

Motivating your Mind Inspiring your Spirit

2017 e-book



*Wishing you a great 2017
from Rob Salisbury*





Dear Reader

This e-book has been compiled from the generosity of nearly 80 Australian, New Zealand, European, South African, Canadian, American, Asian and United Arab Emirates based authors, industry experts, Company Directors and business owners we have worked with or known in the MICE* industry starting in the early 1980's.

Our 2017 e-book contributors have over 1800 years of business experience and 3000 years of people experience. Some younger, others more experienced, yet all are exceptionally talented, intelligent and gifted in their areas of expertise.

Our contributors are not paid for their articles **nor** are they charged a fee to be involved. They are invited based on their immeasurable value as topic experts and character attributes that have been on display over many years. I deeply appreciate their knowledge, their spirit of collegiality and time they have invested to our joint venture e book project.

E-book Purpose:

This e-book was created for our clients, customers and our combined global readers to enjoy. We trust the stories, tips, insights and case studies can benefit you in your business, professional or personal education level.

As a complimentary gift and value add benefit from our alliance of contributors, this e-book is **FREE** to enjoy. You can share it with colleagues, business contacts, friends or those you feel will enjoy the IQ and EQ stories to enhance their 2017.

You can send it via e-mail, through your social media posts or blogs from your mobile device. Download it to your e-reader or lap top to read at least one story a day on your travels in a plane, on metro train, bus or a ferry to your destination.

Special Thanks

To **Monika Newman**, Principal of Absolutely Virtual based in Sydney, Australia. Thank you for once again saying '**YES**' as our 2017 e-book project coordinator by helping our global writers with the editing and compilation of our best e-book to date.

Thank you for putting your family, friends and outings with your dog on hold to compile and complete this e-book. Your communications and our meetings in Sydney regarding contributor content and bio verifications has been appreciated by everyone, yet none more so than me ... **THANK YOU** for your articles that appear on [pages 73 and 74](#). I am grateful for your creativity, professionalism, coffee and Lindt Chocolate breaks during 2016.

A **huge** thank you to our amazing friend and professional photographer **Nardia Guillaumier** based on the Eastern Coast line of Australia for your stunning photo's that have been on the front covers of our 2015, 2016 and now the 2017 e-book.

The Wollongong Light House from the 2016 e-book as our front cover photo and the Seacliff Bridge from 2015 can be viewed on the [back cover of this e-book](#). Your article on [page 41](#) is always a great reflection of your passion and I can personally say that anyone who engages you for business or professional work will be thrilled with the end result.

Thank you to each of our 2017 contributors

Without you, this e-book would **not** have the richness of your local touch and the depth from your global experience. I have known some of you since my years at University in California, others have been amazing mentors to help me in my early career successes and as I developed into company leadership roles (in particular, **Tom Hopkins CPAE and Ron Marks CSP**).

I have worked alongside many of you at client events, at MICE* industry functions or known of you through our mutual expertise in the cities in which we interact and countries where we have been at business events during our travels.

Most of you are members of a professional association or organisation in which we have been a part of over decades. We have either served in a volunteer role together at charities or in similar leadership roles as a Director or Board member thus I understand the ethics and character virtues you bring to this e-book through your contribution and our collaboration.

Thank you for your spirit of generosity to our readers and global audiences with your article(s) and friendship.

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International Director - Strategic Resources International
Australia | Singapore | USA*

*MICE = Meetings, Incentives, Conferences, Events



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ACRONYM meanings

CPAE: Council of Peers Award of Excellence is awarded through the National Speakers Association in which less than 150 speakers worldwide have been awarded this distinction by a council of their peers.

CSP: Certified Speaking Professional is awarded by the National Speakers Association (*United States or Australia*). There are approximately 800 speakers worldwide who have earned this accreditation after meeting a rigorous amount of criteria and an independent audit of their commercial work over a five year period.

CSPGlobal: An accreditation awarded through the Global Speakers Federation.

PM: Professional Member is awarded from Speaker Associations for standards met over a two year period.

Educational Institutions, Professional Associations, Non Profit or Government Body Appointments or Awards:

PhD, MBA, M.Com, MBE, B. Sci., B. Com, MICD, CEO, MD, FAHRI, FAIM, JP, MAICD, GAICD, FAICD, VA, M. App. Sci., B. Ed. (Hons), BA, Dip Bus, Dip Ed., NLP, CP Mgr.

e-book front cover photograph of the [Kiama Lighthouse](#) (and back cover photographs of the [Breakwater Lighthouse](#) and [Seacliff Bridge](#)) are with permission of Australian professional photographer **Nardia Guillaumier. Her article and biography can be found on page 41.*

*Located two hours south of Sydney Australia, the historic Kiama ** Lighthouse was built in 1887. Standing 121 feet (36 metres), it has helped countless mariners navigate to the safety of the Kiama Harbour for 130 years. ** Kiama Lighthouse is among 37 Lighthouses built along the 2137 kilometres of the New South Wales eastern Australia Coastline and as a comparison, is 98% the same length as the combined coastline of California, Oregon and Washington in the western United States.*

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I can't believe the number of times this year I've said, "*I can't believe ...*"

I couldn't believe that the UK left Brexit

I couldn't believe that Donald Trump became President of the USA

I couldn't believe that Russian planes bombed the last remaining hospital in Aleppo

I still can't believe that people with a grudge (religious or otherwise) cause mayhem to innocent people with automatic weapons, car bombs, trucks driven into crowds or whatever other weapon of destruction they feel justifies their actions.



In this world of confusion, conflict and personal agendas, how do we keep going? How do we motivate ourselves to get up each day and head to work? How do we explain what's happening around us to our children and our grandchildren? Even my little 6 year old grandson is worried and fearful. He asked me if Mr Trump was going to start World War III. How sad is it that? Of course, the children in Aleppo and many other places around the world have known nothing else but war. That surely isn't the world we want to live in.

But what can we, as mere mortals, do? Surely these challenges are bigger than us?

As parents, grandparents, friends and co-workers we must all do our bit to lighten the load for those around us who are tapping into fear.

I've had occasions in my own life, where it would have been easy to pull the blankets over my head and have a 'pity' party, but I've always been blessed by something that lifted me or someone who led me out of my fog:

- My Gran had a saying "*What doesn't kill you will only make you stronger*". She was absolutely right. My Grandmother survived two World Wars; the Great Depression and cancer. She was my hero.
- The Japanese have a proverb 'Fall 7 times, get up 8'. They too are spot on. Laying down feeling sorry for ourselves is not an option.
- Anthony Robbins discovered that his business manager had stolen all his money. After recovering from the initial shock his reaction was to ask "*What's good about this?*"

So can we be 'strong' in times of adversity? Can we keep getting up to face another day no matter what? Can we also ask 'what is good about this?' But more than any of that, can we do our bit to make a difference?

In numerology terms 2017 is a '1' year. If you add 2 + 0 + 1 + 7 they equal 10, which breaks down into a 1. 2016 was the end of a nine year cycle and 2017 is the beginning of a new one.

These are challenging times for sure, but we have an opportunity globally, to start a new way of being if enough people want this world to be a happier and healthier place. If enough people are willing to stand up and say 'enough'. If enough people are willing to say to our leaders this is not what we expect of you. We voted you in but we can just as easily vote you out.

If you are reading this, then I believe you are here at this exact moment in time for a reason. You may already know your reason; others reading this may 'suspect' they have a reason and some people reading this may not even understand the statement. That's OK; Buddhists believe that when the student is ready, the teacher will appear.

One of my absolute heroes, Richard Bach, says this:

"There is the test to find whether your mission on earth is finished. If you are alive, it isn't."



So if you are alive and you are still with me - what will you do in 2017 to 'lift' yourself? What will you do to lift your family? What will you do to lift your friends and co-workers? What will you do to lift your community? What will you do to lift the world?

Does that seem too big a task? After all, most of us think 'Who am I?' 'What can I do?'

You can do anything you choose to do. Simple, though I know it's not necessarily easy.

I know that most of us do want a better world and yet feel powerless to make a difference. So I just have to leave my final thoughts to Helen Keller. Helen was born deaf, dumb and blind and went on to become one of the most inspirational people of our times.

Her belief was this:

"I am only one, but still I am one. I cannot do everything, but still I can do something; and because I cannot do everything, I will not refuse to do something that I can do."

What will you do to make a difference?



Ann Andrews CSP, Life Member NSANZ, is a seriously inspirational entrepreneur who teaches organisations and individuals how to learn, unlearn and relearn so they can face any change and any challenge likely to hit their lives or their business.

A past National President of the National Speakers' Association of New Zealand, she was the recipient of The Spirit of Excellence Award in 2000 and again in 2009, the highest award in the NZ speaking profession.

Ann has authored four business books; co-authored a further 5 and has recently accepted an offer she couldn't refuse for her successful online training company **The Corporate Toolbox**. Never one to sit idle, Ann recently set up **The Big Thinking Business Forum** so that owners of medium sized businesses could tackle their next stage of growth with the guidance of great mentors.

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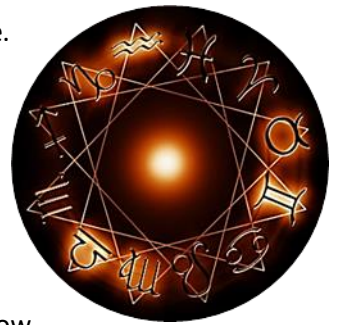
When I look back on my life, it consisted of situations that have challenged and supported me. It hasn't always been easy, but it has always been enlightening and interesting. Sometimes, I've wondered how I was ever going to get back from a challenging point in my life and then it would dawn on me, I always do.

Upon reflection, often we can see exactly why we went through a certain situation and how it served us in so many ways. Hindsight is a wonderful thing, isn't it? And that's what I love about Astrology. It gives you heads up as to what to expect in the future and provide the knowledge and tools to navigate the choppy waters and rejoice in the good times.

My Sun sign horoscopes touch thousands of people every single day, providing valuable insights, but the private consultations, where I map out your birth chart and analyse the transits, provide astonishing information about you. Your skills, strengths, challenges are all highlighted in a way that make perfect sense, giving you permission to be exactly who you are, without apologies – after all, it's written in the stars!

To consult with someone and analyse their horoscope chart is an amazing experience. It's one I feel honoured to be part of, to have been given consent to look so closely into someone's private life to provide information, guidance and insights.

The world of astrology is indeed a wonderful and fascinating world. To me, astrology is the gateway to the soul and self-discovery! ... a doorway to greater knowledge of yourself and therefore of others. A doorway that encourages you to live at a higher vibration, to live the life you were destined to live, your soul purpose.



I'm an Australian living in the USA. I recently moved from New York's Manhattan, now living in Beverly Hills with USA citizenship. Sounds amazing, I can hardly believe it, as it wasn't always like this. I had a dream

to live in New York. However, as I struggled with immigration, being denied visas and sent up to the interrogation office a number of times upon entry to USA, it seems unlikely this dream would come true. But it did.

No one was more in awe and grateful than me, whilst sitting at the naturalization ceremony in New York City receiving my citizenship. It reminds me of the words of the USA President elect, Donald Trump, who often quotes, "*do what you love and never give up*", which I find truly inspiring. I add an extra phrase - ***Be who you are, do what you love, and never give up!*** As a life coach and psychic-astrologer, the things I love about what I do, is to help people find their soul's purpose, to live a self-actualized life doing what they love and to never give up!

The astrological chart this year, 2017, highlights a time with Saturn in Sagittarius, to be positive about the challenges you face in life, because it's the very challenge and messiness of life that will move you to the next wonderful phase.

Jupiter in the Sun sign of Libra, is a message to connect with people, to be fair and just, first to yourself and then to others. It's about building relationships and looking for opportunities. Both planetary transits highlight the importance of the intention behind your actions. It's the interactions and relationships you have that matter. After all, life is all about relationships, the relationship you have with yourself and then with others.



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Wow, what a challenging year it's been!

