

**SOCIAL TOOLS  
NEWSLETTER**

OCTOBER 29, 2011

The following is from an unpublished manuscript titled "Social Tools" by Franklin H. Ernst Jr., M.D.

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**SOCIAL TOOLS  
DEALING WITH OTHERS****VARIETIES OF WORDS TO DESCRIBE DEALINGS WITH OTHERS (DWO)**

The English language is loaded with words to describe the ways people talk to each other. Following are a portion:

Agree	Allude	Applaud	Argue	Blame
Bless	Bull s - *	Bully	Caress	Cheer-on
Coerce	Comment	Compliment	Convince	Curse
Cuss-out	Deal with	Dialog with	Digress	Discuss
Diverge	Divert	Dupe	Encourage	Evangelize
Exchange with	Fan the flames	Finesse	Flatter	Galvanize
Handle	Infer	Inform	Intimate	Intimidate
Interrogate	Inveigle	Jeer	Juggle	Laugh at
Laugh on	Leer at	Maneuver	Manipulate	Mislead
Misrepresent	Mouth off	Paralyze	Pastime	Persuade
Report	Ridicule	Say	Scold	Shoot-the-breeze
Straightforward	Underplay	Yawn at	and others.	

**TONE OF VOICE (DWO)**

Tone of voice used when talking has a major effect on the reception given to the speaker. A tone of voice can be moderated as in private conversations or in a public setting.

Again the English language has an abundance of adjectives to describe a person's tone. To include some:

Abrasive	Baritone	Comforting	Cutting	Explanatory
Hypnotic	Mellow	Nasal	Plausible	Reasonable
Reasoning	Scolding	Soothing	Squeaky	Strident

Bill Moyers of Public TV and radio is consistently plausibly reasonable. Leonard Nimoy is used for the explanatory effect of his voice tones in carrying the message .

In listening to public and media speaking it may be useful to keep track of "what is the speaker really selling," trying to persuade, convince the listener about, beyond his sincerity?

**SPECIAL POINTS  
OF INTEREST:**

There are four types of social tools.

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

## DEALING WITH OTHERS

### FORMALITY (DWO)

Doing “it” in a formal manner leads to orderliness. With orderliness, events become predictable, learning can take place. While formal events are less “fun” there is less likelihood of mischief or vandalism.

Being formal usually means “according to some set of rules, ritual or protocol,” therefore predictable.

### Formality and Names (DWO)

While use of last name is not as “friendly”, it is **the** road to increased reliability, both of yourself and also of the other person.

If you want people to quit dismissing what you say, then (one solution is to) introduce yourself with your last name. No big dealing necessary. Just use their last name when you first start talking to them. It does take some more self-regulating of yourself to (remember to) start with their last name. If you want, you can, use their first name later in the encounter. In this latter instance, the self-regulating is in the form of thinking (ahead) about what you are going to say, how you intend to approach the other person beforehand. Often, thinking about the other person before you address him is not too bad an idea.

### A “SHAKEDOWN” (DWO)

A few hardy individuals continue to work out their problems with others by themselves even when faced with playing a game of “shakedown” of them.

Adam had bumped the bumper of a pickup vehicle in front of his vehicle as he parked. He got out and surveyed the situation, found no damage, not even a mark on the brightly chromed box-steel rear bumper that he had bumped. After inspecting the bumper and checking in with the waiting passenger in the vehicle to make sure she was O.K., he proceeded on to take care of the business he was there to do. When he returned he nodded to the passenger and drove away to his next errand.

About a mile later he was hailed down by the vehicle owner-driver to pull over. Adam did. She then started a loudly yell at Adam in a tirade that had all the earmarks of a “shakedown,” with accompanying screams for the neighbors to hear, claiming he had caused damage to her vehicle.

Adam, as luck would have it, had pulled over near the office of a friend who knew him and took refuge inside. He wanted a friend to witness what was happening to him. The screamer left and, as Adam learned later, went to

the police department to turn in a complaint and to show some alleged damage, a bent bumper hanger.

Within the next hour Adam consulted his lawyer, and showed his vehicle to his insurance agent who confirmed the absence of any recent marks on the front of his vehicle.

