

Standard online reader survey



Q: Do you favor the border wall President Trump wants to build?

YES or NO

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GUEST COLUMN

When difficult people get angry, be nice

One of life's frustrations is having to deal with difficult people. Everyone has to interact with them. You can encounter them in virtually any situation.

You call your credit card company and customer service is rude. Your boss keeps changing priorities and then reprimands you for not getting things done. Someone you supervise always has an excuse for being late. You call a government office and it's impossible to find a person who can help you.

When dealing with difficult people, your words and actions affect the outcome. You play a role, so you need to be proactive. Don't start out assuming there will be a problem. Expect that all will work out. Positive expectation is a powerful force. Focus on what you want to accomplish. Don't get sidetracked into irrelevant arguments.

Regardless of how difficult the other person is, don't lose your cool. Once you do, it's virtually impossible to achieve your objective. Although it can be challenging, be kind and considerate. Treat everyone with respect. Remain calm and rational. You don't want to burn bridges or say things you will regret.

Address the actions of the difficult person or the issues. Don't insult or get personal. Don't make it an issue of pride, dignity, or image. An attitude of "I

don't have to take that" is not productive.

Break the pattern. Do what the other person doesn't expect. Don't get dragged into a shouting match. When someone yells, lower your voice. Speak slowly. Whenever you react in kind, the situation escalates.

Don't just complain, suggest alternatives. Lead with questions rather than by making statements. For example ask, "If you were in my position how would you feel? What would you do?" Give people a choice.

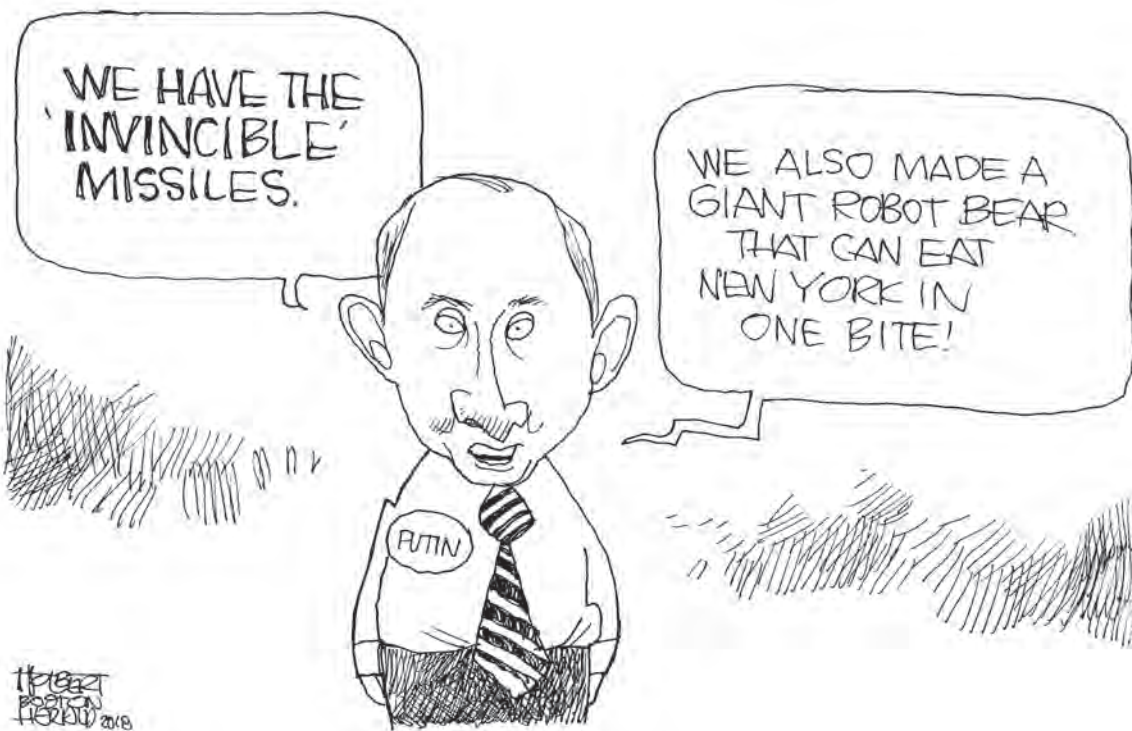
Don't internalize what a difficult person does. Feelings of bitterness, anger, and resentment are toxic to you. Some difficult people even take pleasure when you react in this way. When these feelings start to take hold, let them go. There's no benefit to allowing difficult people to control your emotions.