Fraught with natural disasters, political unrest and countries on the verge of economic collapse. Media amplifies the 'noise' so we need to work extremely hard to stay emotionally balanced and focused on moving forward. As 2016 draws to a close, it's a good time to reflect on your achievements and set/reset your goals for 2017.

The month of December is commonly known as the 'silly' season because many of us just want to let our hair down and enjoy the Christmas holidays with friends and family. Setting goals may be the farthest thing from our minds. But, with so much distraction on a global level, it is essential to set goals so that we don't feel like we're adrift in a world gone 'stir crazy'.

Goals that are NOT written down will merely be good intentions. To reinforce the need to act and pursue your goals, they would have to be written down. 'Silly' season or not, I'd like to share the importance of writing down your goals:

Setting SMART goals

• S Specific

Specify precisely what the goal will accomplish. How and why will it be accomplished?

• M Measurable

Write down the details. How will you measure whether or not the goal has been reached?

• A Achievable

Do you have the necessary knowledge, skills and resources to accomplish the goal? Will meeting the goal challenge you without defeating you?

• R Realistic

It's important to set achievable goals. These should not be too easy and keep you challenged and motivated.

• T Time bound

Set a completion date which in turn will create a sense of urgency.

Any time is a good time to start if you have never written down your goals. Start by setting goals over a three month (long term) period. Break these down by setting weekly and daily (short term) goals. This will help you get into to the habit of easily accomplishing your short term goals. By anchoring that feeling of achievement, you will stay motivated and should be able to complete your long term goals. More importantly, you'll continue to focus on setting up the next set!

- Set aside time to reflect on your achievements for the year. Plan the time and place, really emotionalise it.
- Each time you achieve a goal, reward yourself.
- Lead by example. Share the celebration of your hard work and achievements with close friends and family and/or your supportive network. Not only does it empower you, but it inspires others.

"Reflect upon your present blessings - of which every man has many - not on your past misfortunes, of which all men have some."

~ Charles Dickens ~

In closing, if you did not achieve (some of) your goals re-establish the timeline and adjust your expectations. DO NOT beat yourself up about it. Instead, remember to move onwards and upwards.

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As I contemplated my e-book story for 2017, I thought about where I find motivation and inspiration.

In reflecting upon 2016, I was amazed by the people and experiences that had inspired me. Perhaps in reading my story, you will find new reasons to create your best year ever.

My first example is of a particular business trip to India. A vibrant and colourful country, India is a kaleidoscope of daily experiences you can love and loath at any moment. After our business work was done, I accompanied colleagues for some 'retail therapy' to a mall in Chandigarh. As I waited for my colleagues to finish shopping, a store across from me called 'Vero Moda' caught my eye.



Vero Moda is a European fashion brand with a slogan that states 'Our Inspiration' and message that powerful fashion can inspire people. It was then that I understood how this connects with people because a new image (or style) can help build one's self image that can instil confidence and action.

My next inspiration was in learning about a man named Nek Chand Saini and as I did, you might be asking who is he? Nek Chand Saini was 90 when he peacefully passed away 12th June 2015. A self-taught artist, Nek is known for building the Rock Gardens located in Northern India. With over 5000 visitors a day, it's the second most popular tourist attraction after the Taj Mahal in Agra.



Located 300 kilometres north of Delhi, the Rock Gardens of Chandigarh is a sculptured garden that was created to inspire the local people. Nek's inspiration apparently came from his pain at the separation of India and Pakistan in 1947. The gardens started as his secret project in 1957 and continued until government authorities discovered Nek's 13 acres of creative vision in 1975 and threatened to close the gardens down.



Nek's 18 years of artistic passion and work was on the verge of being demolished until he gained massive support by public appeal. The good news is that the Gardens were saved and by 1986 his park was inaugurated as an official public space. Nek Chand was given a government endowment or salary plus a local workforce of 50 labourers to enable him to focus on his vision and work.

These workers were proudly honoured by appearing on an Indian stamp in 1983. What is inspiring to me is The Rock Garden is made up and created from recycled materials and with the governments help, Nek was able to set up collection centres around the city for the public to drop off their waste items, especially rags and broken ceramics.

My last story is from a dining experience with business colleagues while in Malaysia.

I had never heard of DRIFT, a modern Australian style restaurant getting 4.5 of 5 stars from 223 diner reviews on Trip Advisor, yet it ranks #18 from over 3400 restaurants in Kuala Lumpur.

In other words, DRIFT is beating 99.5 % of its competitors as a 'must go to' dining experience for customers. With excellent food, top wine and beer choices, fabulous atmosphere, an engaged staff and exceptional real time customer service, I was looking forward to everything I had heard about DRIFT from my colleagues who had been.

The vision of DRIFT stems from global traveller and Australian owner Robert Gilliland. From the moment we arrived, Rob's passion, enthusiasm and energy ensured that our experience was perfect and inspiring. As an owner, his daily motivation is to create the perfect dining choice for customers who want something unique.



The name 'Drift' represents the journey through life and the experiences people have at different levels. Food is the vehicle and the experience is the central theme. Heightening the experience through proper atmosphere, lighting, passionate staff, great wine, etc., I concluded that Rob and his team had achieved their vision which was to create an inspirational dining experience.



Our dinner and my evening concluded in thinking of the inspiration that is all around me and how I was going to achieve the best result for myself. By observing and being involved with that thought, I believe 2017 will be a journey of discovery, new experiences and opportunities to learn from and enjoy.

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Navigating through cultural complexities and government regulatory requirements, team targets and budgets have always been exceeded.

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Love him or hate him, Donald Trump is a winner.

Months before the election, one of his quotes that stood out to me the most was: *"I'm a winner. I hate losing. I rarely lose."*

In my opinion, there are two reasons why Trump scored the single biggest political upset in history.



1. Donald Trump has learned how to be optimistic. Even in the last few weeks leading up to the election many in his own party were asking Trump to withdraw, but Trump remained optimistic. The media continually reported he was losing in the polls. The odds highly favoured his opponent. I read on BBC how one punter bet \$150k against Trump and then placed another \$25k against him the next day because she was so confident of a Trump loss. Meanwhile, Trump remained optimistic.

How optimistic are you? Chances are, not as optimistic as you can be.

We could all do well to review the following books: *Learned Optimism* by Martin Seligman, *The Magic of Thinking Big* by David Schwartz and *Psycho-Cybernetics* by Maxwell Maltz.

Here are my 3 quick optimism observations:

- 1) Optimism is a choice. 2) Optimism can be learned. 3) Optimism can help determine outcomes.

Even the ancient Biblical text found in Proverbs 23:7 teaches us that: ***"For as he thinketh in his heart, so is he:"***

What are you thinking today?

The second reason I believe Trump won is because:

2. Donald Trump is a super sales professional. As a political outsider, there is NO WAY Trump could have won without his super sales ability. He knows:
 - Sales is a numbers game - always be prospecting.
 - You must work hard and smart.
 - You must build community to gain clients.
 - You must ask for the sale.
 - You must be bull-dog persistent.

Even though the media and the 'establishment' in both parties were yelling "No, No, No!", he was only hearing "Go, Go, Go!"

What are you hearing in your heart today?

Do YOU want to WIN? I've said this before and I'll say it again and again;

If you want to WIN follow my WIN acronym:

1. The W in WIN stands for WANT to WIN - Trump had a white-hot burning desire to become the 45th President of the USA. What's your white-hot burning desire this year?
2. The I in WIN stands for INVEST in WINNING - Trump invested literally millions of his own dollars into the campaign. In addition to money, he invested his time, energy and attention! Wanting to win is never enough. Many people 'want' things but never invest in getting what they want. I love Albert Gray's *The Common Denominator of Success*. The summary is simply *"Successful people are successful because they are willing to do the things that unsuccessful people are unwilling to do."* Are you giving your time, energy, attention and money in order to achieve your goals this year?
3. The N in WIN is a reminder to keep asking "What's next?" - Tune into WCIDT. Keep asking yourself "What can I do today" to help other's hopes, dreams and goals come true?

It's a brand new year; it's a brand new day! Stay optimistic! Keep honing your sales skills! Keep winning!



Al Argo, The Positive Impact Coach, delivers high impact sales and leadership events across Asia, Europe and the Americas. His books *Walking, Living, Learning, Wake Up & Shine* and *160 Super Sales Success Tips* are available on Amazon, iTunes and [audible.com](https://www.audible.com).

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Learning to share power is the challenge of the 21st century. For 16 years I've been a professional facilitator, helping teams and communities come together to build consensus and collaborate. What I've witnessed is people in all fields; technical, business, politics and the caring industry, have trouble getting along and collaborating with their peers.

After thousands of years, where hierarchical, command and control leaders have been the role model it will take time for old patterns to change. Blocks to success will arise daily as co-workers lack the skills, self-awareness and interpersonal skills to collaborate. How to address conflict seems to be the biggest stumbling block, where those with EQ are far more successful than those with high levels of IQ.

In the technical fields, it's not unusual to find conflict with people who suffer from a lack of social skills and have trouble getting along. The level of trust for their co-workers is very low and collaboration is almost non-existent. Conflict is also high when it comes to the business and political arenas, where people are expected to challenge the status quo, experiment and create something new.

I'd like to propose that success in the 21st century will actually depend more on SQ, social intelligence, the result of combining EQ and IQ.

Soft skills are changing the game:

- IQ gets you in the door,
- EQ gets you recognised by your co-workers,
- SQ, the science of human relationships, enables you to win the game.

To be a great socially intelligent leader, you need to know:

- How to inspire and develop the talents of your people,
- Empower them to take creative risks,
- Build relationships out in the community,
- Make presentations,
- Create inspiring visions,
- Constantly stretch, learn and grow, modelling how to expand and reinvent yourself.

Choosing to be a leader can be a difficult path. You will be criticised, ridiculed and tested, because the human ego does not like change. However, the more you endure the more you inspire and empower those around you, stand your ground, set boundaries and are confident, you are demonstrating how effective it is to be a nurturing leader.

Technology in the 21st century has given birth to a new lifestyle of freedom, autonomy and constant adaptation. The younger generation is very entrepreneurial and tend to have a lot of global connectivity. They're interested in environmental issues and sustainability. They also want authenticity and transparency. This challenges all previous rules of engagement.

What's wonderful about all this change? We are witnessing the evolution of humanity. Socially intelligent leaders of tomorrow will be powerfully strong and powerfully nice. Nurturing and empowering large numbers of people while modifying their own behaviour to collaborate with potential enemies and competitors. It's a new world out there where only those willing to adapt will survive.



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Looking for a speaker to inspire new thinking and inspirational leadership to meet the challenges of the 21st century? Contact Joanna at: www.CultureLeadershipGroup.com +65 8629 8815 | Joanna.Barclay@clg-ap.com

Imagine if you will a busy open plan corporate office space, full of accountants and financial types. A floor full of introverts busily typing away at spreadsheets, tax returns or playing mine sweeper amidst the flurry of 'year-end audit' preparations.

Sat in a neat row of that office space were the 3 senior financial executives who were reporting to the Group Chief Financial Officer, Mike.

Amongst the hive of activity, CFO Mike briskly walks past the 3 financial executives with nothing more than a shuffle of his papers. No words, not even a grunt of acknowledgement for his team. Each of the executives started to reflect on why Mike had hurried by and had not spoken.

**Executive #1 thought:**

"Mike must be in a hurry for his next meeting. He is a very busy man. I'll offer him some additional support when he comes past next." ... and then continued with his work diligently.

Executive #2 thought:

"Mike didn't speak to me. That must mean that the report I submitted yesterday didn't meet his needs. Oh no, if it wasn't good, he'll fire me. If he fires me, I won't be able to pay my mortgage or the kids school fees." Executive #2 then spent the rest of the afternoon anxious, distracted and unmotivated.

Executive #3 thought:

"Wow, Mike really needs to get laid". Then chuckled to himself and went back to playing mine sweeper.

All three of the executives experienced the very SAME situation but, all three of them gave it a very DIFFERENT MEANING. The meaning they gave it had the following impact:

- The meaning they gave it, gave them a feeling
- That feeling impacted their choice of behaviour
- Their choice of behaviour impacted their action, productivity and results

So, what is the meaning of life?

