

- Quotations -

We pulled these thought-provoking quotes from our weekly e-newsletter [A Charmm'd Pondering Point](#).
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Active Listening

"A person's name is to him or her, the sweetest and most important sound in any language."
- Dale Carnegie

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."
- Leo F. Buscaglia

"There is no greater gift to give to someone than your interest"
- Anonymous

"To listen well, is as powerful a means of influence as to talk well, and is as essential to all true conversation."
- Chinese Proverb

"There are times when silence has the loudest voice."
- Leroy Brownlow

Conflict Resolution

"Aggression unopposed becomes a contagious disease."
- Jimmy Carter

"Eventually we will find (mostly in retrospect, of course) that we can be very grateful to those people who have made life most difficult for us."
- Ayya Khema, (Born to Jewish parents in Berlin, Ayya escaped Germany and survived for 4 years in a Japanese prison-of-war camp until it was liberated by the Americans in 1944)

"Conflict is inevitable, but combat is optional."
- Max Lucade

"It's easy to get good players. Getting them to play together, that's the hard part."
- Casey Stengel

"An eye for an eye will only make the whole world blind."
— Mahatma Gandhi

"People who fly into a rage always make a bad landing."
— Will Rogers

"Speak when you are angry and you will make the best speech you will ever regret."
- Ambrose Bierce

Effective Communication

“Anybody can pilot a ship when the sea is calm.”

- Navjot Singh Sidhu

“A good listener influences the conversation.”

- Gene Salvadalena

“The basic difference between being assertive and being aggressive is how our words and behavior affect the rights and well being of others.”

- Sharon Anthony Bower, author

“Too many of us fail to fulfill our needs because we say no rather than yes, or perhaps, yes when we should say no.”

- William Glasser

“The way we communicate with others and with ourselves ultimately determines the quality of our lives.”

- Tony Robbins, author & professional speaker

“When you realize you've made a mistake, make amends immediately. It's easier to eat crow while it's still warm.”

- Dan Heist

“When we have the courage to speak out – to break our silence – we inspire the rest of the 'moderates' in our communities to speak up and voice their views.”

- Sharon Schuster (photojournalist)

Ethics

“There is so much good in the worst of us,
And so much bad in the best of us,
That it hardly becomes any of us
To talk about the rest of us.”

- Edward Wallis Hoch

“Expecting the world to treat you fairly because you are a good person is a little like expecting the bull not to attack you because you are a vegetarian.”

- Dennis Wholey

Leadership

“Change has a bad reputation in our society. But it isn't all bad — not by any means. In fact, change is necessary in life — to keep us moving ... to keep us growing ... to keep us interested... Imagine life without change. It would be static ... boring ... dull.”

- Dr. Dennis O'Grady

Manual on Military Leadership:

Good leaders develop through a never-ending process of self-study, education, training, and experience.

“If your actions inspire others to dream more, learn more, do more and become more, you are a leader.”

- John Quincy Adams

“Parents provide the earliest influence on children. By modeling leadership in their own lives, parents profoundly affect the kind of leaders their children become.”

- Michael McKinney, www.LeadershipNow.com

“Example has more followers than reason.”

- Christian Bovee

“Lives of great men all remind us we can make our lives sublime; and, departing, leave behind us footprints on the sands of time.”

- Henry Wadsworth Longfellow

“The measure of a man's real character is what he would do if he knew he never would be found out.”

-Thomas Babington Macaulay

“The life I touch for good or ill will touch another life and that in turn another, until who knows where the trembling stops or in what far place my touch will be felt.”

- Frederick Buechner, author

“It's not only children who grow. Parents do too. As much as we watch to see what our children do with their lives, they are watching us to see what we do with ours. I can't tell my children to reach for the sun. All I can do is reach for it, myself.”

- Joyce Maynard

“The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy.”

- Martin Luther King, Jr.

“He who has learned to disagree without being disagreeable has discovered the most valuable secret of a diplomat.”

- Robert Estabrook

“It is amazing how much people get done if they do not worry about who gets the credit.”

- Swahili proverb

Problem Solving

“Don't be afraid of opposition. Remember a kite flies against the wind - not with it.”

-Hamilton Wright Mabie, American essayist

“Most people spend more time and energy going around problems than in trying to solve them.”

- Henry Ford

“When you approach a problem, strip yourself of preconceived opinions and prejudice, assemble and learn the facts of the situation, make the decision which seems to you to be the most honest, and then stick to it.”

- Chester Bowles, politician

“The only thing that makes life possible is a permanent, intolerable uncertainty: not knowing what comes next.”

–Ursula K. LeGuin

Self Awareness

“Sometimes imagination pounces; mostly it sleeps soundly in the corner, purring.”

- Terri Guillemets

“The reputation of a man is like his shadow: it sometimes follows and sometimes precedes him, it is sometimes longer and sometimes shorter than his natural size.”

- French Proverb

“Don't find fault. Find a remedy.”

- Henry Ford

“The road to emotional resilience is covered with signs. Read them or you could find yourself stuck in an emotional ditch!”

- Jennifer Von Behren

“Know yourself. Don't accept your dog's admiration as conclusive evidence that you are wonderful.”

- Ann Landers, American Advice Columnist

“Only by much searching and mining are gold and diamonds obtained, and man can find every truth connected with his being if he will dig deep into the mind of his soul.”

- James Allen, As A Man Thinketh

“We can't make a positive impact on anyone if we don't have our own act together.”

- Ed Dunkelblau, Ph.D, The Institute for Emotionally Intelligent Learning

“Seeing within changes one's outer vision.”