Whenever possible, avoid difficult people altogether. Politely excuse yourself by mentioning that you have other commitments or tasks to attend to. Avoid being drawn into arguments or contentious conversations.

Dealing with difficult people is frustrating. Learn to alter your reaction. Keep your objective in sight. You will greatly improve your effectiveness while reducing your stress.



BRYAN GOLDEN



No collusion is being found

It has long been the key question of the Trump-Russia affair: Did Donald Trump's presidential campaign collude with Russia to influence the 2016 election? Now, we have the first official, albeit partisan, answer.

"We have found no evidence of collusion, coordination, or conspiracy between the Trump campaign and the Russians," said Republicans on the House Intelligence Committee Monday, as they released findings from a 14-month Trump-Russia investigation.

GOP Rep. Mike Conaway, who formally oversaw the committee probe, said, "We found perhaps bad judgment, inappropriate meetings, inappropriate judgment in taking meetings." But no collusion.

Committee investigators looked at the events often cited as evidence of collusion. They looked at the June 9, 2016, meeting in Trump Tower in which Donald Trump Jr. and other top campaign officials talked to a group of Russians who promised, but did not deliver, damaging information on Hillary Clinton. They looked at the activities of peripheral Trump advisers George Papadopoulos and Carter Page. They looked at the allegations in the Trump dossier. They looked at all that, and they could not find a thread connecting events into a narrative of collusion.

The collusion question is the most contentious of the Trump-Russia investigation. Some Democrats have long said we know enough now to prove collusion. Indeed, just last month, Rep. Adam Schiff, the ranking Democrat on the Intelligence Committee, said, "There is already, in

my view, ample evidence in the public domain on the issue of collusion if you're willing to see it."

Would-be believers in collusion could suffer another disappointment later this year when the bipartisan Senate Intelligence Committee releases its report. Shortly after the House findings were made public, the chairman of that committee, Sen. Richard Burr, told CNN he has not seen evidence of collusion, despite his committee having spent more than a year looking for it.

"I've read a lot about it, but I haven't seen any" evidence of collusion,

Burr said, "according to the CNN report."

Burr's official position is that the investigation into collusion continues, but he has sent out signal

after signal that he doesn't think it happened — an opinion that supports what House Republicans found.

None of special counsel Robert Mueller's indictments or guilty pleas so far have alleged collusion. But it is always important to note that we do not know what is coming next.

And in the skit, the respected special counsel Mueller delivered the news. In real life, it was House Republicans. And a lot of Democrats, and some in the public as well, will simply not believe House Republicans' word on the matter. They'll wait to hear from other sources.

That is coming, perhaps sooner rather than later, and the collusion question will finally be settled.

Byron York is chief political correspondent for The Washington Examiner.

COLUMNIST

BYRON YORK



YOLO: You only live once

Kids say it all the time: YOLO. You Only Live Once.

It's the excuse they use when they want to do something silly, stupid or dangerous.

"Let's see how fast Mom's car will go — YOLO!"

"Let's eat worms — YOLO!"

Not that I didn't do stupid stuff when I was a kid, it's just that I don't ever remember saying YOLO. I think we usually just said, "Watch this!" before each trip to the emergency room. YOLO came along with all the other internet acronyms: LOL, BRB, IMHO and who knows what else.

It's something you expect from young people. But on a plane ride last week, I heard two women who were well into their golden years talking about their upcoming cruise, and one said, "My children say I'm spending their inheritance, but I say you only live once."

