

Care Capsule[®]

*Capsules of motivation to dispense
care and kindness*

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13 Secret Behaviors

— Dr. James R. Kok

In This Issue

13 Secret Behaviors..... 1

Partnering for a Care Conference in your area 3

Lord, Help Me Remember..... 4

Care and Kindness Conference in Santa Ana 5

Take Time or Make Time 6

Light Notes 7

Adam's Rib..... 8

These Secret Behaviors are not truly ‘secret’ — but they are far too often overlooked.

The humble effectiveness of each of them cannot be over-emphasized. People all around us are hungry for a touch of care, concern, love – even a simple acknowledgement.

Why do I call them secret? The secret is that you privately and quietly plant in your heart and mind a plan to put these behaviors into practice.

It is your personal hidden agenda to offer these gifts to those you meet. Jesus said to us “You are the light of the world, let your light shine....” and this list creates a small menu for accomplishing just that in everyday life. You need not advertise that this is

what you are working at. You just modestly — but boldly — sprinkle gifts wherever you go . . . gifts that are wonderful blessings to both the giver and the receiver.

1. Greet people, whether they are looking at you or not: “*Good morning. It is good to see you*”. Become an enthusiastic and fanatic greeter. Greet everybody—say “*Hello*”, “*Good Morning*”, “*Great to see you!*”—anything, to send a pleasant message of noticing them.



A greeting is a connection. It is knocking at a door saying, “*I notice you... You are valued... You are somebody!*”

That is a simple, clean blessing everybody needs. There are no exceptions.

2. Make eye contact. If possible, look the person in

(continued on page 2)

Secret Behaviors

Continued from page 1

the eyes briefly, with warmth. Look at their face. Combine your eye contact with a greeting and a smile. "The eyes are the windows of our soul," the Bible says. We must look in them. To be looked at, personally, is medicine for the soul.

3. Act friendly. The emphasis here is on the word ACT. We do not just follow our feelings. We show friendliness, whether we feel that way or not. We do what is good, right, needed, necessary, and mature.

Regardless of what we may be feeling, we can send a message of friendliness. The amazing thing is that when we act friendly, we not only lift another's spirits, but we, also, end up feeling better.

4. Offer compliments.

"You look good". "I like doing business with you." "You have a good attitude." "I love your smile." Inside us, and everyone, are many

appreciative feelings, words of admiration, and gratitude. Most of them remain unexpressed, kept inside ourselves. We must let them out. Spread, spray, sprinkle good thoughts on people.

Don't wait for the 'feeling' before showing kindness

We can take a moment during, or after, any transaction and put into words a short sentence of thankfulness, appreciation or admiration. Make it simple, direct, and personal.

It helps to plan ahead to offer such a parting gift. Take five seconds and think about what you will say—then say it with a smile.

Example: I was on the telephone trying to get repair services for our home phone. As the service representative finished with me, I paused and then said, "You are really a nice person." She literally gasped and then gushed her appreciation.

5. Say "thank you". Whatever anyone does for you—if they fill out a form, hand you a check or receipt—point something

out and say "Thank you," or "I appreciate your help."

Do this even in unexpected places, like with a mechanic or a dentist. I have said to my own dentist, "Thank you for the way you take care of me." Surprise people with friendly words of appreciation.

Example: I answered a phone call from the Laguna Playhouse. The caller was selling tickets for their upcoming series. There was no chance we would be interested, and her call was intruding on an important project on which I was working.

Take a moment to express your appreciation

Nevertheless, I said "Thank you for calling us. I appreciate your interest in our attending your productions." Needless to say, she concluded the call with exceptional warmth and kindness.

6. Show interest: Ask about their work, their car, their home, their children or grandchildren, pets, vacations, trips.

"When time allows" is an important qualifier here. Asking such questions, and then abruptly leaving, can cancel everything gained.

When you ask the question, you must allow the time for them to answer. Attentive listening is vital. Showing interest is a powerful form of friendliness.

7. Smile generously. Your smile is always available. Remember to turn it on. Anyone, regardless of age, or level of intelligence, can lift another's spirits with a smile. Not only is that person lifted, the one smiling is, too.

Putting on a smile makes the person offering the smile feel better. Smiling even raises our immunity level. Frowns generate bad chemicals. Smiles produce beneficial chemicals.

8. Notice and mention feelings. One goal of friendliness is to lift another's spirits. It is comforting and heartwarming when someone notices and acknowledges feelings. We heal someone more that way than when we try to change their sorrow, fear or anxiety by offering advice we think will help.

People are healed when we notice them

For example, noticing a tear in someone's eye, we can say, "You're feeling sad..." That is more heartwarming than "Cheer up"! Hurt feelings are healed by naming them—"that hurts, doesn't it".

Sympathetic words are more helpful than reminding them that Jesus cares. Jesus' love is effectively communicated by caring people showing understanding.

