

Let's take a closer look at this story and compare it to Tom's experience earlier on.

<b>Tom's story</b>	<b>Your view</b> <b>Can you relate this to any experience of your own?</b>
<ul style="list-style-type: none"><li>• Tom was able to reduce his feelings of stress simply by seeing the situation from another person's point of view.</li><li>• The flight attendant's approach depended on his defending his position as a representative of the airline, and by so doing overcoming the objections of the passenger.</li><li>• It all relied on effort of will, rather than empathy.</li></ul>	

- Although he was not rude in any way, he made the passenger feel not heard and not understood by sticking so faithfully to the party line – which is probably why the passenger became more and more agitated.
- By trying to see the situation from the passenger's point of view, the flight attendant could have injected a little humour, and a little warmth, which would have given the passenger the sense of being a person being communicated to by another person.
- It would also have helped the flight attendant to relax and be less defensive, which would have meant he felt much less depleted by the whole exchange.