The meaning of YOUR life is the meaning YOU give it.

It's not the events that happen to us that cause us to feel and behave the way we do. It's the MEANING we give those events that cause us to feel and behave the way we do.

Next time you are feeling stuck, disempowered, frustrated, angry, perhaps imagine that you have a dropdown menu of different MEANINGS you can select in relation to the event. Then pick a meaning that serves you better.

Or if you just need a question to prompt you, try this one:

What other meanings could I give to this event?



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What's holding you back and why are you holding onto it?

There is a story in Africa about how to catch monkeys with minimal effort. Monkeys are very fast, strong and agile and they are almost impossible to catch without expensive weapons or a large net. According to the story, a local tribesman discovered the \$1 monkey trap by accident. After eating his lunch, he placed some discarded peanut shells into the empty shell of his coconut. Overnight, a curious monkey reached inside the coconut to find one uneaten peanut. Grabbing hold of the peanut, the monkey found that he could not retrieve his now-clenched fist through the small hold in the coconut, effectively giving him a self-created handcuff.



The news caught on and other members of the tribe began to tie down empty coconut shells, bore a small hole in them and place a peanut inside. In the morning, there would be a monkey sitting there with his hand stuck inside the coconut, unable to run away, as he would refuse to unclench his fist or let go of the prized peanut.

See a [YouTube clip of the Money Trap in action](#).

Like monkeys, every one of us has something that holds us back from being free or from being as great as we could possibly be. Whether your arena of choice is better finances, increased health, richer relationships, Olympic gold, daily yoga or whatever sparks your fire at present; there is often (always?) a little anchor dragging on your ship. What is the thing which is holding you back and why are you holding onto it so tightly?

If you're reading closely, you may get riled up at the concept. "What do you mean? I'm not holding onto it! I hate this anchor/chain/trap/disability/fear/kryptonite. I want it gone! I am not holding onto it; it's holding onto me!"

Working with thousands of business owners, entrepreneurs and sales people over the years, I have seen many people who are prevented from playing a bigger game. Without exception, they all have an excuse or a justification for why they cannot achieve greater or try harder. Also without exception, this "peanut" is found, upon examination, to be unconsciously seen as more rewarding than the pain of staying stuck.

It is common for many people to wish for more money and it is also common for the same people to be harbouring financial fears, below the level of their own conscious thought. Examples may include, "What if I get rich and blow it all, like a lottery winner or MC Hammer? Better to have no climb, than to have a fall from grace." Or "What if I get rich and then I become a target for criminals, kidnappers or thieves? Better to fly under the radar than to make myself stand out."

Similar "peanuts" emerge in relationships, where many prefer to "play it safe" rather than "putting themselves out there". There are many who fear becoming truly vulnerable with another person, in case they have their heart broken. Consequently, they can never have a truly enriching or in-depth relationship.

The fear that stops us from "stepping up to the plate" is seen, on a subconscious level, as a form of security, in much the same way that the monkey will not let go of his desired meal.

I have seen this blockage show up in people who have physical illness or disability (many doctors will now agree that up to 95% of physical dis-ease may be emotional or psychological in cause, [*Journal of Neurology* 2004]).

The (real or imagined) illness can create a "dis-ease" in the body, whilst creating an "at-ease" in the mind, insofar as it prevents the person from taking bigger risks and stops them from feeling any fear that may arise when trying a new project. Disease such as backache, joint pain, headaches and so on, may be subconsciously preferable to the body than the anxiety caused by starting a new sport, business endeavour, relationship or hobby.

What's holding you back and why are you holding onto it so tightly?

If this concept upsets you, consider that it could be a monkey fist pushing on your subconscious button. This trigger you feel could be an indication that there may be something in you, below your level of perception that is rewarding you, even as it holds you back.

Every "self-sabotage" holds a small reward; otherwise we would not do it. As humans, we are programmed to avoid pain and seek pleasure; sometimes we may need a little rewiring to realise that the pleasure of staying stuck, or the pleasure of "not risking new things", could be possibly outweighed by the larger pleasure of breaking free from your self-imposed bondage.

Again, this occurs on a subconscious level and is not obvious to the person who holds it. If you knew you were simply a monkey with a nut, you would have let go long ago. Often, others can see our issues long before we see them ourselves. Average friends will let you rest in your comfort zone. Truly great friends will risk ending the friendship, by calling you out on your BS or giving you a metaphysical "slap upside the head".

Your self-sabotage may not be as complex as lower-back pain or Meniere's Disease; you may be simply "failing to step up", occasionally or habitually forgetting to return phone calls, frequently running late to meetings and so on.

Understand that you were not born with the self-sabotage you were not born with bad habits. These are all learned behaviours and as with any learned behaviour, they can be unlearned, or replaced with a better habit.

If you identify there may be some issues holding you back, or if your close friends can identify any self-sabotage in you, then you may like to seek professional help with a qualified coach, psychologist, NLP practitioner or hypnotherapist.

The only thing you have to lose is "peanuts" and what you have to gain may be the freedom to be your truest and highest self.



Dr Jeremy Britton DFA DPH DD is a business coach with qualifications in left-brained financial planning and in right-minded hypnotherapy. Jeremy has owned and operated over a dozen businesses, working from home, from Bali or from random beaches worldwide. Author of several books on money, mindset, business and health, he coaches business owners on how to live anywhere, work anywhere and have a balanced lifestyle. Creator of "Flick Your Rich Switch Technology" (FYRST[®]). Find him on [Facebook](#) or www.24HourWealthCoach.com Free guided meditations available to assist you with your mindset and motivation.

I delivered a presentation a few years back in the worst venue possible! There were no walls – just curtains between the various parts of the event. Unfortunately there was another speaker on at the same time as me. We were both wearing lapel mics. We shouted over the top of each other for a good hour until thankfully his session finished before mine. I had a good hour to bring it back on track! The good news is that I've received bookings from the people in that audience to speak for their companies. They loved the presentation despite the dreadful venue.

It's true that your presentation is not always going to be held in the best possible venue with the best possible environment, or even the best possible audience! As the presenter, remember your role is to put your best foot forward and at all costs you must serve your audience.

Here are 5 things you can do to help manage your presenter state so you put your best foot forward when presenting:

1. **Know your Audience.** Make sure you work out what your audience is thinking, feeling and doing prior to your presentation. What is their current state? Then work out what you need to achieve from this presentation. What is your desired state? In this way you won't walk into any big surprises.
2. **Rehearse your Key Message.** Rote learning doesn't work. It overloads your brain and almost certainly causes you to go blank. Rehearsal or practice is essential though. Be sure to run through the key messages of your presentation out loud (different words each time) so you know what you want to say and in which order. Some people like rehearsing in front of a mirror. Just be sure to make time to practice as often as possible so that no matter what, you'll be able to keep going.

3. **Get in the zone.** Serena Williams believes she wins tennis games because she follows a certain routine each time. She brings her shower sandals to the court, tying her shoelaces a specific way and bouncing the ball five times before her first serve and twice before her second. The Wimbledon champion even wears the same pair of socks during a tournament and she believes her losses are due to not following her routines.

When presenting you might like to listen to a certain song to get in the zone, or maybe you want to wear a certain pair of socks, a lipstick that makes you feel great or a suit that just works for you. I recommend that like serious actors, you always do your vocal warm-ups to help get in the zone before an important presentation. My confident speaking vocal audio is available from my website:

www.michellebowden.com.au

4. **You are what you eat.** Avoid alcohol and caffeine because they dehydrate you. Chose herbal teas, coconut water or energy drinks at a push. Plan your day and be sure to eat a good breakfast with more protein than processed carbohydrates (think green leafy vegetables, eggs, and salmon) or you'll end up starving and exhausted and at the end of the day with a massive headache as well.
5. **Work off your stress hormones.** When we are 'nervous' or 'stressed' our body produces cortisol in response to a perceived threat, promoting the burst of energy that allows you to run or fight. Too much cortisol and you'll be too 'full-on' when you present and the audience won't be able to relate to you! In my early days of speaking I recall almost shouting at an audience because I was so pumped up on cortisol.

This is not OK! Although our distant ancestors may have benefited from this physiological response, a modern lifestyle that involves high levels of stress may lead to excessive amounts of cortisol in your system, which is not healthy for you. Regular exercise can help reduce your cortisol and stress levels. The Internet Journal of Allied Health Sciences and Practice reports aerobic exercise seems to have the greatest effect on reducing cortisol levels.

All these tips are essential to help you better manage your presenter state. Happy Presenting!

Michelle Bowden is an authority on presentation and persuasion in business. Michelle is a **CSP** (the highest designation for speakers in the world), Founder of **Speakers' Club**, co-creator of the PRSI (a world-first psychometric indicator that tests your persuasiveness at work), best-selling internationally published author (Wiley), 9 x nominee for the prestigious Educator Award for Excellence (PSA), editor of How to Present magazine, producer of Michelle Bowden TV and a regular commentator in print, radio and online media. Sign up for Michelle's FREE How to Present magazine:

<http://michellebowden.com.au>



2017 is the Year of the Rooster, so don't be a chicken, get in early and plan your year ahead.

How to prepare your home or business to receive good qi (in Japanese 'ki'), the life force energy, in 2017:

1. Clean up from top to bottom, starting at the front door and moving clockwise. In order to receive new qi, we need to 'get rid of the old to make way for the new.'
2. Wash the windows until they sparkle; they are the 'eyes' of your building and you want them to be bright and shiny.
3. Draw up a rough floor plan and follow the guidelines below to receive good qi in 2017...

Feng Shui (or 'Fu Sui' in Japanese) is the ancient art of being in the right place at the right time, and having a supportive environment in which to live and work.

Many of the principles of Feng Shui come from common sense, and the simple understanding of the environment.

In Ikebana, for instance, when a broad, green leaf is used in a display, it should be facing towards the left, because in theory, this is where the sunlight is located, and so the leaf will naturally show its face and grow to capture the light.

I live in the Snow Country in Niigata and in Japanese garden design in this region the trees naturally grow on the mountains on an angle because of the weight of the snow, therefore when designing a garden, it is natural that the trees or taller plants should be angled away from the hill.

Similarly, in Feng Shui we have ways to foretell "what is the natural thing to do for ourselves and our environment".

Being there at the right time is able to be predicted. Every year we have the annual influences affecting our lives.

In the Year of the Rooster, the rooster direction is the west. We say that it is unwise to disturb the direction of the yearly animal sign because it can disturb the luck of the people. Therefore you should avoid renovating, digging or disturbing the ground to the west of your building. This applies to a home or a business. If your neighbour is doing renovations or digging in the west next year, it can seriously affect your Feng Shui.

Furthermore, according to another theory, this year is the Annual Star 1. Here is what a chart for the annual stars looks like:

		S		
	9	5	7	
E	8	1	3	W
	4	6	2	
		N		

Each of the stars has its own character and personality, and as they 'fly' into our buildings, they influence us in different ways.

Star 1 is in the centre this year. It is one of the 'white' stars which means it has generally a positive influence. 1 represents the element of water, which represents 'wisdom and love'. It has a calming influence on the house this year.

Star 2 is in the northwest and as not all the stars have a positive effect, so too the Star 2 has its negative side, because it can bring sickness into the house. If Star 2 is at your front door this year, it can bring sickness, but it's not all bad! If you are a doctor or a healer, it can be very beneficial. I have seen many cases of an annual Star 2 coming to a doctor's surgery and all of a sudden they start to receive a lot more patients!



However, if you are not a doctor or in the healing arts, then Star 2 can bring other effects such as being mean or miserly; you run a business, and all of a sudden it is harder to collect debts owing, or customers become less likely to part with their money easily.