9. Notice: their clothing, jewelry, pins, haircuts, even scars and disabilities. Ask, inquire, lament, comment, praise, appreciate: "Interesting pin."

"Great colors." "I love your car." "Sharp tie." "That's quite a scar on your arm, how'd that happen?" Noticing is friendliness alive.

10. Use names. Remember names. Say them, and repeat them. Spell them to lock the names into your memory. Use them as much as possible. "Good morning, Harry." "Have a good day, Gerry." Ask for names. Keep on asking until you remember them. This is valuable risk-taking.

11. Give a well-wishing farewell. "It was good to see you today." Or "It has been a pleasure meeting with you today." Even if it is merely a committee meeting, or a consultation with one or two persons, when you leave, say appreciative words about being with them.

Avoid just departing silently. When you leave a gathering, declare clearly, "I really enjoyed being with you today." A parting sentence often heard after some kind of transaction is "Have a great day." You can then respond with, "I will, and you just made it better."

12. Return phone calls. Do this as promptly as possible, and certainly the same day.

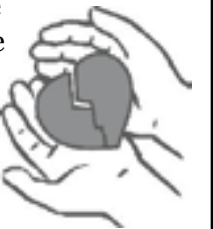
Also, acknowledge e-mail messages and forwards. Your response doesn't have to be long; it can be as simple as "thank you."

13. Touch. Hug. Touching someone's hand, or laying a hand on their shoulder, or shirt sleeve, is a friendly gesture. It is positive.

(continued on page 4)

Partnering for a Care Conference in your area !

We would like to work with your team to schedule a local mini-conference that would make it easier for people in your area to attend.



We had a number of wonderful events in Garden Grove, California (13) but not everyone could make the trip to the west coast.

So, we are working on several smaller conferences in various parts of the

United States. **How would you like to help host one in your community?**



We will offer as much help as you would like, drawing upon our past experience. You can determine the topics, speakers, schedule any way you want — or we can work alongside your people in developing those things.

And . . . Dr. Jim Kok will come to speak (*no honorarium required*) to share the Care and Kindness vision.

Drop us a line at: ShowUp@careandkindness.org to let us know of your interest. Then we can begin planning together!

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The Miracle of Kindness is published in ebook format for the Kindle. Download your copy today!

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The Miracle of Kindness is published in ebook formats that can be read on your iPad. Download your copy today!

Lord, Help Me Remember

“Heavenly Father,

Help me remember that the jerk who cut me off in traffic last night is a single mother who worked nine hours that day and was rushing home to cook dinner, help with homework, do the laundry and spend a few precious moments with her children.

Bring to my mind often that the pierced, tattooed, disinterested young man who can't make change correctly at McDonalds is a worried 19-year-old college student, balancing his apprehension over final exams with his fear of not getting his student loans for next semester.

Remind me, Lord, that the scary looking bum, begging for money in the same spot every day (who really ought to get a job!) is a slave to addictions that I can only imagine in my worst nightmare.

Cause me to reflect that the old couple, walking annoyingly slow through the store aisles and blocking our shopping progress are savoring this moment, knowing that, based on the biopsy report she got back last week, this will be the last year that they go shopping together.

Heavenly Father, remind me each day that, of all the gifts you give me, the greatest gift is love. It is not enough to share that love with those I hold dear.

Open my heart not just to those who are close to me, but to all humanity.

Let me be slow in judgment and quick with forgiveness and patience and empathy and love.

Amen.”

Everyone hears what you say.

Friends listen to what you say.

Best friends listen to what you don't say.

Secret Behaviors

Continued from page 3

Caution! Not all touch is appreciated. Some is inappropriate. Touch with care. Not everyone likes to be hugged.

Offer hugs with close attention to the other's body language, which says “yes” or “no”. Hugging is an increasingly welcomed gesture, but it is not yet universal.

These ‘Secret Behaviors’ are not truly secret—but they are far too often overlooked. They are overlooked because they are simple.

And, because they are simple, you can easily add them into your everyday encounters.

Because they are simple, they are easy to remember; easy to do.

Start today to sprinkle these acts of kindness all around you and watch how the people you encounter blossom from your attention.



Coincidence is when God chooses to remain anonymous.

Care and Kindness Conference in Santa Ana, California



“In the past I have attended these conferences at the Crystal Cathedral and this was the first outside of that venue for me...I had a very positive experience.”

“I was impressed with the extent of ministry coming from First Presbyterian Church. This was increased by the performance of the KidSingers, representing 100 who participate in this program during the week, and who really led us in worship.”



“The diversity panel discussion was uplifting”

“The people from your congregation who staffed this event were tremendous. They were so welcoming and helpful, and willing to deviate from their assigned responsibilities and take a little time to share about your history.”



Care and Kindness Conference

February 7 – 8, 2014
Mission Viejo, California



Presbyterian Church of the Master, located in Mission Viejo, California, (southern Orange County) has announced the dates for the conference they will be hosting early next year. **This gives you plenty of time to plan your vacation around this conference.**

Because the location is close to both Los Angeles and San Diego, there are lots of area attractions in beautiful Southern California that you can include.

