



*Alma Jeftić*

### **One Moment, One Definition**

Recently I was asked how I define reconciliation. Poetic answer was not expected. Actually, I think they did not expect an answer at all. Somehow it seems that in these situations, people expect you to offer concrete solutions, something like the instructions on the package of instant coffee: pour the contents into a cup, boil water, pour it with boiling water, add sugar and milk to taste... Well, it would be difficult to determine what boiling water is (believe it or not, today it presents a big problem for many housewives, as well as men).

However, back on topic ... Without any explanation, my answer consisted of mere description - for me reconciliation represents fast train by which one can reach in four hours from one destination (a particular city) to another (again, a certain city, whose name is irrelevant to the entire contents of this column). O.K. Silence. "I do not understand." Of course you do not.

Harmony is a good idea. But one thing is certain: love is a complex emotion. And you cannot push someone to feel something. And especially to feel love. And why is everyone unsuccessfully trying to link reconciliation with emotions, love, the harmony, Saturday morning television program for children, and so on? I see. Because it is a harder way. Much heavier than the lines from the previous sentence. Because, why should we have a train, if people do not love each other? 'We should first teach them how to love thy neighbor! And then to spend millions on it, lose hours in workshops where we like children learn how to approach Other, how to understand him/her, to accept, to love ... A lesson about emotions? The regulation of emotions? Cognitive prerequisites for emotions? No, there is no need for it. Why should we think of theories, when we have the opportunity to (not) learn and (not) lose time and, believe me, it is obvious that we enjoy it all. Full, satisfied, and with a big smile we even love our neighbors. Why should not we, when we know we shall see each other again. Because this is a complex matter.

Then follows the transfer of everything said, "not fully" said, (not)learned to the groups. Of course, it is still time consuming process. Because the groups do not know, they do not have what might be called the "basic knowledge" so we have to start from the very beginning... Well, for that we will need more funds. That cannot be so simple. And our effort should be properly rewarded ...

And the same procedure has been repeating for years. Perhaps decades. Knowledge management and knowledge sharing in action. We learn how to love our neighbor. With reason and without reason. And we do not understand, because we still do not know why we have to do it. Apparently we are the ones who are in the wrong place

at the wrong time. Those who should be where we are now are actually the ones who are spreading the knowledge. What can we do now?

I will not answer now. Instead, I think I shall prepare one of those 3 in 1 instant caffeinated beverages. Pour the contents into a cup and pour boiling water. So what if it is not in line with instruction for preparation. It is now the least of our problems. Because I love the sound that comes out of a teapot every time the water is boiling in it. I do not know why, but that sound reminds me of the fast train sound from previous time. There is another definition of reconciliation – do not act always in accordance with instructions. Some things need to be poured – by boiling water.

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