There is another side effect of the Star 2 as well, if it comes into your bedroom area, it can bring sickness to the occupants. The best option is to move to another bedroom for the year, but if this isn't possible, then adhere to the following:

- Avoid red colour in the NW this year. Red is a fire colour, it is the most yang colour, so should be avoided in a bedroom anyway, but if it is couple with the Star 2, it is more likely to bring sickness; this is because fire feeds earth in the Five Elements.
- Use golden or metallic colours on the bed and wall. Earth feeds metal in the Five Elements, so the metallic colours can reduce the effect of Star 2.
- Place a wuluo (in Japanese 'hyotan') next to the bed. This magical gourd will help to absorb the effects of the Star 2.

Star 3 is in the west and because of the direction it can bring robbery, arguments or the ability to make more money in an aggressive way! As with any of the stars, it is up to you how you use it. When Star 3 is at the door it is good if you are in business, selling something, being competitive, then it will bring success in your endeavours.

However if you are not in this type of business, then Star 3 can bring a competitor to rob you of your opportunities, or a robber to rob the house.

Star 3 in a bedroom can make a person more competitive or argumentative and children are most susceptible to this type of qi (or 'ki' in Japanese). In one case I found two children sleeping with the effects of Star 3 in their bedrooms; the girl was an excellent swimmer and used the qi to be competitive, winning many swimming competitions. The boy was not competitive, so instead he used this qi to be more argumentative with his mother!

Star 4 is the most beautiful star for academic success, art and romance. Spending time in this area for writing or studying will boost your chances of academic success and at the same time, give you more artistic opportunities.

For a business, this is a good area for the Marketing Department.

However, do avoid a moving water feature in the northeast this year because it can activate too much romance, which is not suitable for couples. I have seen several husbands place a water feature on the Star 4 and then run off with their secretaries!

Star 5 is the most difficult star as it can bring problems and ups and downs in life. If Star 5 is at the door, expect a more difficult year. If Star 5 comes to a bedroom, it can also bring sickness. Here are a number of ways to 'cure' the Star 5:

- Add yellow colour. Star 5 is the 'Emperor' and reacts well to a yellow colour; it can pacify the star.
- Add metal sound. Star 5 is earth, which is the 'mother' of metal. Use a pendulum chiming clock or other regular, metallic sound (not heavy-metal music!). Wind chimes will not work because they are not regular and only work when the wind is blowing.
- Move to another room or use another door to enter the house for the year.
- Same as Star 2, avoid red, pink or purple colours in the south this year. The south direction is fire and in itself, it will intensify the effects of Star 5 this year, the colours of fire, or the shape (triangular) of fire will further intensify the effect of Star 5.
- Do not dig or disturb the earth or renovate your building in the south in 2017.

Star 6 is excellent for career success, but I always say to my clients that if you use Star 6, you have to be prepared to work harder! We all want to have a successful career but not everyone wants to work so hard for it. Being in the north this year, Star 6 can be used to show your power and authority; hang some certificates and qualifications in this area for the year.

Star 6 also represents a ruler, the boss, or the head of the household. There should be no fire here to disturb the good metal qi (fire controls metal in the Five Elements).



Star 7 is about speech and communication so is talkative. It is also about destruction and destructive words. If you are in the construction or building industry (i.e., breaking down old buildings and creating new ones) then this star in the southwest is very good for your business.

If you are in the business of changing people's minds, such as a motivational speaker, or any advisory role, then Star 7 is good to help you break down barriers and create new ways of thinking.

Otherwise, Star 7 can bring unkind or hurtful words to offend you; or it can destroy your plans or ideas. It depends on the situation.

Star 8 is the most helpful and pleasant star because we are currently in the cycle of Period 8 (2004 - 2024). Star 8 is therefore the 'ruling star' for this period of time. Every twenty years the Feng Shui changes and we can expect that in 2024 it will change again.

To use Star 8, if it is in a bedroom, it will protect your health with its steady, stable influence. If Star 8 is at the door, it can bring steady, stable income to a home or business.

Star 9 is fire and it's very pushy. It will push you to perform and work harder, it can make you brighter and more radiant, it can help to improve your reputation; or it can bring problems, because it all depends on the other stars it comes in contact with.

What are the other stars?

Every building has its own set of stars, called the 'Flying Stars' which are created when the building was constructed (or renovated). This is the influence of time. Then, based on the direction that the building is facing, a chart is created. This is the influence of space. Here is an example:

		S		
	4 3	8 8	6 1	
	7	3	5	
E	5 2	3 4	1 6	W
	6	8	1	
	9 7	7 9	2 5	
	2	4	9	
		N		

This is the Flying Stars chart for a Period 8 house facing north. Each 'palace' is occupied by three stars, so in the south for example are the stars 838; in the north are the stars 749 and so on. These are the stars that influence the building and also influence the destiny of the people who live or work in that building.

When the Flying Stars chart is combined with the Annual Stars then we can get a full picture of what can happen in this building for the coming year.

However, even without knowing anything about the stars for your building, you can still follow what I have discussed about the Annual Stars, and ensure that in any part of your house you adhere to my suggestions. It will help bring you luck and good fortune in 2017.



Master Jodi has been studying, practicing and teaching Feng Shui since 1995 and received the title 'Master of Feng Shui' from Master Joseph Yu in 2005.

She is also past President of the Association of Feng Shui Consultants.

Every year Master Jodi produces an Annual Star and Monthly Star calendar.

For more info how to apply the stars and to download your free calendar visit www.fengshuimaster.com.au

THRIVING IN THE DIGITAL TRANSFORMATION

Current challenges for organisations include: how to 'go digital/mobile' and how to engage a multi-generational/global workforce.

Being in my 50's I remember when the computing power of today was just a science fiction dream, but today I see my 9-year old son, regularly disappearing into a virtual world and I feel uneasy. I wonder if he won't develop the required physical and psychological muscles for success in the real world and at the same time wonder at a future in which humans become fused with machines.

"Technology doesn't disrupt; it leverages people's capacity and facilitates new business models"

Technology Hacks for Self-leadership

Self-leadership is the practice of influencing yourself to achieve your objectives (Bryant & Kazan 2012). Whether your objective is to get fit or become CEO of your own or another company, then self-leadership is required to get there.

Since technology is playing a large part of our current and future reality, we need to embrace technology whilst asserting our individuality. There are three self-leadership practices that you can use to achieve this:

1. Triggering - Just like Pavlov's famous dogs that were conditioned to salivate at the sound of a bell, you and I can be triggered to engage in behaviours that move us towards or away from our objectives. The earliest form of technological triggering might be the alarm clock. We set an audible trigger to wake us up and get to work on whatever it is that will move us towards success, whether that's going to the gym at 6am or catching a flight to an important meeting. As I started writing this post, a programmed alarm triggered me to "get up and move", because I had been sitting at my computer for over an hour.

Each time we are triggered, we experience an increase in stress. Now this stress can be useful if it gets us up and moving, but harmful if it's the constant interruption of our focus with e-mail alerts. So hack #1 is to choose your triggers carefully. Turn off all unnecessary alerts, email, Whatsapp, Facebook etc., and turn on alerts that get you moving towards your goals.

2. Feedback - the breakfast of Champions - If you wish to improve by modifying your behaviour, then feedback is the key and technology now provides a full buffet of feedback options.

A simple example would be speaking in public. Success requires us to communicate our ideas and values, which inevitably means some kind of public speaking. Having coached many people to improve their public speaking or executive presence, I can attest to the power of reviewing a speech by video. Just getting a friend to use their smartphone to video your practice and real performance can be transformational if you take the feedback. You will quickly spot where you need to slow down, add pauses, make eye contact and use gestures.

In Human Resources speak – "what gets measured gets done". Do you track your steps, your food intake, your weight, your finance, your time spent in focused activity? Technology allows us to get accurate feedback on all these things. Hack #2 is to get feedback on your goals. Just moving in the right direction, energises and motivates us to keep going.

3. Leverage - Archimedes famously said, "Give me a lever long enough and I can move the world" and success requires leverage. Successful people have mastered the art of leveraging their impact, a key factor of self-leadership. Take a vocal artist, for example Madonna; such an artist can earn money from singing in a club and more from ticket sales to a concert, but it's the leverage that technology provides in the form of records or downloads, that makes the difference.

Once upon a time, you needed a PR agency to get leverage; now even kids have YouTube channels with millions of subscribers. If you don't have a Social Media presence then you are significantly limiting your influence and personal brand inside and outside your organisation. If you are a subject matter expert or want to influence opinion, you have to use apps like LinkedIn to leverage your impact.

In movies like Alien 2 and Matrix 3, we first saw human beings augmented by powerful Exoskeletons. Such technology now exists to help humans lift and move objects beyond normal physical capacity.

What about extending our psychological strength? We already have search engines to rapidly access information and with Big Data, we can now predict certain behaviours of money or people. So hack #3 is to think bigger, technology doesn't disrupt by itself, it's the idea that technology facilitates, that changes the world!



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Some Myths about Your Website

Many people view the World Wide Web as a gigantic library containing all the information that has ever been published. They love the idea that from the comfort of their home or office they can access information from anywhere in the world. Now imagine that your website is just one article or book in that gigantic library. How will anyone find your site amongst the billions of others?

There is a well-known phrase from the 1989 movie Field of Dreams, "If you build it, he will come". Many people think that this phrase can apply to the Internet and that if they throw a website together and launch it, by the end of the week they will be on the first page of Google and orders will be streaming in. This couldn't be further from the truth.

Others put off having a website because they think that it will be very expensive to develop or they don't know how to build one. In fact surveys from around the Western World indicate that about fifty-five percent of small businesses do not have an online presence which is quite staggering given the high usage of the internet for finding and obtaining products and services.

The 7-second Rule



With over one billion websites in the World what can you do to stand out? In my opinion 80% of those websites are not very effective. They look appealing and attractive at first glance but they break all of the basic marketing rules, proven rules that have been around for decades and fail to produce any results for the business concerned.

Remember you have 7 seconds to make a visitor to your site want to investigate further so what should you do? In business, we all have the solution to someone's problem; people want to know how you can

make their lives easier. There is a good chance that they have entered something like "How do I fix (my problem)?" into Google therefore the first thing they should see in your website is "This is how to fix (your problem)!"

In marketing there is an age-old acronym that we use - AIDA - this stands for:

- Attention:** Grab their attention by telling them what problem you can solve for them. Remember, you only have 7 seconds for this.
- Interest:** Tell them how you can solve their problem and use plenty of key words.
- Desire:** Build emotion in your wording by focusing on the benefits of your product or service and using more key words.
- Action:** On every screen view, you need to have at least one call to action telling them what you want them to do next (probably a hyperlink button).

Of course you still need to have your website looking attractive with excellent photographs and meaningful testimonials and your site should be regularly updated to keep it fresh in the eyes your customers and Google. With these tips and regular monitoring of your Google analytics, you should see a lot of activity on your website.



Julian Campbell is a Business Wizard®, corporate speaker, bestselling author, executive coach and long-established radio show host based in Newcastle, Australia. He has been a catalyst in transforming the lives and businesses of thousands of people through his vision, focus, bottom line realism and caring attitude. Call him at +61 414 736 484 or visit www.businesswizard.com.au



JULIAN CAMPBELL Self-Promotion Tips for the Quiet Achiever



Whilst selling yourself in business is vital, self-promotion for the introverted entrepreneur can be particularly difficult. We live in fast paced world where so much business advice is built around extroversion; to be heard you need to be loud and visible, finding comfortable alternatives to this type of self-promotion can be challenging. For the quiet achiever those noisy networking functions can be difficult, you feel that you have to be there, but you end up standing in a corner on your own feeling very uncomfortable. An introverted businessperson is not shy; they just don't like small talk and like to reserve their energy. In fact the good news is there are actually more quiet achievers than extroverted ones. Successful people like Bill Gates, J.K. Rowling, Warren

Buffet, Mark Zuckerberg, Larry Page and the list goes on.

The trick to self-promotion is by harnessing your natural strengths. As an introverted entrepreneur you have excellent researching skills, a natural affinity for writing, are very creative and have great problem-solving skills. For you, building deep, genuine relationships on a one-to-one level is very important and therefore your ability to ask meaningful questions and empathetically listen is a virtue. You also have good time management, are well organised and punctual. By using these natural strengths you can promote yourself very effectively, especially with the explosion of the powerful tools provided by the Internet.

