



CHARACTER

Becoming a Better Person, One Day at a Time

Character isn't something you have. It's something you practice, one small choice at a time.

A NOTE FROM OUR TEAM

None of us has this figured out, and that's the point. Being a better person isn't a finish line. It's a daily practice: keeping your word when it costs you, listening longer than feels natural, and doing something kind that nobody asked for. Pick one page of this guide and start today.

— The Auto Advocate Team

Nobody wakes up a better person. You become one in small moments: the honest answer when a convenient lie was easier, the phone you put down to really listen, the apology you made first. And it pays off: UC Berkeley's Greater Good Science Center reports that in countless studies, kindness and generosity have been linked to greater life satisfaction, better relationships, and better mental and physical health.

1 Eight Habits of Good Character

1. Kindness

Treat people well when there's nothing in it for you, especially people who can't return the favor.

Try this: Learn and use the name of someone who serves you today.

2. Honesty

Tell the truth, even in small things, even when it costs you. Your word is only as strong as your smallest promise.

Try this: Go one full day without exaggerating or telling a "white lie."

3. Listening

Listen to understand, not to reply. Most people rarely feel truly heard. Be the person who hears them.

Try this: In your next conversation, ask two follow-up questions before sharing your view.

4. Keeping Your Word

Do what you said you'd do. If you can't, say so early and make it right. Reliability is a form of respect.

Try this: Write down every promise you make this week and check each one off.

5. Patience

Give people the grace you'd want on your worst day. Pause before you react, especially when you're tired or rushed.

Try this: When you feel irritated, take three slow breaths before speaking.

6. Generosity

Give your time, attention, skills, and money freely. Research suggests giving feels best when it's chosen, not pressured.

Try this: Give one hour this month to someone who needs help.

7. Forgiveness

Let go of resentment so it stops controlling you. Forgiving doesn't mean forgetting, excusing, or necessarily reconciling.

Try this: Name one grudge you're ready to start releasing.

8. Serving Others

Look for needs and meet them without being asked. Serving others is the quickest way to get out of your own head.

Try this: Do one chore at home or work that's usually someone else's.

2 A Closer Look at Forgiveness

Forgiveness is often the hardest habit on this list. Mayo Clinic describes it as a combination of acceptance and an intentional decision to let go of resentment and anger. It lists possible benefits including healthier relationships, improved mental health, less anxiety, stress, and hostility, and lower blood pressure.

It also makes an important point: forgiveness **doesn't mean forgetting or excusing the harm** done to you, and it doesn't always mean reconciling.

STEPS TOWARD FORGIVENESS (MAYO CLINIC)

- 1 Recognize how forgiving could improve your life.
- 2 Identify what needs healing and whom you want to forgive.
- 3 Accept your emotions and how they affect your behavior.
- 4 Seek support from a trusted friend, counselor, or group.
- 5 Choose to forgive, and release the control the hurt has had over you.

3 Daily Reflection Questions

Take five minutes at the end of each day. Pick two or three questions; you don't need to answer them all. Writing it down matters: UC Berkeley's Greater Good Science Center notes that putting thoughts into concrete words makes us more aware of them.

- Where did I show kindness today? Where did I miss a chance?
- Was I fully honest in everything I said?
- Did I keep every promise I made today?
- Who did I really listen to today?
- When did I lose my patience, and what triggered it?
- Who am I grateful for today, and did I tell them?
- Is there anyone I need to apologize to or forgive?
- What's one thing I'll do better tomorrow?

Date _____

Question I chose _____

4 Character Self-Assessment

Rate yourself honestly today (1 = rarely, 5 = consistently). Come back after the 30-day challenge and rate yourself again. For an even more honest picture, ask someone close to you to rate you, too.

CHARACTER HABIT	TODAY	AFTER 30 DAYS	WHAT I'LL WORK ON
Kindness: I treat everyone with respect	1 2 3 4 5	1 2 3 4 5	
Honesty: I tell the truth in small things	1 2 3 4 5	1 2 3 4 5	
Listening: People feel heard by me	1 2 3 4 5	1 2 3 4 5	
Keeping my word: I do what I say	1 2 3 4 5	1 2 3 4 5	
Patience: I stay calm under pressure	1 2 3 4 5	1 2 3 4 5	
Generosity: I give time and resources freely	1 2 3 4 5	1 2 3 4 5	
Forgiveness: I don't hold grudges	1 2 3 4 5	1 2 3 4 5	
Serving others: I help without being asked	1 2 3 4 5	1 2 3 4 5	
Total (out of 40)			

5 The 30-Day Kindness Challenge

One small act of kindness a day. Check off each day as you go. Make it count: in a study by psychologist Sonja Lyubomirsky and colleagues, summarized by UC Berkeley's Greater Good in Action, people who did five acts of kindness in a single day each week saw a significant boost in happiness. So on Days 7, 14, 21, and 28, go big: **five acts in one day**.

DAY	ACT OF KINDNESS	DONE	DAY	ACT OF KINDNESS	DONE
1	Text someone to say why you appreciate them	☐	16	Bring coffee or a snack for a coworker	☐
2	Let someone go ahead of you in line	☐	17	Leave a generous tip and a thank-you note	☐
3	Put your phone away for a full meal with family	☐	18	Help a neighbor with yard work or groceries	☐
4	Write a positive review for a local business	☐	19	Call an older relative just to listen	☐
5	Pick up litter on a walk	☐	20	Encourage someone who's struggling	☐
6	Thank a teacher, nurse, or first responder	☐	21	Five-act day	☐
7	Five-act day	☐	22	Mentor someone newer at work	☐
8	Give a sincere, specific compliment	☐	23	Return a shopping cart for someone	☐
9	Donate clothes or items you don't use	☐	24	Apologize for something you've put off	☐
10	Cook or bring a meal to someone	☐	25	Share a skill: teach someone something	☐
11	Send a handwritten note	☐	26	Do a chore that's usually someone else's	☐
12	Hold your tongue instead of criticizing	☐	27	Volunteer an hour of your time	☐
13	Reconnect with an old friend	☐	28	Five-act day	☐
14	Five-act day	☐	29	Forgive someone, even if only in your heart	☐
15	Learn the name of someone who serves you	☐	30	Plan your next 30 days of kindness	☐

Tip from the research: after each act, jot down a sentence about what you did and how it felt. Variety helps, too, so kindness never becomes routine.

CHARACTER MATTERS IN EVERY DEAL

Honesty and keeping your word are how we do business, too.

We built our company on the same values in this guide: tell the truth, keep your word, and serve the person in front of you. We work for you, never the dealer. With the Buyer Brief, you get honest research on rebates, incentives, rates, and your trade value, explained in plain English, so you can buy with confidence.

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THE DEALERSHIP HAS EXPERTS. NOW YOU DO, TOO.

SOURCES

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This guide is an educational personal-development tool, not counseling or medical advice. If you're struggling with anger, grief, or a painful relationship, a licensed counselor, pastor, or trusted professional can help.