

# LOOKING BEYOND THE SURFACE ...

**Laura and I have just been in Hamilton Island for a week and we had a ball. It was supposedly a business conference but there was only a little bit of business and much more fun. The whole island is a resort and everyone who works there is employed by the island management and has to work at different venues around the island. The one thing I noticed was that out of the hundreds of staff on the island, I didn't meet many happy ones!**



In fact we had many instances where staff were actually rude to us. On our last night we had a gala dinner where Guy Sebastian came to do a concert for us. It was a great night and a lot of fun. The next day one of our friends told us about an unpleasant experience they had in the lift after the concert. This girl got in the lift and told my friend that she had gate crashed the Guy Sebastian concert. She went on to say some pretty horrible things about what she had observed about the people who were there, making derogatory references to their looks and body fat levels! This girl, by the way, according to my friend was not the most attractive nor the most svelt! So the question needs to be asked; where does this rudeness and abuse come from?

## **Hurting people hurt people**

It is my belief that people aren't naturally rude and nor do they enjoy hurting other people. I believe that what people say to us and/or about us is much more a reflection of how they feel about themselves than how they feel about us. I am sure we could all think about about a time when we said or did something that hurt someone else. I certainly can. Did it happen in a time when we were happy or when we were stressed, cranky or sad? Then at some point after the act did we regret saying or doing that thing because it hurt someone else?

I believe that if we could just look beyond the surface of how people act and the things they say then we would be more compassionate towards them and our life would be a happier place. There are two very powerful lessons from this. The first is that when things are not going well in our lives it is no-one else's fault and so just before we are about to 'spew' negativity over someone else we need to stop, breathe deeply and hold it in. The second lesson is to understand that not everyone is as evolved as the people reading this article and so other people will be rude and will say or do hurtful things. When it happens to us, and it will, we need to understand that they are not rude or hurtful people, they are just going through a tough time at the moment. Rather than treat them with vengeance and anger, treat them with compassion and caring and you will see an incredible turn around in their behaviour. Why? Because someone cares!

### The story behind the story



There is always an story behind the story. A great example of this was on the show Kitchen Nightmares, where chef Gordon Ramsey goes into failing restaurants to turn them around. This particular restaurant was family run and the father was a very tough man. He was hard on and largely unforgiving towards his son. I am sure you can imagine the result of this. During the show it came out that the dad was diabetic and so when Gordon had an opportunity to sit with the dad, just the two of them, he said 'I understand you have diabetes, that must be very difficult?' The dad began to cry! This tough man simply broke down and explained to Gordon how tough it really was. He was scared of dying and the restaurant was all he had to leave his son, if his son wasn't good at it, then he would leave him nothing! So he was tough on his son because he so desperately wanted him to be good.

When Gordon showed this man he cared he opened up and shared what really was the story behind the story. The story wasn't that he was a callous and abusive man the real story was that he was hurting and that he cared very much about his son. He just didn't know how to communicate it, until he knew someone cared!

### Care about people anyway

When people are rude to us or abusive to us, is it easy to care about them? No, most certainly not, but why don't we care about them anyway? When they say something that is offensive or rude it is so easy to snap back at them and start something that will take a lot of time and effort to resolve, if at all. Why not show these people that we care and say something simple like; 'Is everything okay? Can I do something to help you?' Will everyone respond positively to this? No they won't, but why not care about them anyway because there is always something **beyond the surface**?

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