Proven Promotion Strategies for the Quiet Achiever

1. *Make your networking opportunities more comfortable*

It is important to attend some networking events in order to promote your business but you can make them more bearable by doing some of the following:

- Seek out one to one interactions – look for others standing on their own, they are probably quite achievers too. Ask questions to find out what they are passionate about and you won't be able to stop them talking.
- Volunteer to help out at networking events – this is a great way to meet everyone especially if you are on the front desk and you won't have to think what to say.
- Take time to recharge. It's OK to sit quietly in the corner or pop outside for a short time.
- Set goals around connecting with people (only have a goal to meet 3 or 4 people).
- Write a thank you note after each encounter.
- Practice your elevator pitch beforehand.

2. *Use the Internet to your advantage.*

The Internet is a fantastic way for quiet achievers to put their ideas and words out there. Websites, blogs, emails, newsletters, podcasts, videos and an active presence on social media are all activities that fit in nicely with the introvert's skill set. They are crucial for you to market yourself and increase your business following and network.

3. *Create a strong personal brand*

As an entrepreneur, you should use your skills to provide your market with something that will solve their problems and make their lives easier. As an introvert, you can use your attention to detail, one-on-one people skills, aptitude for listening and intense empathy to find out exactly what the problem is and then promote your solutions using the same set of skills.

Finally, the best bit of advice I received was "Break your Comfort Zone everyday". You'll feel a bit uncomfortable at first, but it will be worth it!

Julian Campbell is a Business Wizard®, quiet achiever, corporate speaker, bestselling author, executive coach and long-established radio show host based in Newcastle, Australia. He has been a catalyst in transforming the lives and businesses of thousands of people through his vision, focus, bottom line realism and caring attitude. Call him at +61 414 736 484 or visit www.thequietachiever.com.au



Consider these two quotes from two of the best business trainers and thinkers of our time ... they have both passed on but their wisdom lives on.

"Trust is the glue of life. It's the most essential ingredient in effective communication. It's the foundational principle that holds all relationships." the late Dr Stephen Covey

and

"You are the average of the five people you spend most time with" the late Jim Rohn

Being conscious of who we surround ourselves with and the quality of the interaction and relationship has a great bearing on how we operate in this world and the milestones and "victories" we achieve on our journey in business and life.

Trust in ourselves and others are essential in order to firstly have the courage and sustained commitment to break new ground and also to empower others to help us expand our vision and achieve exponential results.

In business (as in life) we have many people in the equation that we either rely on, need to persuade, need to satisfy, i.e., Bankers, staff, clients, partners, suppliers, shareholders, stakeholders and many more.

The more of these that we can trust and trust us, the greater the chance, not just of business success, but sustained growth and a tangible contribution to the quality of life of both you and them.

My message for 2017 is to consciously assess how trustworthy the people around you are in respect of the deliverables you are seeking from them.

TRUST TRACKER:

CLARITY
1 _____ | _____ 10

CHARACTER
1 _____ | _____ 10

COMPETENCE
1 _____ | _____ 10

CONSISTENCY
1 _____ | _____ 10

CONNECTION
1 _____ | _____ 10

COMMITMENT
1 _____ | _____ 10

www.ThatTrustGuy.com

Sometimes we have people or other businesses or companies that we have mixed feelings about whether they are the right "fit". Perhaps you cannot quite put your finger on what the problem is. Here is a "Trust Tracker" you can use to help you identify what areas of the relationship may need working on in order to raise the Trust level or perhaps decide it is time to sever ties.

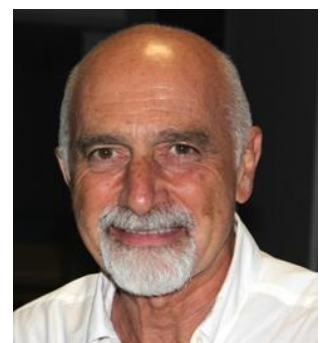
Try this exercise next time you want to know why a relationship does not seem to have that "glue" Covey was talking about. Find the area or areas that need attention, take some positive action. Having a strategy to assess why things are not going to plan empowers you!

Another twist is to do the same exercise on yourself or your business – it may be that you, shoring up your end is all that's needed. Food for thought!

Have an absolutely brilliant 2017.

Richard Cartmer, "That Trust Guy", is an engaging and upbeat speaker, trainer and coach on successfully developing Trust implementation strategies, whether as an individual, business or corporation.

Richard draws from a 30 year career in business and industry start-ups around the globe, including the UK, Russia, Hong Kong and the USA. Gaining the trust of business partners, investors, employees and clients in quick time has been Richard's hallmark. A great believer that a successful business is dependent on empowered employees who are motivated to be their very best, he sees reciprocal trust as the lynchpin to success. To learn more visit www.thattrustguy.com



JENNY CARTWRIGHT Top Salespeople use these Techniques to Build Rapport

The following rapport building technique requires you to listen for your customer's language patterns. It's a challenging skill to acquire but if you can start to be aware of your own communication style and that of others, you will quickly become a great rapport builder. When we use our customer's preferred language style, we become like them, and we all know that people buy from people they know like and trust.

We communicate in 3 ways but we generally have a preference for one or a combination of 2 of the following ways.

1. Building Rapport Technique with Auditory People: These people communicate through their ears. They use language like "*I hear what you are saying*", "*Tell me more about it*", "*Explain to me how it works*", "*It sounds good*", "*That rings a bell*", "*and I hear what you are saying*".

2. Building Rapport Technique with Visual People: These people communicate through their eyes. They use language like "*I see what you mean*", "*Can you show me how to do that*", "*It looks like I will be going ahead with that appointment*", "*I see what you mean*".

3. Building Rapport Technique with Kinaesthetic People: These people communicate through their feelings. They use language like, "*I get the feeling this is not the right product for us*", "*I would have to experience it to get to grips with what it is about*", "*I need to grasp the concept*", "*How do you feel about that?*"

When you listen for the language the customer is using, it is important to be responding in the same language. For example, if you pick someone's language as being auditory, you would not have much success telling him you "*See what he means*", it would be better to say "*I understand what you are saying*". In the same way, you would not have much chance of him wanting to be sent a video about your services. You would offer to send an audio CD.

If you were selling a car to a kinaesthetic person, you would not talk about how the car looks or sounds. You would predominantly use kinaesthetic words to describe the feel of the car. You could talk about the velour seats creating an ambience of luxury, the smooth acceleration, the one touch buttons for the stereo, the feel of the car.

First of all it is important to recognise what your predominant style of communication is. Listen for your own language. It is easy to sell in your own language but much more challenging to change your language to someone else's style. I suggest you practise on your family and friends before you practise on customers!

Sometimes on a quick telephone sales call, there is not enough time to pick up on the customer's language. In this case it would be important to make sure you describe your product or service by including all the communication modalities so you do not miss anyone out. For example, if you were selling a house, you could describe it like this: "*The house overlooks the golf course (**visual**) and you can actually hear the river flowing past (**auditory**). You get the feeling you are in the middle of the countryside. (**Kinaesthetic**)*".

When you do not include the auditory people, they will stop listening and tune out.

When you do not include the kinaesthetic people, they will feel frustrated

When you don't include the visual people, they will show their irritation by putting the phone down on you.

If there is someone in your life that you do not get on with as well as others, it could be just because your preferred communication is not theirs and neither of you are adapting to each other's style.

Jenny Cartwright is a multi-award winning sales and telesales trainer, keynote speaker, coach and author of "**Don't Get Hung Up** (*How to sell products and services by phone*)".

A national award winning member of SWAP and accredited professional member of the Professional Speakers Australia, Jenny is based in Sydney, Australia.

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There are people that we may meet in life who are 'doomsayers'. At the age of 13 the principal of my school told my parents, in front of me, that; "Gillian isn't academic enough for this school, she should go to the school down the road". I had been at that school since I was five years old.

My Father was a very good negotiator in business and promptly replied: "Whilst I'm paying school fees for my daughter to be here she is staying at this school!" They weren't the happiest days of my life, but I also knew that I didn't want to go to the other school, even though I felt stupid and dumb. As a result my life took a different direction other than going to university. I had felt a failure, however, later I had people who believed in me and I was encouraged to be adventurous and have no regrets.

Fast forward many years later after several career changes (yes, I am the oldest GenY on the planet!) from becoming a Cordon Bleu chef, teaching at the London Cordon Bleu School, being a personal chef to the rich and famous and adding to my 'skills' I became a ski instructor. A serious ski accident meant no more skiing and a new direction which included seven years in real estate investment followed by working for a large transformational leadership company in Tokyo and now home is New Zealand.

For the past 20+ years I have focused and enjoyed working with leaders from all sorts of organisations. Four years ago whilst working with a leadership team I encountered a CEO who was stifling the Finance Manager. She was an extremely capable manager who, with her husband, also owned a very successful dairy farm. The CEO prevented her from taking any Board appointments because in his words: "You don't have the capability to be a director".

I encouraged her not to listen to him and a year later she applied for a board appointment directorship to one of New Zealand's largest organisations. She failed, yet wasn't disheartened and gathered all the feedback she could to help her apply another time. Recently a place became vacant on the board and she applied again. By this time she had been on a few boards, gaining both experience and confidence.



Last week I received a message saying: "Today I can write to tell you just how much your encouragement a long time ago has changed my life. Yesterday I found out I was elected to THE Board, my dream job since leaving the old company. It's taken three years, since leaving and a bit of hard work, but I have got there. There is still a lot of work to do, but I just had to say a big THANK YOU, words cannot explain my heartfelt thanks".

We never know what life holds for us. If anyone had told me when I left school that one day I would be speaking to and coaching leaders, including CEOs I would have laughed. Never let the past get in the way. There are always new opportunities even though you may not know what they are. Never give up on your hopes and dreams.



Gilly
Chater

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New Year resolutions don't last long for many people. So why do they fail? The statistics vary, though one thing they have in common is that the very large majority fail within the first month of the year! The question is do you make resolutions and do you keep them, or are you in the 90% plus category? Someone asked me; "what are your resolutions, goals and objectives for 2017". I let him know that I never make New Year resolutions. Rather than have a number of these and objectives I have one word for the year.

As I took an early morning walk along the beach a recently my word came to me – 'out of the blue'! The word is GROW. If you want to grow vegetables in your garden or containers it requires a lot of investment in feeding, watering and nurturing them so that you can harvest them and benefit from your efforts. And it is the same for human beings.

The word GROW is a catalyst for personal growth, growth of others and of your business. Of course, in order to achieve the latter, it starts with you and the people you lead directly or indirectly. Personal leadership is fundamental and yet it is rarely 'taught'.

Inspiring Multiple Generations

Deloitte's worldwide 2014 survey found that: "Leadership remains the No. 1 talent issue facing organisations around the world, with 86 percent of respondents in our survey rating it as 'urgent' or 'important'. Companies face new leadership challenges, including developing Millennials and multiple generations of leaders".



Over the last two years I've had the privilege of working with several "Emerging Leaders". These people are already in some form of supervisory role and their managers have recognised their talents and invested in their development. Several participants have since been promoted and have grown substantially. I've been both delighted and disappointed by their sponsoring managers. Some of these managers have been meeting and coaching regularly with their direct reports, whilst some others have only met about once or twice in four months!

Listen for the Signs

- Make time to meet regularly with your people – not just a five minute task focused discussion.
- Develop the relationship and listen for signals that they are getting bored or want a new challenge. One sponsoring manager told me that he has learned so much about himself too by meeting every two weeks with his emerging leader John* for over an hour each time. The ROI in his time has paid dividends as he could rely on John to step up whilst he was away on long leave.

The messages are right in front of you

People leave their jobs for a number of reasons. The most likely one is that they do not feel valued, and the most talented feel stifled from lack of growth and opportunity. One emerging leader did everything she could to get the attention of her leader. Eventually she left for a much bigger and more exciting role. Replacing good people isn't easy and it costs both financially and in reputation.

