

I learned then how unrealistic, harmful, and useless it is *not* to deal with anger as soon as it happens and you see it.

But don't let me leave you here. Of *course* there's a happy ending and a moral to my story.

Now, what could I do with this disaster of an interview—to be seen by my audience in a very few hours? I decided that because it was such a great lesson for everyone, we should show it, with an introduction from me telling about my terrible failure and wanting to share it with them so we could all learn something from it.

Learn what? What *should* I have said? I should have said gently, non-judgmentally, simply as an observation:

"You know, Mr. Movie Star, you seem to be very angry, ' and let him respond. Putting the ball in his court, we could both have dealt with his anger and been on very solid ground. Then I could have dealt with what really *was* happening instead of what I thought and hoped *should* have been happening.

Telling this all to my audience and showing parts of the interview, I then filled in with many common experiences we all have like that; not dealing with what's really going on and hoping it'll go away, or get better on its own, or blaming ourselves for not being able to fix it "somehow."

Not yet a happy ending, you say? Wait.

Time marched on. A whole year of time. I had really learned my lesson. I handled many hot topics and hot-under-the-collar people according to my new technique of simply, benignly, saying what I saw happening, right away, and then being able to defuse and deal with it effectively. And it worked!

And then, my turn came around again—with our self-same movie hero! Back in town to promote the now-completed movie, his people asked to book him on my show.

What happened? It was wonderful. I did everything I taught my audience and myself to do, based on my bitter lesson. He and I talked of the last time we'd seen each other. He vaguely remembered the occasion: "Something about you all weren't prepared and ready for me," he said. I said, "No, that wasn't how it was at all," and proceeded to tell him what actually happened.

Again, he became angry, saying that TV interviewers ask too many intrusive questions, etc. I said, "Hey, we're doing it again. I see you're getting angry again." And do you know what he did? He laughed! "Yup, ya got me." he said. And *then* we had an absolutely splendid interview . . .