A while later a police officer called Adam a little later to tell him that the pickup owner had filed a complaint and that, yes, there was evidence that the rear bumper hanger had been bent.

Efforts of Adam’s insurance agent to contact pickup owner’s insurance agent were to no avail and time dragged on for six months.

Adam eventually learned that the complaint had been forwarded to the County District Attorney’s Office and that he had been charged with “hit and run.” At that point he decided to contact people in City Hall he knew. He asked both the Mayor and City Manager if employees of City Hall were still required to testify as directed by superiors when in court, or if they could tell the truth. Adam was specific about a televised event he witnessed at City Hall a few years before when the police chief had been caught perjuring himself in public.

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The “charge” was dismissed within a month.

Adam’s lawyer was of help in making sure that the spurious “hit-and-run” complaint filed by the County District Attorney was cleared off Adam’s record.

Moral of this story: If at all possible, get yourself some form of reliable witness if somebody tries to pull a shakedown on you. Use a camera in some way to recall some of your facts.

**BEING COMPELLED (DWO)**

SUBPOENA

When served with a subpoena, contact your lawyer and/or appear in court.

Traffic Stop

When driving and stopped by a traffic policeman, do as he tells you. It is better you don’t argue with him.



Compulsory Education

Compulsion? Compulsory education! Schools would have fewer problems if the compulsory element were removed. Getting an education should be a privilege. This is contrary to the position of the National Education Association.



Compulsion has the net effect of stirring up rebelliousness in significant numbers of people. Rebellious and defiant attitudes are the enemies of learning. Sorry! That’s the nature of the human condition.

Income Taxes

Filing Income tax forms is compulsory. That is until an individual comprehensively learns a certain set of law and the procedures that go with the law in order to be successful at filing (those) tax forms.



Otherwise an individual will find himself in federal court trying to defend himself for failure to file and pay his income taxes.

Most people decide to go along with the expected instead of devoting the significant time necessary to modify their lifestyle and also learn those procedures required and the background of specialized law needed to avoid paying more than required income taxes. This writer pays his income taxes regularly.

**FREEDOM (DWO)**

In “freedom” work, one important element is to protect ones own zest (morale) with fellow freedom lovers. And keep in mind the effects their moods have on oneself while dealing with them and their presentations of themselves. Secondly comes whatever portion of the job at hand you may have decided to accomplish.

MORALE between each other is first. Then the job.

“JOB?”

Completing a current project takes techniques, trade skills, talents, tickets. Such a “job” may also take money. Money is, however, usually less of a problem than “getting along with each other.”

To reverse the encroachments on our liberty and freedom that have so far occurred, it will take thought-out activities and commitments (jobs and work). These personally thought out and carried out commitments with a personal zest behind them are almost unbeatable.

Therefore, paraphrasing the Second Amendment - "A well regulated dispersal of personal energies being necessary to the security of a free person, the right of the people to keep and bear intelligence in their dealings with each other, shall not be infringed."

If at all possible, get yourself some form of reliable witness if somebody tries to pull a shakedown on you. Use a camera in some way to recall some of your facts.

## DEALING WITH OTHERS

### FREEDOM LOVER ENTHUSIASTS and THE ENTHUSIASTIC PATRIOT

The amount of enthusiasm of several people I personally met and became reacquainted with the past few months has been immense (from 1993-1998). With many of them, their individual enthusiasm sometimes overruns the mutual benefit for those involved in the freedom activity being undertaken.

impossible for the members of the California Legislature to deal with the bill; so that representatives would refuse to go any further with this legislative bill.

“Reconsideration granted” is a ploy (trick, gimmick) used by state legislators to revoke a public vote just taken, to invalidate the vote just completed, to by-pass citizen awareness and opposition to a bill after it had apparently been voted down. With

Senator Kelley to admit to someone that the report (record) of the meeting he signed (certified as being accurate) and submitted had been, was in error.

At that Sunday afternoon meeting writer said two brief remarks before Len’s enthusiasm for what he had personally just done took over. Len told of what he was going to be doing, how he’d gotten his computer to work after it wouldn’t work right, about an

**"A well regulated dispersal of personal energies being necessary to the security of a free person, the right of the people to keep and bear intelligence in their dealings with each other, shall not be infringed."**

Many of us had been concerned with figuring out ways to persuade the California legislature to vote down the legislative bill, SCR 9 (Alquist) calling for a “Conference of States.” AND we wanted “reconsideration granted” stigmatized, and the legislative record cleaned up by “reconsideration granted” language removed (expunged) from the public record March 22, 1995 hearing.