GROW You, GROW your People, GROW your Business



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A letter arrived marked 'sent with enthusiasm'. Experience immediately told me who it was from. Yes, **Rob Salisbury CSP** had alerted me to an article on this topic just before the USA election. He found it on a Qantas flight in a TIME magazine (re July 2016 edition). On the front cover was the back view of a well-known characteristic hairstyle with a gold plaque on the back of the chair which reads THE PRESIDENT JANUARY 20 2017.



The magazine caption, **Gut Check for Donald Trump; Intuition beats Experience**. Nearly 6 Months before the USA Election held on 8 Nov 2016 the article by Jon Meacham wrote, **'What would that mean for the USA presidency?'** What a president needs to know ... is Intuition better than

Experience, are they both needed, or can 'off the cuff' decisions with a special capacity to arrive at conclusions with little forethought be an advantage?

So what do Donald Trump and Albert Einstein have in common? Well apart from both being born on the 14th there is a dramatic difference when considering other combined vibrational patterns of **Human Essences (HE)** that determines a personal Intuitive Quotient. The Day Born vibrational pattern is just one part of the combined 'fingerprint' of the overall innate patterns of a unique individual. Their same Day Born indicates Human Essence (HE) 5 acting on a daily basis [1+4 = 5]. Anyone Born on the 14th of any month can imagine intuitively 'hearing' and receiving knowledge foreseen and simply trust even when it is separate to others' thinking at the time. This also means any person born on 5th, 14th or 23rd of any month have a strong propensity to be able to 'act like a chameleon' and link directly to know what is going on in the moment. Donald Trump has a tendency to wing it and act on his instinct, which effectively means he is working off what might be called 'political hearsay'. "Intuition is most important", said Einstein especially with a clear, sober and receptive 14th vibration.

Vibrational Pattern breakdown to compare differences between Donald Trump and Albert Einstein	
<p>Donald Trump: Born 14 June 1946 Workings: 14 6 1946 = 31... [1+4 +6 +1+9+4+6 = 31] Day Born (Daily) 1+4 = HE 5... Zodiac (Characteristics) Gemini HE 5 through Mercury, Year Born (At times) 1+9+4+6 = 20... 2+0 = HE 2... and his Life Path (Life Challenges) 3+1 = HE 4.</p>	<p>Albert Einstein: Born 14 Mar 1879 Workings: 14 3 1879 = 33... [1+4 +3 =1879 = 33] Day Born (Daily) 1+4 = HE 5... Zodiac (Characteristics) Pisces HE 7 through Neptune, Year Born (At times) 1+8+7+9 = 25... 2+5 = HE 7... and his Life Path (Life Challenges) 33 = A Master Number Vibration HE 33(6)</p>

Donald Trump has a double dose of **HE 5 ORGANISER**, plus HE 2 and HE 4. This makes him the born speculator, as he is known, a communicator who, with a genuine interest in people, can organize those who know how to manage. An organizer must organize more than manage to be successful. At times his Year Born vibrational cycles HE 20 (2) CATALYST will link well to politics. His greatest challenges through Life Path HE 31 (4) CONSTRUCTOR is to implement practical inventions to bring changes with the opposite way of traditional thinking.

Albert Einstein had a double dose of **HE 7 VISIONARY** patterns combined with his 14th Day Born makes a vast difference especially with the master number vibration in his Life Path. The HE 7 searches to solve 'the mystery behind the mystery', with a divining sense in the collective conscious and unconsciousness realms. The 33 Master Number Vibration when mastered provides 'example and guidance' for others. The most beautiful and fulfilling experience a person can have is the sense of the mysterious. Beyond the intellect lies dimensions that our mind cannot easily fathom; yet its beauty and simplicity when results are observed, can enhance reality with acceptance and growth of the human intuitive faculty. Einstein's intuition paved our way forward. He personified his ability to notice what he was intuitively shown and preceded to exemplify that knowledge for all.

Intuition comes in varied forms and is quite separate to instinctive mind and experience. The personal 'vibrational fingerprint' of combined patterns determines the true differences in each unique individual. True intuition when developed and trusted, will add another dimension beyond the intellect of instinctive mind. The ability to make decisions with a special capacity to arrive at conclusions with intuitive insight and wisdom added to the experience of instinctive mind is an advantage? This is true for any leader including how to lead oneself. **Find your unique combination of subtle and accentuated Core Values in the following article.**



Dean Collier, Dean of Numbers, Clear Vision Futurist for Personal and Business Success is based in Sydney, Australia. He conducts seminars and consulting worldwide. Keynote speaker and author of **The Nine Human Essences for your business success**, he educates individuals and organisations when they need certainty in the face of choices and changes to make best decisions for personal and business success.

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The Nine Human Essences is a study of Vibrational Patterns found through the symbols of numbers in various parts of a person’s birth date. When you link to discover your unique combination of Vibrational Patterns, greater personal and business success happens when you know self, create self and understand others. If you are familiar with the reduction of numbers with simple maths, see if you can fill in and assimilate your subtle and often accentuated differences and needs compared to the example in the first table below.

<p>Human essences main vibrational indicator Day Born + *Month Born + Year Born = Life path (1) + 1 [Jan] + 1949 = Total (25) (23)..... Daily + *Characteristics + At times + Life’s Challenges</p>	<p>Fill in here - see Quick Start Guide if needed. Day Born + *Month Born + Year Born = Life path + + = ()..... Daily + *Characteristics + At times + Life’s Challenges</p>
<p>QUICK START GUIDE - Notice the Life Path totals all the numbers added on that line. - Should the Life Path be larger than 31, reduce it down e.g. (37) 3+7 = (10) INTEGRATOR. NB: The month number needs an association table.</p>	<p>ORGANISER Human Essence Vibrations: (5) (14) (23) - Communication, interaction and co-ordination - Knowledge gatherers and passing on of ideas - Freedom and self-sufficiency</p>
<p>INTEGRATOR Human Essence Vibrations: (1) (10) (19) (28) - Individuality to stimulate ideas - Will with powerful self-assurance - Compromise and integrate ideas for success</p>	<p>CAREGIVER Human Essence Vibrations: (6) (15) (24) - Service and care to humanity - Unity, identification through evaluation and feelings - Responsibility, develop harmonious environments</p>
<p>CATALYST Human Essence Vibrations: (2) (11) (20) (29) - Co-operation and reliance with team spirit - Diplomacy to assimilate and share ideals - Confidence develops emotional responses</p>	<p>VISIONARY Human Essence Vibrations: (7) (16) (25) - Ideal thinker trends analysed through anticipation - Thoughts, subtle mind to make fine distinctions - Wisdom, seeks deeper foundation of knowledge</p>
<p>THE OVERSEER Human Essence Vibrations: (3) (12) (21) (30) - Logical Thinker beyond normal limitations - Challenge, expansion through mental activity - Self-expression to enable emotional growth</p>	<p>LEADER Human Essence vibrations (8) (17) (26) - Management, with constructive authority - Performance, resources, time and money managed - Ambition, tempered by motive (cause and effect)</p>
<p>CONSTRUCTOR Human Essence Vibrations: (4) (13) (22) (31) - Changes for practical growth - Opposites and adaptability through invention - Discipline for independence</p>	<p>EDUCATOR Human Essence Vibrations (9) (18) (27) - Family structure for humanitarian causes - Specialised methodology for success - Compassion to instruct or guide others</p>

Comments: Your three main indicators should be easy to find, Day Born, Year Born and Life Path. If you would like to know more about the vibrations for the associated month born, age cycles and Intuitive outcome cycles, call Dean Collier for a **FREE 10 minute uplifting Intuitive assessment session** for your future outcome.

Every business needs all nine Human Essences working together for success.

Dean Collier, Dean of Numbers, Clear Vision Futurist for Personal and Business Success is based in Sydney, Australia. He conducts seminars and consulting worldwide.

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Situations you may encounter ...		
Your boss asks you to work late and you want to say 'No', but you say 'Yes' (because it was easier / you'd just come back from sick leave / she was in a really bad mood).	A customer needs an item NOW and as the best service is your aim, you find the item but your other pressing tasks must slip down your priority list.	Your best friend / sister asks you to babysit. She sounds so desperate you say 'Yes' when 'No' would have suited you better.

How did you feel? Frustrated, upset, resentful, maybe angry? Did you do the task as well as you could have? Maybe not? In the past I have been guilty of ALL the above examples and feelings. I would like to share what I did so that everyone felt satisfied with the outcome.

These unpleasant feelings are a consequence of not asserting yourself. When I remember this, it gives me the 'Push' to be more assertive. In addition, when I remember the benefits of standing up for myself, this gives me the 'Pull' to say 'No'. I get to do what I want and I keep my previous commitment. However, when I say 'No' I suggest an alternative time or another person who can help instead of me. This way you get what you want, while I say 'No' without guilt.

What helped me change my behaviour to become more assertive can help you change and become more assertive too so you can say 'Yes' to what you do want and 'No' to what you don't want. Imagine if everyone asked for what they wanted, helped others get what they wanted and all of us said 'No' to what we didn't want. As Louis Armstrong sang, 'What a wonderful world it would be.'

Follow the **C.A.R.E.** formula and it can be so. Let me explain. This formula can help you take assertive action to say 'No' when pressured to say 'Yes'. Firstly, do you care about yourself?

When I returned from Machu Picchu in Peru with my partner Dean, we reflected on our successful climb up Wayna Picchu, that huge steep mountain seen at the back of the photo, offering awesome views of the old archaeological city, a most wonderful experience that I have dreamed about since I was a little girl.



Yvonne Collier Machu Picchu and Climb Mountain

This was on my 'to do' list for a long time. I do **CARE** about myself and about fulfilling my dreams. Do you *care for yourself first*? "If an oxygen mask drops from above put yours on first." That's how it works. It is not selfish to look after your needs. It is essential. Meet your needs first to give back more to others.

C.A.R.E. stands for:

- **Commitment** plus **Courage** to say No and think of the **Consequences**: Make a commitment to get your needs met. When have you been courageous in the past? Tap into this memory when you need it. Think for a moment of the consequences of saying 'No' and saying 'Yes'. Then choose.
- **Ask** Questions: What do I want? What do I need? What are the consequences of saying yes or no? Then, what does the other person need / want? Why? What are the reasons underlying the need / want? What can I do to help you meet your needs? Maybe we can find other ways?
- **Respect** yourself and others: Look for options and solutions. Resolve to be helpful and care.
- **Energy** and **Enthusiasm**: Offer questions, solutions and options with respect, honesty and enthusiasm.

CARE about yourself first. Then put yourself in the shoes of the other person caringly. Explore options that meet both your needs. Say 'Yes' or 'No' because you want to. Together we may create a more wonderful world.



Yvonne Collier CSP is an International Sydney based speaker, trainer, facilitator and coach. Director of Maddison Training since 1992, a successful people skills and assertive skills training company and author of *LAFFe to Success: A Practical Guide to Getting Along with Others*.

She is a former National Speakers State President and National Board member and recipient of Walter Dickman award for service to NSAA (PSA) and the community. A background in education, advertising sales, management, radio host / presenter and Master Practitioner of NLP, Yvonne works with people individually and with groups in medium and large organisations. Contact mobile: **+61 417 203 106**

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Imagine ... it's Friday afternoon, 2.30pm and you are on your computer to print out your boarding pass. You are excited because tomorrow (Saturday) you are flying to China to work with your long-standing favourite client. The screen says, enter your VISA Number. My heart sinks and stomach churns as I realise ***I've forgotten to get a visa for China!!*** How could I? I've been working in China many times and with this client, of eight years. She's expecting me in Shanghai tomorrow for training on Monday. I feel gutted! What on earth am I going to do? What would you do in this situation?

Even though I feel physically sick I say to myself, Yvonne get resourceful. Think options - to Dean, my husband and business partner, "*Will you phone the Chinese embassy and the Australian Embassy*". Oh, I've got to ring my client, who is based in Hong Kong. I leave a message on her mobile. "*Urgent, Urgent, Please ring Yvonne*". OK What else can I do? What other options do I have?

