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From The Mussar Movement, Volume 1, Part 1, pages 257 - 258.

In these letters he also indicated how they were to influence others. They were neither to be stubborn nor argumentative but to proceed with calm intelligence and with due and wise deliberation, and to be polite and gentle, lenient and tolerant. He taught them not to impose maximum demands: "Be indulgent. Don't insist on full compliance. Be lenient in details, for those seeking Him are few and feeble. They are liable to be driven away and withdraw even further. Make firm the tottering knees and strengthen weak hands to fear G-d and to walk in His ways, that it be good for always."

Earlier issues of The RYS Daily are at http://www.stevens.edu/golem/llevine/salanter/