



The One Question...

When someone you know is upset, here's the question you need to ask first to help them the most.

One fine way to ring in the new year is to make a resolution to handle sadness and anger better. This includes your own emotions as well as those of people around you. There's plenty of research to help guide us, whether we're dealing with a grandchild, a spouse, an adult child or a friend.

It's easy to assume it's the other person's responsibility to get it together, but how we react can make a big difference in how well the situation is resolved. In other words, we have the power to do a lot of good.

The Question to Solve Upsets

One tried and true method is to ask a loved one who is upset a defining question: Do you want to be helped, heard or hugged? Everyone handles emotion differently and may need a different response depending on if they're anxious (advice may be wanted) or angry. Helping them define what they need in a particular situation is empowering.

- **Helped.** This person is asking you to give advice about how to handle a situation.
- **Heard.** Sometimes the best thing you can do is listen and nod.
- **Hugged.** There are times when healing commences best with a quiet hug.

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HOW TO NAP YOUR WAY TO A BETTER LIFE!

Taking a nap can have a host of benefits, but you have to do it in the right way, studies show.

Yawn... You may start feeling tired in the afternoon. An energy downturn is normal between about 1 pm and 4 pm for most people. Should you take a nap? Absolutely, according to experts. Whether you're feeling sleep-deprived from the night before or you experience a daily dip in energy, napping can help.

Who knew that something that can seem so unproductive is exactly the opposite? But experts say that timing your nap can make the difference between waking up refreshed or groggy.

"Data shows 20 minutes is optimal for our health and can increase alertness and performance in the afternoon," says Russell Foster, professor of circadian neuroscience at the University of Oxford and author of "Life Time: The New Science of the Body Clock, and How It Can Revolutionize Your Sleep and Health."

Most scientists recommend naps last between 10 and 20 minutes, to avoid going into deep sleep. But if you need more rest than that, aim for 90 minutes. That's about how long it takes to cycle back into light sleep, from which you'll awaken more easily and in an alert state. Research also shows that night owls tend to benefit more from naps than early risers. Not sure if you'll like napping? The only way to find out is to give napping a try!

All too often, many of us jump to giving advice [continued from page 1...](#) when all the person really wants is validation. One study found that phrases communicating empathy and understanding are especially comforting. Simple phrases such as “I understand why you feel that way” or “That must have been very hard” are powerful tools to soothe hurt and anger.

Helping others understand that things will improve with time, known as temporal feedback, is also very useful, research suggests. Ask the person how their feelings might change in a month, for example. “Different strategies meet different needs,” said Karen Niven, a professor of organizational psychology at the Sheffield University Management School in Britain who studies how what people say and do affects the emotions of others.



A growing body of evidence suggests that people want to talk about what's bothering them. We're social animals, and we care about what other people think. Just be sure to ask “Do you want to be helped, heard or hugged?” before diving into the problem, and start with validating phrases.

How to Handle Anger

Sometimes, we all have to deal with someone who is angry, whether they are mildly upset or boiling mad. Here again, we often have the power to make a bad situation better by how we react. A few tips for dealing with angry people follow:

- **Remain calm.** Your first impulse is likely to get upset, but keeping calm and steady is much more helpful.
- **Listen to the other person.** Many times, just allowing someone to vent can help diffuse their anger. If you're able, use validating phrases. Don't tell them to calm down or that they shouldn't be upset – this can trigger more anger.

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Member Testimonials

“We travel several times throughout the year and enjoy the security of leaving the Village with no cares about mail, papers, plant care or maintenance while we are gone. Also, I had used my mower and snow blower very effectively over the years, but now I can let somebody else take care of that for me, and I don't miss it at all.”

Dick and Sharon R.

“The co-op makes real sense because you have no worries about safety, security, maintenance, etc. I've visited other Village Cooperatives and was delighted to find that the residents love their new homes. I really don't know what more a person could ask for with this lifestyle.”

Bob H.

QUARTERLYQUOTE

Aging is an extraordinary process where you become the person you always should have been.

– David Bowie

What Is “Old Age” Today?

