

Paul did a remarkable job relating to our staff \dynamic and delivered with such zest \thought-provoking, humorous
It is amazing what an impact Paul can have in a young person's life \his energy and enthusiasm are contagious \enthusiasm.

PAUL VITALE
PROFESSIONAL SPEAKER



Motivational Madness E-Newsletter

The Common Courtesies of Air Travel

Written by Paul Vitale

"Are you having fun yet?" Depending on the ebbs and flows of your journey at the time you are asked, the answer to this question can vary greatly; not only from traveler to traveler, but from circumstance to circumstance as well. The common courtesies of modern day air travel...wow, have things changed.

For those business warriors or leisure travelers who choose the air over the road, one does not have to look far to find a familiar reality: on most days, respect and common courtesy, one person to the next, must have deplaned on some other jet bridge, in some other airport.



Things We All Can Do to Fly in Harmony

It doesn't matter if you are one who occasionally books an e-ticket, or keeps your corporate travel agent busy making arrangements from week to week. What once seemed to be an enjoyable privilege, has now become an ever so challenging necessity.

Air travel today is often associated with weather delays, mechanical problems, cancellations, lost luggage and just plain old travel fatigue. As frustrating and inconvenient as these situations can be, there is even a more annoying condition that can stretch the most relaxed traveler to the maximum limit: a one-on-one bout with someone else's rude behavior.

From the Northeast to the Southwest and from sea to shining sea I have seen it first-hand, as passengers arrive and depart from airports of all sizes. Anger and disrespectful behaviors abound; not only now and then, but more often than not.

Having the opportunity to travel quite frequently, I've often accepted the fact that this is just how it is these days as we make our way from place to place. However, I have found myself a little more frustrated and disenchanted lately and catch myself wondering if John Madden has the right idea. So, instead of continuing to focus on those who seem to test the patience of all, I decided to take a positive view and send out a heartfelt expression of gratitude to those who still know how to treat others with kindness and respect. If you find yourself falling under this category quite frequently, then this is for you...



Lenny & Paul, TODAY Show - New York
feel as though you are a total inconvenience

As the Rental Car Shuttle Zooms Away...

A debt of gratitude is owed to the individual who not only helps someone else safely secure their luggage on the rack before the shuttle proceeds, but to that one gentleman who still believes in the act of giving up his seat to a lady. Thank you for being such a class act.

From One Kiosk to the Next...

Now that most airlines encourage self check-in at the kiosk, isn't it nice when you find that one couple standing in line behind you not breathing down your neck. For those who allow you to finish your check-in process without rushing or rattling you-making you

Vital Information

Voice of a Student

Hundreds of students throughout Arkansas answered a variety of questions posed by Paul as he presented **A Hero Within**

at their schools. Below is a sampling of their responses.

What can educators do to continue motivating you?

- Encourage me - 20%
- Make it fun - 10%
- Positive attitude - 7%
- Listen to me - 7%

Who is your greatest influence?

- Family - 24%
- Mom - 18%
- Dad - 13%
- Friends - 10%

What is your greatest fear?

- Not fulfilling my dreams - 24%
- Failing a class - 13%
- Peer pressure - 10%
- Death - 9%

Do you consider yourself a role model?

- Yes - 62%
- No - 17%
- Sometimes - 5%
- Not really - 4%
- No answer - 12%

How many hours daily do you spend on a computer?

- 0 - 1/2 hour - 42%
- 1 hour - 20%
- 2+ hours - 38%

Do you consider professional athletes to be positive or negative influences?

- Both - 41%
- Positive - 34%
- Negative - 14%
- No answer - 11%

It is no different when checking in with an airline representative. Allowing the person in front of you to not only exit after completing the process, but also moving out of the way of both them and their luggage; makes for a much better day.

Boarding Passes, Licenses and TSA Representatives...