Dean is getting nowhere with the Embassies. The Chinese Embassy: recorded message - Open 9 – Noon Monday to Friday. The Australian Embassy, *even the Prime Minister would not get into China without a Visa!* Express Visa on Monday is too late.

Missing out on delivering half of a 5 day training session is not an option! Ring Maree – my client in Sydney who is flying up to Shanghai tomorrow. *OH! Text Genelle, by the way she's on holiday!* So I text ... and wait ... and pray for help. The phone rings ... "*What's wrong Yvonne, what's urgent?*" I say, "*I'm so very sorry, I forgot to get a Chinese Visa*". Response: "***#*@!!!! I'll get back to you!***"

History

We have worked together developing and delivering 'Train the Trainer' for GroupM for 8 years. However, our relationship goes back much further. We worked in advertising, she as Media Director and me as National Advertising Sales Manager for the Good Weekend and later The Australian Magazine. There's a long history of mutual respect, support and friendship ☺

She calls me in half an hour. *I need you to change your Saturday flight to Hong Kong then fly to Shanghai Monday evening.* Phyllis her P.A. will take my passport on Monday to get a China Visa. Saved!

More hiccups!

The new plan was I stay in HK at Genelle's Saturday and Sunday and fly out Monday. Genelle flies out Sunday afternoon to run day one ... and then she got an eye infection and the doctor says it's too dangerous to fly! We are now two trainers down!

So Sunday afternoon in HK, we call Maree, now in Shanghai, assure her I will arrive late Monday night and brief her to run TTT's first day.

Lessons Learnt:

- Focus and find a way!
- Mutual purpose - 24 Subject Matter Experts flying into Shanghai from all over Asia
- Relationships, Respect and Resourceful
- Check lists – create and use them – add get visa
- In everything there is an upside - we get to spend Sunday together– she can't fly but we can shop!

In conclusion: Build your relationships, check your checklists and trust you can find workable creative options.

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She is a former National Speakers State President and National Board member and recipient of Walter Dickman award for service to NSAA (PSA) and the community. A background in education, advertising sales, management, radio host / presenter and Master Practitioner of NLP, Yvonne works with people individually and with groups in medium and large organisations. Contact mobile: **+61 417 203 106**

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I believe busy is a hoax. When you ask friends how they are, how many times are you answered with 'busy' or some derivative of being completely flat out and stressed. I don't, but ... what I'd like to say is "Oh, what a pity you aren't really enjoying your life because you can't get your priorities in order." Face it, busy is a choice.

OK, so we've normalised being busy and personally I think busy is the new drug we're all addicted to. Some people do drugs, others gamble but most people deal with their negative emotions these days by adding more commitments into their day so they don't ever get to stop and think about their life or actually feel any pain.



Busy isn't what you do with your time; busy is how your mind responds to what you do with your time. I live a very full life. I have two small children, run a successful business from home and am involved in multiple community activities. From the outside people assume I'm busy, but not a day goes by where I don't make time to go to the beach or read a good book. Here are my top three ideas to help you stop doing busy:

1. **Reduce your commitments:**

When you constantly feel like you have something you 'should' be doing you will always feel busy. Slash your To Do list, cut it in half then spread what's left over a week (or month.) Minimise after school and weekend commitments and get comfortable with saying "Sorry, I can't make it." Next; Declutter. The less stuff you have the less things you need to pick up, sort out and keep clean and tidy. This gives you back control of the little things in your world.

2. **Slow your mind:**

Busy is a state of mind. Switch off your mind with simple mindfulness exercises where you learn to pay full attention in the moment. Make a cup of tea mindfully, walk through a park mindfully or be mindful when you're meeting with staff or tucking your kids in at night. This presence of mind enables you to focus when you need to and reduce the clutter in your head.

3. **Notice the good stuff:**

Our brains have a negativity bias. We pay three times the attention to a negative event or emotion than to a positive one. To simplify you must learn to focus on the good stuff. Start your day by noticing 10 good things. It may be moments with children, something beautiful in nature or an act of kindness you've done. When we pay attention to the positives in our lives our brain begins to realign and notice more positives and we create an upwards shift in our wellbeing.

If you're in the habit of answering the question "how are you?" with "Busy" then it's time to make some changes in 2017. Make time this year to enjoy your life, slow down and become mindful of how you're living. In short, simplifying your life amplifies your future.



is a positive psychology coach based near Shellharbour, Australia.

Since 2006 Jodie has built a successful business helping executives become more effective at work and happier at home. She achieves this by shifting mindsets with one on one coaching and a series of corporate motivational workshops.

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What are your gifts? This a big question and one that many people struggle to realize in their life time. Your gifts are presents, light, fire, energy and are God-like radiating from your spirit. I have found that once you realize consciously what your gifts are you can be present with them, shine to your best and begin 'to be' with authenticity and not just 'do'. They are the '**Why**' and '**What**' that makes you as a radiant conscious human.

Most of the time we run around in this world on autopilot taking for granted the gifts that are our true essence and which drive and support us through life. Gifts are those values, qualities and positive traits that live deep within us that keep us motivated and joyful.

They are really quiet pieces of our 'essence' or 'spirit' that are actually shouting to be understood, realized and lived. The only way to listen to them is to truly listen deeply to the silence inside of you and ...



Yes and ... a wonderful way to realize your gifts is to go on a bit of a scavenger hunt with people you respect and whose opinion you trust. Others tend to see us much better than ourselves most of the time as we are often wrapped up in other things that are driven by ego and fear. Here are some ways to discover your gifts –

- Share some stories with others that you respect who will give you full attention. The other person listens to your stories and writes down the important words that begin to describe what is important to you in your stories. e.g., motivate, calm, generous, loving, giving ...
- Do a Survey - Ask a few people that you respect to answer, 'What do you feel are my unique qualities?'; 'Why would you hire me or want to work with me? (for the first time or again)'
- Discover your priority values – through different tools (I use www.valuesonline.net)
- When you gather testimonials look at the words and phrases to gather information about yourself
- Remember to say thank-you and accept it when people give you compliments

One of the most missed opportunities in life is consciously accepting compliments. I suggest that you begin to listen when a compliment is given to you rather than shying away from them by saying, 'No, that's not me' or physically drop your eyes and feel embarrassed. When you do this you are rejecting your gifts and that is rejecting your truth.

Once you realize your gifts **Bow to Them** by taking them into your body and feel them placed in and around your heart. Do an internal bow to them or even speak them out loud and physically bow to them as many times of the day as you want. You may even say Namaste. Bring your gifts to life and live with them powerfully with grace whenever you get the opportunity.



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I have always said that designing a website is about so much more than just the graphic design - or the pretty images that combine to make it up. Sure, imagery is important but the functionality and knowing what you want to achieve from your website is important as well. This was bought home to me, so very clearly, in a recent website project and I thought to share my insights.

Start with the end in mind: Wanting a website just isn't enough. What experience do you want your visitors to have? What do you want them to do when they're browsing the site?

- Do you want them to buy something?
- Do you want them to sign up for something?
- Would you like them to come back?
- If you're running a membership type site (or even an e-Commerce type site) how do you want your visitors to be able to find their information?

The answers to these questions, which may not be so simple, will often set your website and your company out from the rest.

Start simple and understand that the end is a moving set of goal posts: It's tempting to build an all singing, all dancing website. It's even possible to. The question is - just because you can, should you?

One of the main reasons I've seen a website creation project fail is because people try to do too much, in too short a time frame. I prefer to subscribe to the KIS(S) principle (Keep It Simple).

Decide what the core / must-have functions are - the functions that will get your website operational and usable for your visitors. Focus on those. If something comes up along the way, whilst the site is being designed and built - return to these and decide whether it's something that needs to be added into the 'must haves' or something that you can put into a Version 2 or Mark 2 of the site.

This will ensure that your website actually sees the light of day and doesn't remain in development for longer than it should.

Write Your Content: Website design doesn't just stop at getting the shell of the website up and running. A great website needs great content and that content is going to be needed as your site is being built. Don't make your developer wait on it. While they're doing the building, write your content and get it to them.

Have your content map planned out - it will help for the organisation of content but also knowing if you've captured everything.

Consider engaging a Copywriter as well. They can write your content from scratch or polish what you'll write.

Hosting and Domain Name: These two things are often the most overlooked of the design process but end up becoming two of the most critical things. I'm not going to go into selecting your domain name or provider, that's a topic of another conversation but what I will advise is:

- Make sure you have access to your hosting account. Not just the billing details, but the admin access as well. Even if you never plan on using it, make sure you have those details and that your email address is registered on the account.
- Same for your Domain Name. You, or your business, should be listed as the registrant and your email address should be the prime contact.

I have assisted a number of businesses, years after having their sites setup and domain names registered, to recover access to their hosting accounts.

Keep everything together in a folder - you will need them at some point.

Charly Dwyer helps small business owners realise the power of the Internet as a channel to market their organisation in an appropriate and cost-effective manner. With over 25 years' experience in the IT industry, she looks at integrating the most cost effective technology solutions to achieve business objectives. She has won numerous awards including the MCEI Women in Business Marketing Award and the Stevie Award for Best Entrepreneur - Service Businesses - Up to 100 Employees - Computer Services.

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I'm always excited when I hear or participate in a quality conversation. Afterwards I share examples with those in my communication skills workshops. One morning, as I sat having breakfast in a local coffee bar, I was fascinated at the topics I could overhear being discussed by strangers at the table next to mine.

They were talking about the English language and how punctuation can change the meaning of a message. This was of particular interest to me because in my 'How to get your point across' workshops, punctuation is an important aspect of the written examples participants work on.



The big question is: how do we minimise the gap between the sender's intention (in sending a message) and the recipient's perception of the same message?

During their conversation, the strangers discussed some examples of how punctuation can alter the meaning of a message.

- Sam says George is mad.
- Sam, says George, is mad.

Also, the classic favourite, "What is the difference between a panda and a cowboy?"

- The former eats shoots and leaves.
- The latter eats, shoots and leaves.

In written communication, a comma can significantly change the meaning of our message.

Let's look at another area in which punctuation is important. A question we need to ask ourselves is: "How is punctuation impacting on the meaning of our lives"?

Life can be thought of as a continuum, artificially punctuated in a variety of ways. Each birthday marks a change, an event that often puts us in a different category. That change in age enables us to do certain things and excludes us from other opportunities. It may qualify us for a certain race or prevent us from entering a Miss World Contest.



Think of your next birthday: what will you no longer qualify for? For example, in my uncle's case, as a colonel in the army he enjoyed his work but the army computers were set to recognise only those people whose ages were up to 75, so there was no way he could be paid his salary after that age. So, he very reluctantly resigned.

What new opportunities will your next birthday present? You may now be able to apply for a driver's licence. For some of us, it could qualify us for extra tax concessions.

Just as a full stop ends a sentence and a new sentence starts after that full stop, so a birthday marks the end of an age and the beginning of a new era. Similarly, each New Year follows another full stop and generates a whole new range of possibilities.

For those of us with different religious or cultural affinities we may also recognise New Year at different times and our celebrations may take different forms.

Any New Year may be a good time to make a fresh start, to strategize our future. But if we do this only once a year aren't we missing out on other opportunities? Shouldn't we be setting aside regular sessions to exercise an 'attitude of positive discontent'? I think of the wonderful story told in 'Management Mess-ups: 57 pitfalls you can avoid'.

The author, Mark Eppler, was walking along a pier and saw fishermen with their boats upside down on the beach. He was concerned as he realised that by not being out fishing the fishermen were not generating income. They explained that they regularly punctuate their lives by not going fishing and rather spend the day scraping their boats.



He still didn't understand. They explained that barnacles attach themselves to the boats below the water level and multiply at an alarming rate. This makes the boats heavier, slower and less manoeuvrable. In addition, the boats can consume up to 40% more fuel in order for the fishermen to reach the waters where they fish.

Doesn't that sound just like our lives? Things creep up on us. 'The deception of the gradual' is one way of referring to the process. We don't realise we are being weighed down, burdened by excesses. It becomes harder to achieve our goals and takes us more time because we are less flexible. Also the cost of achievement is greater in terms of energy used. So we become less effective.