We wanted the “error” about “reconsideration granted” so stigmatized that it would be recognized for what it actually was: “fraud in fact.” The goal was to make it

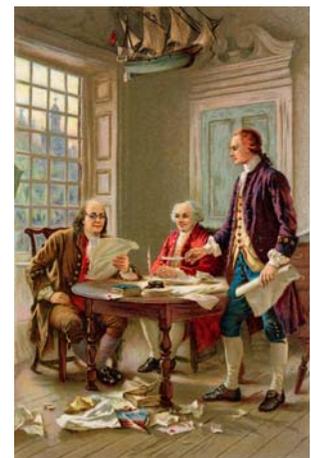
“reconsideration granted” attached to the voting record on a bill it could be brought up again at a later (short noticed) date/time to be voted on again without the previous attending public knowledge or opposition.

**Get a copy of the Legislative Rules, and study them.**

Sunday afternoon on April 2, 1995, writer met with Ellie and Len at a local coffee shop to figure out how to get “reconsideration granted” permanently removed from the official record maintained by the Secretary to the California Senate. We also met to figure out how to get

important upcoming trip he’d organized and about his recruiting efforts and other items that bubbled out; a personally pleasurable event to listen to in itself.

A few minutes later Ellie arrived to join us. We were again glad to see each other. But she immediately dived off into some recent obstacles she’d just run into while in the process of getting ready to join us, making copies of articles and reports she gave to us on the spot about other matters. She too, admitted that the central purpose of gathering was ..., “but ... “ as her enthusiastic



reports of some of her personnel successes in, but .... (Her enthusiasm to tell us some of what she'd done the last few days prevailed).

Both Len and Ellie were easy to listen to, but their zestful stories were divergent from the reason for meeting, and time was short. Maybe they thought the writer owed each of them his listening time because of what they were personally going to be doing for us. Could be that they recognized the major legislative significance of what we had taken on. They were coming to grips with what they were going to be doing. And they, too, each wanted recognition for how important their personal activities were.

We sat easily through their stories, each managing him/her self, including knowing Len had a deadline to leave. We counted on it. He's a sensible person as was Ellie. After almost an hour of this the two of them brought their enthusiastic presentations down and turned to ask about the problem and solution.

Writer then presented a plan in five minutes. He described the steps and went through the series of political steps in need of being carried out. Ellie and Len both settled into listening to the writers serially linked sequence of information and directions. Ellie took notes without interruption until the

picture had been laid out to them. It took only 5 minutes to lay out the picture of what there was for the three of us to do. AND both understood the logic and objective.

After that initial 5 minutes, 15 more minutes were taken by them to "Make sure I understand this, did you say ...?", "You said I should ... ?", "I want to make sure I have this right that ..."; still with mutual zest.

As with most questions at a meeting or in a classroom, the object is to get crediting stroking back from the lecturer-speaker, ie to manage the speaker in a way to get him to give back specific stroking to the questioner, to "give" the questioner special strokes. In addition to any showing off to fellow sitters.

The pastime stroking value (bragging rights) of an earlier question was shown in our meeting with Ellie's comment "There must have been a thousand people there last Thursday when I asked Senator Rogers ... and he told me 'Mrs Sperry you are so right and ...!'"



Len and Ellie each got the picture of what there was to do, despite considerable personal apprehension about the political arena we knew we were in. And each of them did do as they agreed. Both squeezed out the per-

sonal time from an already busy schedule and did an excellent, precise job.

Enthusiastic "patriots" sometimes don't keep track of (as would be desirable) the distribution of their personal/emotional resources and the time consumed in their pleasures during their participation in these "patriot jobs" they all want to carry out, achieve. Almost without fail, "patriots" have excellent IQs and a lot of knowledge they bring to the table.

The most important job is to look at and personally keep better track of our emotionally based enthusiasm. It will benefit us when more individuals, as self-governing people, are able to regularly moderate the expression of our feelings about "personalities" near the completion of FIGURING OUT (with Adult) how to get the particular job (at hand) done in a way that counts.