A tip of the hat goes to those who approach the entire security process with a tolerant attitude toward the many around them. Some passengers will always have a little more to pull out of a briefcase and stuff back in; while others might just need to bypass you for one more gray bin. Whatever the circumstances, isn't it nice when fellow travelers allow you space; don't cut their eyes at you if you accidentally sent your boarding pass through the x-ray machine; and smile, rather than mumble derogatory comments, if it takes a few extra minutes to collect your personal items and get redressed.

This Line to That Line...

Whichever line you help to make up (i.e., at the security check-in, ticketing, boarding or Burger King® in Terminal A) a huge shout of appreciation goes out to those travelers who choose not to cut in front of others and proceed to stand there like they didn't mean to in the first place. Eventually, every line comes to an end-someone is first and someone is last. Nonetheless, everyone is grateful to those who accept their place in line, wherever it may be. There is one critical exception though.

When boarding the plane in groups or all rows, if you see an elderly person or someone who seems to be experiencing "one of those days" (if you know what I mean) let them step in front of you. Not only will you put a smile on their face, they really will appreciate your genuine kindness.

Aisle, Center or Window Seat...

After finally being seated, I would like to offer a standing ovation to that individual who graciously offers help to another passenger who is struggling to lift their bag into the overhead compartment. For the traveler seated in the center or window seat who needs to go to the restroom and kindly asks the person next to them to allow clearance into the aisle-thank you for your politeness.



James Madison University – Virginia

To the person who turns around to see what the passenger is doing directly behind them before pushing the small silver button to recline, you are first class. No one likes coffee or soda spilled in their lap; not to mention, you never know when someone's laptop screen or keyboard might suffer the consequences.

As the Wheels Touch Down...

It is quite difficult not to notice those who immediately leap up from their seats and pass right by you before the airplane door has even been opened. I applaud those passengers who wait patiently to exit in an orderly fashion. After hours on a plane, no one enjoys trying to stand and get out of their seat while someone from behind charges past them, instead of waiting their turn. Odds are their connecting flight will still be waiting at the gate anyway.

Bags, Bags and More Bags...

After arriving at your final destination, one of the toughest tests of endurance is waiting for your bags. A big gold star goes to that traveler who is quick to say the words "excuse me" when trying to remove luggage from the baggage carousel, while someone is blocking their path. Isn't it nice when you hear those words! Common courtesy at baggage claim is greatly appreciated by all.

"So, are you having fun yet?" I know, I know...it all depends on the dynamics of your travels. Nonetheless, flying these days does not have to be a major pain in the neck if you, I and our fellow cohorts in the air extend a little respect to one another. Never under estimate the power of social graces such as: *Thank you; You may have my seat; Oh, let me help you with your bag; Pardon my interruption; I apologize for bumping into you.* These and many other tokens of thoughtfulness can go a long way in the journey toward establishing harmony both in the skies above and in our passage between stops on the ground.

Remember, you never know when the shoe might be on the other foot. When you are having "one of those days," you will definitely appreciate that one soul who extends common courtesy, a kind word and a warm smile. What has become a necessity can once again be enjoyable as we each bring our own personal instrument of harmony to the infinite skies above.

Vital Information

Are you ever bullied by others at school?

Yes - 51%
No - 49%

Do you currently have a Facebook® or MySpace® account?

Yes - 81%
No - 19%

How many text messages do you send in a day?

Zero - 24%
1 to 100 - 45%
Over 100 - 31%

Expand Your Vocabulary

Circumlocution
sur-kuhm-loh-kyoo-shuhn

Noun

1. A roundabout or indirect way of speaking; the use of more words than necessary to express an idea.

Her clever circumlocution was pleasing to the ear, but ineffective for making her point.

Thoughts to Ponder

I think we all have a little voice inside us that will guide us...if we shut out all the noise and clutter from our lives and listen to that voice, it will tell us the right thing to do.

-Christopher Reeve

When patterns are broken, new worlds emerge.

-Tuli Kupferberg

Change occurs when the pain of remaining the same becomes greater than the fear of changing.

-Judson Mills

To read means to learn. To learn means to share. To share means to encourage. To encourage means to influence.

-Paul Vitale