

## I AM THE DECISIVE ELEMENT

I've come to the frightening conclusion that I am the decisive element in the lives of the individuals I support. It's my personal approach that creates the climate; it's my daily mood that makes the weather. I possess a tremendous power to make an individual's life miserable or joyous. I can be a tool of torture or an instrument of inspiration; I can humiliate or humor, hurt or heal. In all situations, it is my response that decides whether a crisis will be escalated or de-escalated and an individual humanized or de-humanized.

--Haim Ginott



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