

The Handbook for
Exceptional People

The Handbook for Exceptional People

Jez Cartwright

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Introduction

Welcome to [The Handbook for Exceptional People](#). You have picked up this book and started to read it for your own reasons. For some of you it will be because you liked the title or the colour of the cover, or perhaps a friend recommended it to you, or there may be any number of other reasons. Whatever they are you are obviously interested in the subject matter: [Exceptional People](#).

I will start by saying that I believe everyone is exceptional. This includes you, the person who is sitting near to you and even the person who annoys you most of the time – they are exceptional, too.

The reality is, however, that most people are unaware of this. The reason for this is that the Exceptional Person is shrouded in layer upon layer of information and experiences from their past that whirrs around their brain, stopping them from being the Exceptional Person that lies at the core of who they really are.

Through my own personal journey, and the work that I do as a personal coach, I have seen many aspects of human behaviour. Some of the ways that we behave work well whereas others are less effective, and it is those ways that can create conflicts with other people or simply mean that we do not have the best relationships with them. This handbook is by no means intended to be a definitive text

that will uncover the way that an Exceptional Person interacts and gets along with others, but rather as a guidebook to help you look at different areas of your life and to ask yourself questions about how past experiences might have affected how you deal with situations now.

Are the ways that you interact with others giving you what you want out of life? By asking yourself this and other similar questions you are opening up the possibility of an alternative way of living where you will be able to form stronger personal and business relationships, and will find getting on with others easier and more rewarding. By understanding yourself at a deep level you can see more clearly into the way you and others react to the challenges of life and even simple everyday situations. The result will be a clearer and purer way of communicating with others.

Just by reading this book you will become more consciously aware of your behaviour. You will find that some of the questions will appear time and time again. I make no apologies for this, as I believe that by asking these questions we will keep learning about ourselves, and the day we stop learning about ourselves will be the day we stop living.

Although many of you will choose to read the book in its entirety, others will dip into the sections that you see as relevant. I urge you at least to read it through once before

using it as a reference tool. This will enable you to walk through the different parts of the book and build on your knowledge as you go along. If you carry out the exercises along the way you will be able to look at your life more clearly and see the difference that you would make to your life if the Exceptional Person within you were to be revealed. Don't worry, though, I'm not going to ask you to carry out lots of time-consuming exercises; when I come across those in books I don't do them either! There are just enough to help you look at the particular aspects we are covering at each stage of the book.

You may find that you agree with certain parts of this book but disagree with others, and you may also have further insights to add of your own. It's important to work in the way that you feel the most comfortable with, as long as you address the issues dealt with in the book. Whatever the case I would love to hear from you, as only by sharing such information can we all learn more. If we learn more then we can refine ourselves even further to uncover that Exceptional Person within us all.

You may be reading this and thinking that it is just about navel-gazing and could actually be quite arrogant and self-seeking. But when we find our Exceptional Person within it will not only benefit ourselves but also everyone we encounter in our daily lives.

Paul Ekman, a world-renowned psychologist and expert on non-verbal communication and emotions, studied extraordinary persons and described four qualities found in them, as quoted in Daniel Goleman's book, *Destructive Emotions*. Ekman said: 'Firstly, they emanate a sense of goodness, a palpable quality of being that others notice and agree on. This goodness goes beyond some fuzzy, warm aura and reflects the integrity of the true person.' Ekman also found that in extraordinary people 'there is a transparency between their personal and public life, unlike many charismatics, who have wonderful public lives and rather deplorable personal ones'. This, for Ekman, differentiates the extraordinary person from the charlatan.

Selflessness was the second quality found by Ekman. He noted that extraordinary people are inspiring in their lack of concern about status, fame or ego. They are totally unconcerned whether their position or importance is recognised. Such a lack of egoism, Ekman added, 'from the psychological viewpoint, is remarkable'.

The third quality is a compelling personal presence that others find nourishing. 'People want to be around them because it feels good – though they can't explain why', writes Ekman. The Dalai Lama offers an obvious example of this third quality: the standard Tibetan title is not 'Dalai Lama' but rather *Kundun*, which in Tibetan means 'presence'.

The fourth quality possessed by such extraordinary individuals is 'amazing powers of attentiveness and concentration'. Here again, Ekman found the Dalai Lama exemplary. As Ekman later put it,

In most scientific meetings, I and others who speak frankly readily acknowledge that our mind drifts. As you listen to someone talk, you think about where you are having dinner, your attention comes back to the talk for a few minutes, and then your mind drifts off to your own work and some experiment the discussion inspires. But when I sat with the Dalai Lama for five days in meetings, I noted that His Holiness did not miss a beat. He is one of the closest listeners I have ever encountered – he's totally concentrated. And it's contagious: When I spent those five days with him, amazingly, my mind rarely drifted for a second.¹

Amazing, or what?

I have used the title, *The Handbook for Exceptional People*, even though I know that we are usually the ones to put ourselves down and not believe that we are indeed exceptional. Through the work that I carry out I find that the common denominator is the same, whether I am working with a CEO of a large FTSE company or someone who has been abused as a child; you will have to read on to find out what that common denominator is.

So, before we begin, I want you to know that I believe you are an Exceptional Person and that you need to look at the layers of information and experience that distorts this fact and then ask yourself what benefit there is in holding on to these layers in your life any longer.

I have split the book into three main sections:

Part I: The Lie of the Land

This is the start of the process. Before we make a move it is imperative that we see where we are starting from and look at the misinformation that we have been telling ourselves and bringing into all the different areas of our lives. Although this may be uncomfortable, it is essential that you work through the process in a thorough way to ensure success. Once this is complete you will be able to move on to the next stage.

Part II: The Human Being

It is usually when we begin to interact with others that things might start to go awry. As we tend not to operate well in complete isolation, it is in our 'being' rather than our 'doing' that we will be effective with others. By this I mean that we are human beings not human doings! Getting this aspect

right will be the next step before you are able to enter the final stage.

Part III: Alchemy

Once you have understood the reasons behind making certain decisions or reacting in a particular way in the past, you will be able to choose to refine your behaviour so that you can reap endless rewards in all areas of your life and achieve a life you are truly happy with. These refining traits will provide you with an endless treasure, and as this is an ongoing cyclical process it will form an ever-upward spiral.