

# Steve's Report

Confrontation

Imagine that you get home from the store and discover that one of the items you purchase is broken. You're a little bothered by the inconvenience, but it's not that big of a deal. You know you can simply take it back to the store and exchange it.

The next day, you take the item back to the store, hand the item and your receipt to the clerk and explain the situation. Imagine that the clerk rolls his eyes and says in an irritated tone, "You think you'd know how to check out before you buy the items in the first place."

How do you respond? The clerk was clearly out of line. After all, customers have a reasonable expectation that items they purchase are brand-new, working *copybooks*. You didn't do anything wrong. So, how do you respond?

Years ago, many people might have appeared to ignore the comment, thinking, "I will not dignify that comment with a response," or "I will not allow this individual to drag me down to his level." After the transaction is complete, the customer might have quietly made the manager of the store aware of the



situation - because poor customer service hurts the business and the manager needs to know.

These days, however, a situation like this is more likely to end up in a scene from "The Jerry Springer Show." Something has happened in our society that makes it harder for us to bite our tongues - to turn the other cheek. When we feel we are in the right, we don't seem to mind making a public spectacle of ourselves. We get puffed up with pride and self-righteousness and tell ourselves things like: "I don't deserve to take that kind of behavior from anybody!" I'm not going to stand for it! I'm going to put them in their place!"

And the stage is set for an ugly confrontation.

At this point, I need to confess that the reason I'm writing about conflict and confrontation is NOT because I am a subject-matter expert who has some great wisdom to share. Over the past few weeks, I have allowed myself to get tangled up in a couple of these confrontations.

Back in high school, I used to be on the debate team and was pretty good at arguing my point. When I think back on these two confrontations, however, the thing I remember most is not what was said, it's how I felt afterwards - the anger burning in my chest and in my face, the negative emotions, the ill-will towards the other person... and I truly dislike feeling that way. It turns my whole world ugly.

We have been given a wonderful gift that helps us deal with conflict. It's called, CHOICE. I have chosen to step away from the conflict and from the negative feelings that I have allowed to creep into my life lately. It's just

as simple as that. I have decided to be in a better mood - to count my blessings, and to reflect on the positive things in life.

Some clever psychologists would tell me that conflict is unavoidable, and that issues only get bigger if you don't confront them. But you have to pick your battles. Sometimes the issue simply isn't worth the fight. I can't think of a single, angry insult, for instance, that will encourage a store clerk to treat his customers more civilly.

But I'm pretty sure I can come up with some kind words that just might do the trick.

And that's my two cents, Steve Carlisle



Photo by Charles Mathis

A quick response by Carlisle firefighters prevented more destruction from occurring to the home of 109 School Street. The blaze was contained to the attic in the house and water damage was kept to a minimum thanks to the actions of the firefighters.

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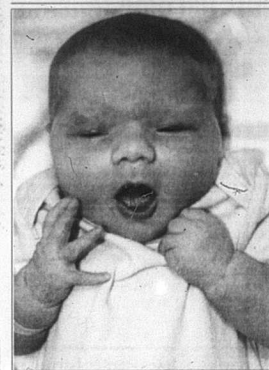
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# COMMUNITY NEWS

## Birth



Makayla Grace Hughes

Jeremy and LeLa Hughes would like to announce their birth of their daughter Makayla Grace Hughes. Makayla was born on January 6, 2009 at Central Baptist Hospital. She weighed 8 pounds 7 ounces and was 19 inches long. Makayla's maternal grandparents are Houston Jr. and Edna Wilson of Morehead. Paternal grandparents are Mark and Cindy

Thanks for all the cards. Some sent cards were a week or month. Thanks for all the prayers. Gifts came from all county churches and others. From other counties, even other states. My sister certainly has had the benefit of these. Thanks for all the good food, pins, cakes, money, etc. Thanks for all the good neighbors, friends and all those concerned. Thanks to the young lady who helped me get Marvin up after falling in the snow. Thanks to Connor One Oak of Flemingsburg. Thanks for prayers & visits from our ministers. Oh you can see we owe a lot to several people. We thank the Lord for all caring and thoughtful good people. Thanks to 3 sisters and sister in law. Thank you, Marjorie Wilson & Family

**Thank You!**

### Happy 1st Birthday

William Carson

Love, Mom & Dad

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Guess who is 40 on Feb. 8th

We love you! @xoxo  
Happy Birthday!  
Love,  
Chris, Faith & Emily

### Happy 1st Birthday

William Carson

Love, Mamaw and Papaw, Flora and Emily

### A Special Thanks...

I would like to thank my family, friends and neighbors for making my 80th birthday a special day. Thanks for the cards, gifts, flowers, everyone who attended the party, and for the singers for the great music. Thanks Again, Hester Allison

### Happy 1st Birthday

William Carson

Love, Your Big Sister Haley



The family of Roy E. Gaunce, Jr. would like to express our sincere gratitude for all the kindness and compassion shown after his sudden death. Many thanks to the first responders, the ministers, those who cleared the snow, brought food, sent cards and flowers, made donations or just stopped by or called. Our friendship will not be forgotten.

Sincerely,  
Brenda, Reg, Brent, Regina and Families

### Thank You

All of us at Fleming-Mason Energy want to thank our members for their patience during the largest power outage in Kentucky history. Our crews worked around-the-clock in brutally cold weather to get your lights back on, along with other employees. When it comes to restoring power, Fleming-Mason Energy is there, always working for you. Thank you for your trust and the privilege of serving you.

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### Nicholas County Opinion Poll

This week's question:

Do you think we will have any more snow this winter?

Carolyn Cox: "I feel like we might get some snow in March but probably not much accumulation."

Emily Gaunce: "I wouldn't be surprised if we got some snow."

James Murrell: "Yes, I hope not a lot more but I don't think we're out of the woods yet."

Wayne Baker: "We'll have some more snow."