Plus! **February?** It's **WINTER** and **SNOW** everywhere but here !!

Care and Kindness Conference

May 2 – 3, 2014
First Reformed Church of
Pompton Plains, New Jersey

Reasons to attend THIS conference:

- You haven't attended one in a while
- It's convenient for East Coast people
- Jim Kok will be there, in full form!

Each of these conferences are in their early planning stages, so details are not available as this edition of the **Care Capsule** goes to the printer.

If you recheck our website as each conference draws closer, details will be posted, including speakers, topics, registration information, driving directions, etc. Go to www.careandkindness.org.

Helpful Hint: Bookmark this web page in your browser; it will be easy to visit again and again.

Take Time or Make Time

"You can't be kind when you are in a hurry." - Bobby Schuller

Think about it. When you 'take time' to do something, there is an implication that the time is being taken from something else — that it is an interruption to other things that you were planning to do. So, if you are thinking that you are taking time to do an act of kindness, is it really more of an interruption than a true kindness?

On the other hand, if you 'make time' to do something, you are creating a window where you are free to do something important and your mind fully supports doing it. It is not an interruption— instead, it is something you fully intend to do.

It may well be more than a play on words. The way you talk to yourself may be a signal as to how you feel about what you are going to do. Are you going to 'take time'? Or are you going to 'make time' for something that will truly be an intentional act of kindness.



If you 'take time' to listen, are you truly listening? If you 'make time' to hear what people are saying, you will become better aware of ways to help.

Another thought. The 'hurry' in your life may be robbing you of enjoying each day as much as you could. If you slow down — consciously slow down — you can release or avoid the stress you feel that comes from feeling so busy. If you slow down, you will be more able to 'make time' to do a lot of things you've been wanting to do.



Tips for Life

- 1 Accept the fact that some days you're the pigeon, and some days you're the statue!
- 2 Always keep your words soft and sweet, just in case you have to eat them.
- 3 Always read stuff that will make you look good if you die in the middle of it.
- 4 Drive carefully ... It's not only cars that can be recalled by their Maker.
- 5 If you can't be kind, at least have the decency to be vague.
- 6 If you lend someone \$20 and never see that person again, it was probably worth it.
- 7 It may be that your sole purpose in life is simply to serve as a warning to others.
- 8 Never buy a car you can't push.
- 9 Never put both feet in your mouth at the same time, because then you won't have a leg to stand on.
- 10 Nobody cares if you can't dance well. Just get up and dance.
- 11 Since it's the early worm that gets eaten by the bird, sleep late.
- 12 The second mouse gets the cheese.
- 13 When everything's coming your way, you're in the wrong lane.
- 14 Birthdays are good for you. The more you have, the longer you live.
- 16 Some mistakes are too much fun to make only once.
- 17 We could learn a lot from crayons. Some are sharp, some are pretty and some are dull. Some have weird names and all are different colors, but they all have to live in the same box.
- 18 A truly happy person is one who can enjoy the scenery on a detour.
- 19 Have an awesome day and know that someone has thought about you today.
- 20 Save the earth...It's the only planet with chocolate!



Dr. James R. Kok has written a definitive resource detailing the key essentials in becoming a more caring person in his latest book, "**The Miracle of Kindness**" (available at major bookstores, in either paperback or eBook editions.) A handful of basic tools —wrapped in courage— are the secret to changing the world through intentional acts of kindness.

As the **Koach Of Kare**, Dr. Kok has been a pastor at the Crystal Cathedral for the past 28 years and heads the Care Ministry department of the church. He is the author of six books and numerous articles, and he is the founder of the Conference on Care and Kindness.

Have you sent us your email address?

Many people have sent us an email at ShowUp@careandkindness.org to provide us with their email address so that we can send the **Care Capsule** to them online.

With all the new technology that surrounds people today (email, Facebook, Twitter, texting, iPads, iPhones, etc.), we have heard occasional remarks that printed material is a bit behind the times.

On the other hand, if you are one who enjoys holding a publication or a book in your hands, we are happy to continue sending printed copies to you.

What do you think? If you would like to receive future issues as an attachment to your email, please send us your email address. Send it to – ShowUp@careandkindness.org



Adam's Rib

At church school they were teaching how God created everything, including human beings.

Little Josh, a child in the kindergarten class, seemed especially intent when they told him how Eve

was created out of one of Adam's ribs.

Later in the week his mother noticed him lying down as though he were ill, and said, "*Josh, what is the matter?*"

Little Josh responded, "*I have a pain in my side. I think I'm going to have a wife.*"

Care Capsule

A publication of Care and Kindness Ministries, as an outgrowth of the Conference on Care and Kindness. Our web page is at www.careandkindness.org. For a free subscription to **Care Capsule**, send an email to ShowUp@careandkindness.org

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