The age at which someone is considered “old” is being pushed back – and for good reason.

Adults in modern times are pushing back on when they are considered old. Social security mortality tables are a good indicator of these changes. Research done by John Shoven, an economics professor at Stanford University, indicates that a person with a 2 percent or more chance of dying in the next year might be dubbed “old”. Back in the 1920s men reached this age at 55. Today, that age has moved back to 70. For women, that age was the late fifties in 1920 and 73 today.

Maintaining Quality of Life as We Age

Many of those gains can be attributed to modern conveniences that most of us have access to, like waste removal, vaccines, clean water, refrigerators, and improvements in health care. We now know how important things like diet, exercise, and sleep are for quality of life in old age.

We’ve even dialed it down to the superiority of stimulating fast-twitch muscles through high intensity exercise versus spending long amounts of time building endurance. Why? According to Paul Holbrook, founder of Age Performance gyms that are specifically aimed at older adults, surges of more intense activity not only offer heart and lung improvement but also stimulate muscle fibers that we use to balance and keep strong. Yep, the same muscles that prevent us from falling or help us catch ourselves if we do stumble.

Advances on the horizon should one day soon enable us to turn back the clock on some aging processes that happen in our bodies. One example is stem cell exhaustion, when stem cells lose their ability to divide. Some studies have shown that rejuvenating these cells could mitigate some of the tissue degeneration that occurs as we get older.

Maintaining or finding a purpose in life has also been shown to correlate with quicker walking speeds and improved hand grip versus those who express a lack of purpose. Good mental health is now recognized as a factor that can increase life expectancy and quality.

Gerentolence? Yes!

In fact, the pursuit of this sense of purpose has stimulated researchers to identify a new stage of life called gerentolence. It’s defined as occurring from age 50 to 75, when many of us have a second adolescence as we embark on self-discovery and re-identification. Some may find new careers, a passion for [continued on page 4...](#)



volunteering or immersion in new hobbies.

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“The later stage of your life can be just as rewarding, even more so, than the previous parts,” says John Irving, Distinguished Scholar in Residence at the USC Davis School of Gerontology and the Chairman of the Milken Institute Center for the Future of Aging. It is a time for new possibilities on a variety of fronts, whether you’re devoting more time to grandchildren and the garden or jetting off to foreign countries.



“Breaking the Age Code” author Becca Levy, a Yale University Medical School professor and expert on the psychology of aging, is an advocate of using your mindset around aging to add quality years to your life – a little more than seven years, in fact. With ageism running rampant (how many commercials do we see every day for products promising to make us more youthful?), she draws on her own research to show how using the powers of the mind alone can enhance our experience of getting older.

“Aging is a common denominator across the world,” says Dr. Pol Vandenbrouke, head of Medical Strategy at Pfizer. “While there are still many uncertainties on the aging horizon, we can take steps now to make sure old age won’t just mean living long, but living well.”

Community Spotlight

If you’ve thought about cashing out of your house and moving into a worry-free lifestyle in a community with peers, this is your time! With so many amenities and home style options to choose from, hassle-free home ownership is within reach. **Call us today to learn more about cooperative living and availability at this location.**

- **Give them room.** Do they need time away from you to think through the problem? You may be the one who needs to physically leave the space. This is often better than escalating a conversation into a shouting match. continued from page 2...
- **Set boundaries.** Conversations should occur ahead of time, if possible, about how someone can talk to you and behave around you. Set limits and stick to them.

A landmark study from 2012 listened in on customer service calls to find out what responses inflamed unhappy consumers and which ones helped to calm them down. It turned out that telling them to “calm down” or “relax” just made them angrier. It’s sending the message that they’re overreacting.

Recent research asked people what words they would find most comforting. Once again, validating phrases were preferred. Participants wanted to hear “I can imagine that was difficult” much more than “Try to see both sides of the situation”.

“When people hear you and they say they understand you, you feel trusted, you feel cared for, you feel connected,” says Razia Sahi, a doctoral candidate in psychology at the University of California, Los Angeles, who studies how social interactions influence people’s emotions, “and feeling connected to other people is extremely, extremely important for us.”



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