Most groups of patriots are "overstocked" with individuals who, without fail, "know more about what they are talking about than anyone else" once they get going, and if they can get the floor. Perhaps it's superfluous to say that when such a non-agendized person becomes so personally engaged at the meeting, it's usually diversionary from the focus of the agenda at hand.



**The most important job the is to look at and personally keep better track of our emotionally based enthusiasm. It will benefit us when more individuals, as self-governing people, are able to regularly moderate the expression of our feelings about "personalities" near the completion of FIGURING OUT (with Adult) how to get the particular job (at hand) done in a way that counts.**

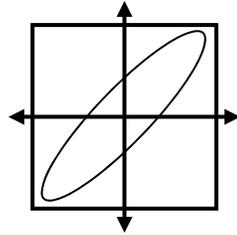
**DEALING WITH OTHERS**

**EXAMPLE:**

Talking on the telephone with a friend about whether "Don Rogers should run for Congress against Bill Thomas or not at the next election and his chance of success?" would be fascinating to pursue, even argue about for more than 10 minutes, if both parties had the time. On the other hand, the immediate job was to find a way to ensure the continuity of the preliminary success in a battle to keep the U S Constitution and Bill of Rights in place and forestall a run-away Constitutional Convention from being fraudulently convened at which it was rather clear political liberty and freedom would be severely compromised, if not lost.

It was generally agreed in Sacramento the person slated to have headed such a California delegation of a "Conference of States" was to have been Assemblyman Willie Brown.

So be it! Most of us know about these things. There's nothing new about what's being said here. What is being identified here is the mutual advantage which occurs as, one by one, individuals become better at self-governing when in the company of like-minded people and thereby impose less on the goodwill of a fellow freedom lover and traditional values colleague.



**FLATTERY, COMPLIMENT, FAVORABLE COMMENT (DWO)**

Flattery can result in "an inflated ego", a "swelled head."

Flattery often is to get the recipient to use poor judgment in regard to his own behavior. It may be used to persuade the recipient to over estimate the value of a particular business move.

For example, the owner of an early 1960's fast food style restaurant in Auburn, California was talked into moving. The property down the road had been changed and the bank probably gave favorable terms to build new facility. It was a flop. Within five years the restaurant was in the hands of a third owner. The business continued to decline and within ten years most of the other businesses there had folded, too. The original location supported a new business very well (location, location).



**DIFFERENTIATING BETWEEN**

**A COMMENT, A CORRECTON, A CRITICISM, A RUDE REMARK OR AN INSULT. (DWO)**

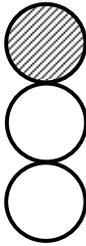
**PARENTAL "CRITICISM" COMPARED TO PARENTAL DISCIPLINE (DWO)**

"Critical Parent" vs. Disciplining Parent.

There is a clique among some circles who refer to the two functions of the Parent ego state as the critical Parent and the nurturing Parent. Writer has come to see the members of this clique as either having a poor understanding of what the Parent ego state is about or (else) they regard personal discipline and self-governing as undesirable attributes of behavior. They feel discipline and governing should be done by "committee." When they teach others about the Parent, Adult and Child diagram, the Parent is regarded as the enemy within the person and that to show their Parent self in social behavior is a sign of having a character flaw.

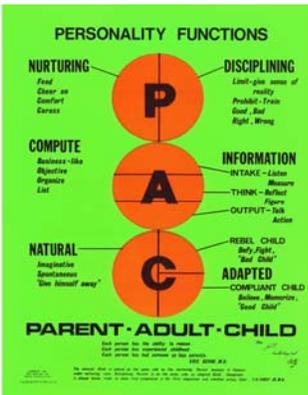
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To discipline is both to correct and to teach. To be self-disciplined is to be able to behave both in an orderly manner and to compose ones behavior so that learning of new information and knowledge can take place.



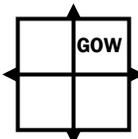
To criticize a person is to give him a put-down. To criticize him is to disapprove of him unconditionally, to tell him "You are Not-OK:

To discipline a person is to tell him to shape it up, to correct his behavior so he can be approved of. To discipline a person is to tell him "I am OK" and if you stop what you are doing then "You will be OK" with me.