- Joseph Chilton Pearce, author

“Educating the mind without educating the heart is no education at all.”

- Aristotle

“What you need to know about the past is that no matter what has happened, it has all worked together to bring you to this very moment. And this is the moment you can choose to make everything new. Right now.”

- Author unknown

“Be yourself. Above all, let who you are, what you are, what you believe, shine through every sentence you write, every piece you finish.”

- John Jakes

“Nobody grows old merely by living a number of years. We grow old by deserting our ideals. Years may wrinkle the skin, but to give up enthusiasm wrinkles the soul.”

- Samuel Ullman

“We live in a house of mirrors and think we are looking out the windows.”

- Fritz Perls

“We are what we repeatedly do.”

- Aristotle

Self Motivation, Optimism & Attitude

“Life's up and downs provide windows of opportunity to determine your values and goals – Think of using all obstacles as stepping stones to build the life you want.”

- Marsha Sinetar

“Forgiveness is an act of the imagination. It dares you to imagine a better future, one that is based on the blessed possibility that your hurt will not be the final word on the matter. It challenges you to give up your destructive thoughts about the situation and to believe in the possibility of a better future. It builds confidence that you can survive the pain and grow from it.”

- Larry James, President of CelebrateLove.com

“Celebrate what you want to see more of.”

- Thomas J. Peters

“No one can make you feel inferior without your consent.”

- Eleanor Roosevelt

“Tell me and I'll forget; show me and I may remember; involve me and I'll understand.”

- Chinese Proverb

“Many of life's failures are people who did not realize how close they were to success when they gave up.”

-Thomas Edison

“The optimist sees opportunity in every danger; the pessimist sees danger in every opportunity.”

- Winston Churchill

“If you have only one smile in you, give it to people you love. Don't be surly at home, then go out in the street and start grinning 'Good morning' at total strangers.”

- Maya Angelou

“It is your attitude, not your aptitude that determines your altitude.”

- Zig Ziglar; American author & motivational speaker

“What a man's mind can create, man's character can control.”

- Thomas Edison

“We cannot hold a torch to light another's path without brightening our own.”

- Ben Sweetland

“Today is your day, your mountain is waiting, so get on your way.”

– Dr. Seuss

“There are no mistakes or failures, only lessons.”

- Denis Waitley

“The advantage of giving yourself a handicap is that you can have the illusion of success without having to risk losing it.”

- Steven Berglas, a clinical psychologist at Harvard Medical School

Stress Management

“I don't know the key to success, but the key to failure is trying to please everybody.”

- Bill Cosby

“It's not the load that breaks you down, it's the way you carry it.”

- Lou Holtz, Football Coach

“There are two ways of meeting difficulties: You alter the difficulties or you alter yourself to meet them.”

- Phyllis Bottome, British novelist & short story writer

“When you worry, you are paying dividends to a disaster that has not yet been earned.”

- Author Unknown

If Mama ain't happy, ain't nobody happy!

- Anonymous

“Yesterday's the past, tomorrow's the future, but today is a gift. That's why it's called the present.”

– Bill Keane

Team & Relationship Building

“Indifference and neglect often do much more damage than outright dislike.”

- J. K. Rowling

“Generosity gives assistance, rather than advice.”

- Marquis de Vauvenargues

“I have always relied on the kindness of strangers.”

- Blanche Dubois, Streetcar Named Desire by Tennessee Williams

“The value of a relationship is in direct proportion to the time that you invest in the relationship.”

- Brian Tracy, author & speaker

“Talent wins games, but teamwork and intelligence wins championships.”

- Michael Jordan

“Respect for the truth is an acquired taste.”

- Mark Van Doren

“Those who think it is permissible to tell white lies soon grow color-blind.”

- Austin O'Malley

“One man practicing sportsmanship is better than a hundred teaching it.”

- Knute Rockne

“Alone we can do so little - together we can do so much.”

- Helen Keller

“Never believe that a few caring people can't change the world. For, indeed, that's all who ever have.”

- Margaret Meade

“Teamwork divides the task and multiplies the success.”

– Unknown

“Patience is something you admire in the driver behind you and scorn in the one ahead.”

- Mac McCleary

“Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.”

- Andrew Carnegie

"The only way to have a friend is to be one."

- Ralph Waldo Emerson

“Friendship isn't a big thing – it's a million little things.”

- Author Unknown

“Make the best use of what is in your power, and take the rest as it happens.”

- Epictetus

Time Management & Goal Setting

“You are never too old to set another goal or to dream a new dream.”

- C.S.Lewis

"I can't change the direction of the wind, but I can adjust my sails to always reach my destination."
- Jimmy Dean

"For me, goals are my road map to the life I want. They have helped me accomplish things I once thought were impossible."
- Catherine Pulsifer, author & glass artist

"The secret of your future is hidden in your daily routine."
- Mike Murdock

"The vision must be followed by the venture. It is not enough to stare up the steps - we must step up the stairs."
- Vance Havner

"Americans work an average of 45 hours per week, with sixteen of those hours labeled as unproductive."
- Microsoft Survey, March 15, 2005

"Once you have mastered time, you will understand how true it is that most people overestimate what they can accomplish in a year – and underestimate what they can achieve in a decade!"
- Tony Robbins

"The road to success is always under construction."
- Lily Tomlin

"Accept what life throws your way and accept it with courage and strength."
- Marge Burda

"We may be very busy, we may be very efficient, but we will also be truly effective only when we begin with the end in mind."
– Stephen Covey

"If you don't know where you're going, you'll probably end up someplace else."
– Yogi Berra

"Better three hours too soon, than one minute too late."
– William Shakespeare