behaviors are referred to as Child because characteristically the manner in which a person shows emotional behaviors, and the basis for these behaviors originate in ones childhood. So far I have not met anyone who did not go through a personal childhood.

CHILD

The (emotional) zest for life, the vitality and energy for life are in the Child. No need to dampen that. This is to show how these Childhood behaviors can be kept, at the same time freeing up more computer capacity (ADULT), by separating Child-self from Adult-self, not by suppressing one's Child. Each can continue living, but as next door neighbors, not as roommates.

The following four diagrams represent the same concept. They are four different ways to draw the same diagram.

PARENT ADULT CHILD



to be continued