Even if we don't use those words, I think more and more older people are joining the YOLO movement. It is a puzzlement as to why the children of the woman I overheard would think YOLO is a good idea for themselves, but not for their parents.

A bigger question for those who have any money to pass along is: Why would you even think leaving money to your children is a good idea? Sure, it's tradition, but what makes you believe it would make your children happier, better or wiser people? Have you read a study that says it's a good idea? Is there a scientific paper that confirms it?

We've all heard stories of great fortunes left to spoiled, unseasoned children who wasted it — or worse, created great evil with their unearned

wealth. Most of us can name a family where money seemed to be a curse, not a blessing. The old TV show "The Millionaire" would show how receiving a million dollars, tax-free, seemed to wreck peoples lives, not improve them. Many successful people believe they are successful because they had tough, rocky, almost abusive childhoods. They wonder how their own children will learn the lessons they need to know if they spend all their money giving them a "perfect" childhood. Will they be tough enough? Will they be street-smart? Will they value hard work if they don't have to work?

Any college administrator can tell you stories about parents who will do anything for their kids: do their homework for them, write their admissions essay for them, make sure they never hit a bump in the road. It's almost hard to imagine a better way to raise an unsuccessful, unhappy adult who won't be able to afford therapy.

YOLO encourages bad choices and risky behavior. A better philosophy for an adventure-filled life would be the old phrase, "You'll be dead for a long time." It leaves plenty of room for saying "yes" to all kinds of learning and enjoyable experiences, yet it has a built-in warning about trying the truly dangerous stuff. It discourages speeding and cherry bombs, but allows for eating worms and going on cruises.

YOLO doesn't leave room for a next life; the other phrase simply encourages us to make the most of this one. Don't waste it.

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THE SCOOP

JAMES CLARK



We need to elect a local resident

This is a plea I make about once every four-year election cycle so excuse me for being repetitive. Warren County desperately needs some representation on Capitol Hill in Nashville.

As it stands today, there are 132 state lawmakers who have a vote in either the Tennessee House or Senate. Exactly none of them (0) are from Warren County.

This needs to change and I'm hopeful it will this November. The reason is simple. When a resident from Warren County holds a voting seat in state government, it benefits our community.

We don't have to look any further than the Jerry Cooper days to realize this. Just off the top of my head, without doing any research, I can name four projects Cooper spearheaded that helped Warren County.

Cooper was perhaps the biggest supporter for doubling the size of Motlow College — and that was at a time Tennessee didn't emphasize higher education the way it does now. It turned out to be a brilliant move because we need every bit of that space with the state's recent education initiatives, most notably free tuition to a two-year college or technical school.

During Motlow expansion, Cooper also got our Driver Testing Center moved from a trailer in front of Motlow to its current facility across from WCHS. I remember him saying Motlow needed to look like an institution for higher learning, not a school with a junky trailer in front.

In addition, Cooper gave a huge state appropriation to the town of Morrison that was earmarked for the construction of a new library.

Cooper also spearheaded the project we all know and love, that little four-lane to Woodbury that now bears his name.

It's important to note Warren County has received another major project since Cooper left office. We were awarded the Advanced Robotics Center, an estimated \$5.5 million project. But the state lawmaker who provided the biggest sales pitch was Kevin Dunlap, also from Warren County, who served one term in the state House.

I'm not suggesting our current elected officials in the state House and Senate have anything against Warren County. Since they desperately need our votes to get elected, they certainly are going to play nice and say what we want to hear.

But the unfortunate truth is people are going to pay special attention to their hometown. That's how things work. And right now there's not a lawmaker who calls Warren County home.

The results are evident. The state has failed to fund our Driver Testing Center for two years straight. We can't even get a sidewalk built on Sparta Street from a state grant announced in June 2015. Somehow the project has been stuck in the "environmental phase" for two years.

Dorothy once tapped her magic slippers and said, "There's no place like home." State lawmakers think much the same way, but unfortunately none of them call Warren County home.

Standard editor James Clark can be reached at 473-2191.