

Note this simple but key fact: No person is all good and no person is all bad. The perfect person just doesn't exist.

Now, if we let our thinking go uncontrolled, we can find much to dislike in almost anyone. By the same token, if we manage our thinking properly, if we think right toward people, we can find many qualities to like and admire in the same person.

View it this way. Your mind is a mental broadcasting station. This broadcasting system transmits messages to you on two equally powerful channels: Channel P (positive) and Channel N (negative).

Let's see how your broadcasting system works. Suppose that today your business superior (we'll call him Mr. Jacobs) called you into his office and reviewed your work with you. He complimented you on your work, but he also made some specific suggestions on how you can do it better. Tonight it's only natural for you to recall the incident and do some thinking about it.

If you tune in Channel N, the announcer will be saying something like this: "Watch out! Jacobs is out to get you. He's a crab. You don't need any of his advice. To heck with it. Remember what Joe told you about Jacobs? He was right. Jacobs wants to grind you down like he did Joe. Resist him. Next time he calls you in, fight back. Better still, don't wait. Tomorrow go in and ask him just what he really meant by his criticism . . ."

But tune in Channel P, and the announcer will say something along these lines: "You know, Mr. Jacobs is a pretty good fellow. Those suggestions he made to me seem pretty sound. If I put them to use, I can probably do a better job and position myself for an increase. The old boy did me a favor. Tomorrow I'll go in and thank him for his constructive help. Bill was right: Jacobs is a good man to work with . . ."