**A SMILE, A LAUGH OF APPRECIATION (DWO)**

A smile usually indicates an acceptance of you (as you are) and a corresponding opening up to you. Once you are (your Child, emotional self is) opened up then you are more ready to



be "warm" to the other person. While being "warm" is the road to a more friendly, potentially even an "intimate" encounter, being warm, and playful is also the road to getting yourself exploited, angered, intimidated, betrayed.

A smile,  
A laugh of appreciation, of indulgence, from being tickled.

**NEIGHBORHOOD WATCH (DWO)**

Neighborhood Watch solution event 1987-1988

North Sutter Street had been taken over for 2 years by the Amalekites and Philistines in their selling of street drugs. Finally, a Gideon was aroused to action. And the residents were roused to join him in the battle. The North Sutter Street Neighborhood Watch was formed and by joining forces freed themselves of the Hoods and Hoodlums. At first they were gratified, then apprehension about their success began set in.

They became fearful of the attention their leadership brought to them (the North Sutter Street "nation") by organized police calling, walking the neighborhood with pen and paper in hand, writing a private citywide newsletter. The newsletter was mailed to 800 groups and individuals, including other

neighborhood watch groups. The writing was in the spirit of "Don't tread on me" and included graphic descriptions of specific peopled events witnessed, even during rain storms, by field glasses at night and up close during the daylight.

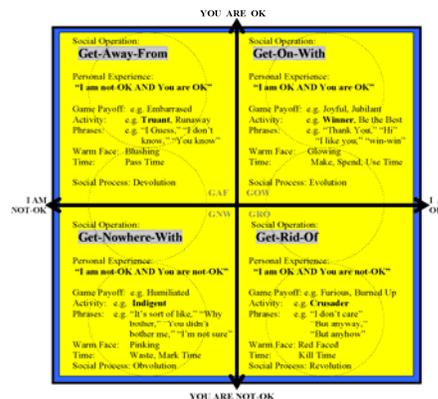
Within three months, the concentrated effort by a handful of individuals, the \$100,000,000 a year giant outdoor drugstore folded shop, went out of business at its North Sutter Street location. From an estimated 25,000 cars a day, 24 hours of every 7 day week the traffic jam turning off Tennessee Street and north onto Sutter Street dropped to less than 2,500. The neighborhood became (almost) deafeningly quiet, by comparison.

Moral of the story:  
Neighborhood Watches can be very successful.

See "Watch Talk Letters" at [www.ListeningActivity.com](http://www.ListeningActivity.com)

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**TRANSACTIONAL ANALYSIS in the OK CORRAL: Grid for What's Happening**



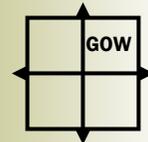


**Mastery of the Universe is Proportional to the Symbols Man Has by Which to Represent His Universe.**

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**INTERVENORS (DWO)**

Intervention has become a major industry in this country. More lawyers are graduated annually than engineers and chemists. More lawyers are graduated than doctors per year. Mediators, judges, conciliators, arbitrators are part of the **"intervener industry."**

Television has many continuing shows featuring **interveners**. Moral Court, Judge Mathis, Judge Mills Lane, Judge Judy, Judge Joe Brown, Men Are From Mars, Women Are From Venus, etc are of this variety. The shows of Oprah Winfrey, Jerry Springer, Sally Jesse Raphael, Queen Latifah, Montel Williams, Maury, etc. feature bringing troubled principals together to fight it out some more and/or review their situations and/or offer suggested solutions. The audience capturing value of the drama is what counts. Very little beats watching a "good fight" for dramatic appeal,

better still if you have decided which one is to your liking, then the live audience verifying you were "right."

Other **"Intervener"** shows on TV include "Power of Attorney", "Divorce Court," "Change of Heart."

The point made here is that when an **intervener** is brought into an action between two parties, the parties give up control of what's going to happen to them. Ever try to contest what a radio or TV program host, with a live audience, is doing in his dealings with you? Ever try to contest what a judge says to you?

to be continued



**We're on the Web.**  
[www.ListeningActivity.com](http://www.ListeningActivity.com)  
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**"Reach for the stars."**