By creating punctuations in the flow of our lives, we can pause, observe, reflect, create meaning and then take appropriate action. Regarding our resources, our service and the way we operate, we should assume that nothing is good enough and ask ourselves how we can improve.

Of course, after careful consideration, we may decide that something is the best it can be for us at this time, so we'll leave it as it is. However, even if it is good enough (now), we need to create an opportunity in the future to re-examine and reassess whether it is still the best it can be. This helps us to avoid becoming complacent or forming bad habits.

So, my message to you is: punctuate your lives periodically in a purposeful way. Have a break from routine and carefully appraise every aspect of your life. Are things the best they can be? If not, how could you improve? And then take appropriate action. Implement strategies for success.

Just as the punctuation in written words can alter the meaning of sentences, so the meaning of our lives can be altered considerably by strategic pauses and relevant positive action.

Quality conversation is not confined to coffee shops – although a good cappuccino can help.

- When did you last stop and really listen to the conversations around you?
- What did you learn?
- How can you apply these lessons in other areas of your life?
- In which ways can you pause to apply an attitude of positive discontent?

Brenda Eckstein is a speaker, trainer and executive coach based in South Africa and a long standing member of the Sydney Chapter of the National Speakers Association of Australia. She has published two bestselling books, "Networking Tactics" and "ABCs of Effective Networking".

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WHAT, ME WORRY?

MAD

mass migration of thousands upon thousands of middle-east refugees into Europe; and the election of the enigmatic and erratic Donald Trump to the US Presidency.

Every year there seems to be more and more issues, events and disasters that threaten the stability of society and with it the confidence of the business community. In the past 12 months we have witnessed globe shaking events including: Brexit - the United Kingdom's withdrawal from the European Union; the

Closer to home we see the worst downturn in a century of the mining industry; the continuing upwardly spiralling housing market; and the growing business risks in: digital disruption; compliance; product performance; customer consolidation; tax changes; forecasting and cash flow decision making; and the speed and influence of social media to name a few.

One could easily follow Chicken Little's example of running around screaming, "the sky is falling, the sky is falling," thinking the world is going to end ... Yet this very topic is the discussion between Jesus and his disciples in the New Testament book of Matthew, chapter 24.

Sitting on the Mount of Olives, overlooking the temple in Jerusalem, Jesus' followers ask him what will be the signs of the end of the world. Jesus goes on to describe these future conditions including wars and rumours of wars, famines and earthquakes, false prophets, lawlessness and the lack of love between people. But Jesus also had some encouraging words. He said, "See that you are not frightened, for those things must take place, but that is not yet the end ... All these things are merely the birth pains ... Behold I have told you these things in advance ... therefore be on alert."

I don't think we are at the end of the world just yet, but as we look at global and local events the **Kingdom Principles** to reflect on for your business are:

- Don't let the anxiety and panic of circumstances beyond your control affect your decision making if the reality is that they will have no real effect on your business.
- Seek wisdom from those around you who have a better understanding about the future environmental conditions that may change the playing field.
- If you do get advanced warning about serious issues that will affect your business and you don't take appropriate action, you are setting yourselves up for a disastrous end.

"A wise man is cautious and turns away from evil; but a fool is arrogant and careless." **Proverbs 14:16**. Business is hard enough without constant anxiety or a blasé attitude to everything. The middle road of cautious confidence will see many succeed where others fall.



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As you read these words, take a deep breath ... and now pause for a moment.

Did you read on or actually pause? Really, pause now, *stop reading, look up, or look inward, or close your eyes and just stay with moment*. Commit to it.

How do you feel? Where did you go?

This is no joke, no gimmick, no trick. We get so busy with our lives that we forget the power of the pause to help us renew, reflect and regenerate. There are 5 types of pauses that I encourage you to incorporate in your lives while working, speaking, breathing, thinking and walking.

PURPOSEFUL PAUSES

You increase your effectiveness, productivity and creativity as a leader when you create time-spaces during the day to pause so you can think, plan, reflect and imagine. This can be 15-30 minutes to schedule into your calendar and just call it a "meeting with yourself", it can be an hour after lunch lingering in the coffee shop outside your workplace, or it can be closing your eyes for a few minutes of silence before stepping into your next meeting or phone call in order to centre and focus yourself on what is important. Numerous studies confirm the benefits of these pauses to make better decisions, increase confidence and build more connected relationships with your staff and co-workers.

POWERFUL PAUSES

The pause between words while you speak or tell a story is an essential quality for your presentations. It allows the audience a moment to reflect and digest what you said, it keeps them in an anticipation state wondering what will come next, it can create suspense and at the very least it aids clarity for your content. In your next presentation, plan where you can add pauses to connect with the audience and add power to your presence.

MINDFUL PAUSES

At any point during the day when you realise you are tense, stressed, tired or just working too hard, pause and take some deep breaths. Close your eyes, bring your awareness to your breath and do nothing else for a minute, or 5 or 10. Slowly open your eyes and phase back into what you were doing. You will feel refreshed and have renewed energy and possibly even new ideas. You can also ponder what happens during the pause between the inhale and the exhale and between the exhale and the inhale. Be in for a surprise. Try it.

GRATEFUL PAUSES

There is so much to be grateful for yet we take most things for granted. Take a pause every day and write down or simply reflect on what you are grateful for. This is a humbling exercise. It brings us closer to our humanity.

WONDERFUL PAUSES

As you walk in the city, the countryside, the forest, by the waterside - stop. Pause to take in the beauty. Look, listen, sense, breathe. Watch people. Visit natural scenery. We are so disconnected with nature. Connect with what is sacred. It is a wonder. Your best ideas will emerge from these wonderful pauses.



Life is precious. If we live and work only as human beings we miss out on one of the secrets of health, longevity, personal effectiveness and awe. Pauses are awesome. The quality of your pauses will influence the quality of your life.

Bob Feldman is an international corporate trainer, executive coach, professional speaker and actor from Chicago who lives and works in Singapore, Sri Lanka and Berlin. He creates the space for people to express themselves outwardly with energy and engagement as well as to explore themselves inwardly for purpose and meaning.

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The lyrics from Sam Cooke's 1964 hit seem more poignantly relevant than ever.

First, we faced Brexit, where Britons voted to be rid of a system where back room deals and political favours were prioritised over sound policy and foresight. Next, a TV realty 'star' whose qualifications include an endless stream of bankruptcies, bullying, sexist and racist rants, climate change denial and having paper wealth in the billions – yet paying no tax, gets elected as President of the USA ... because apparently, he represents the working class American.

'One day, the house of cards will collapse' says Euro creator and now vocal opponent, Otmar Issing. Italy has voted overwhelmingly against the European establishment, which could determine its fate in the EU. In 2017 both France and Germany head to the polls. **'The only constant is change'** Heraclitus mused and 600 years later his neighbour from across the Aegean, Pliny the Elder stated **'The only certainty is uncertainty'**. So, the one we know for sure is that **'change is gonna come'**.

GREAT!

Oxfam stated in 2016 that the richest 1% now has as much wealth as the rest of the world combined. Most of this wealth is attained and maintained unethically. Maintained in that in Australia alone, tax loopholes allow 30% of big business to pay no corporate tax. (ATO 2016)

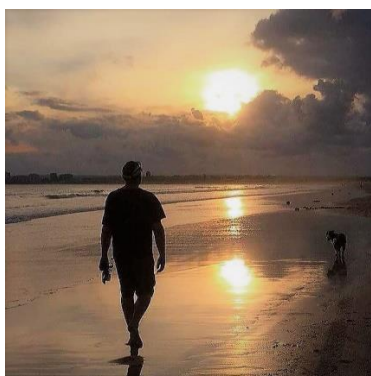
Qantas, Virgin Australia, Lend Lease, Glencorp and many other brands we see and support daily pay zero tax, yet, you and I are charged upward to 45 cents in the dollar. If we ran our personal finances the way these businesses are allowed to operate, we would have our debts reigned in and made bankrupt within a heartbeat. So, change must come.

The 1% are out of control and are in an ethical and moral race to the bottom. We look at global automobile giants whose only goal is to become number one and will lie, cheat and deceive to attain that goal. FIFA squandered millions, maybe billions so that a 'gentlemen's' club of elite remained in control of 'the people's game'. Toshiba, a once proud Japanese icon, falsified earnings income by 4 Billion dollars and a spoiled presumptuous 'entrepreneur' named Martin Shkreli thought it was good business to buy a company and raise the price of its life saving drug by 5000%. That was just 2015/2016. So, change must come.

People make change. Not products. A product may change your life, but it is people who dreamed it, prototyped it, developed it, marketed it and sold it. It's your choice to buy into it or to leave it alone. If we really want change, we **must** start to act and behave differently.

I ran a multimillion company and grew it beyond all expectations over a 6-year period ... nearly losing my soul in the process. When a leader asks you to do something that 'doesn't feel right' or calls systems put in place to protect employee's rights as 'red tape and BS' ... you know something is not right. But, only you can make a change if you want to. Sure, it will be tough, but as Roosevelt observed, anything **truly** worthwhile requires effort, pain and difficulty.

Choose and act wisely. Think about what you support, who you work for and what your purpose in life is. Mine is to teach and create awareness; to save someone from wandering down the dark path I was facing and making sure the fork they choose is to enlightenment. One final, favourite, quote – **'Man cannot discover new oceans unless he has the courage to lose sight of the shore'** – Andre Gide.



Brett Flower is an executive who works with individuals and organisations to deliver high performance; drive change and implement efficiencies that lead to ethical, operational and compliance excellence. Far from being a corporate puppet, he leads from the front and not the top. He has transformed businesses to exceed sales and profit expectations through constantly challenging entrenched and redundant corporate thinking. His Master's Degree research paper into Corporate Governance examined the existing support and induction methodology for company directors, earning him a High Distinction. Contact: brett@elcaus.com.au | +61 414 451 810

I recently met with Professor Eduardo Braun from the University of California and a member of the Clinton Foundation's Global Initiative to discuss issues around leadership in the work place.

The focus of our conversation was around the strategic issues in the changing workplace culture. How do today's leaders handle the new thinking, new values, new behaviours and new work practices as we transition from a workplace culture of working within defined boundaries? Employee's loyalties were to the "company", life was organised around work and a technology driven work place to one where work is now without boundaries in a truly global community. Loyalty is self-directed, work is organised around the individual's life and the need to master the softer skills is critical for new success.

Our discussion led to how to meet these leadership challenges and identifying five fundamental elements that need to be addressed:

- To create a Vision for your team
- To recruit and manage talented People and get the best out of them
- To design the whole Decision-Making process.
- To Communicate - define how your team communicates.
- To build a Culture for your team.

There are many variables and possible approaches in order to tackle these leadership challenges.

There are tasks to be performed in each of these roles and questions you need to ask by the leader before you can act on this strategy:

- Define the vision: defining strategies, business, identity, etc. What do you believe in? How will you live this?
- Manage people and teams: selection and evaluation of teams, motivation, inspiration and communication, among others. Do you deeply care for the people you lead?
- Take critical decisions: delegating, defining processes, organization of structure, etc. Are you empowering your team? Are you allowing people to grow?
- Communication: Definition of key messages and values, company goals, formal and informal practices. Are you connected with your people? Do you build trust?
- Develop a Culture: incentives, people profiles, management practices, desired behaviours. Are you proud, engaged and happy? What type of culture do you create?

Culture is more important than strategy, if you get this right, culture can significantly multiply business results. In turn culture is created via establishing meaningful communication challenges and taking time to have conversations. It's always about having quality conversations with people – being involved and interested in your people and letting them know that they do make a difference. It's the emotional connection that makes the difference.

Growth as leaders is not achieved by imposing tasks upon them but by making a deep, personal commitment to be emotionally involved, creating the right attitude and building a state of trust. Visibly growing yourself so that it can then be translated into actions makes the path to great leadership.

**Tony Gleeson Chief Executive AIRAH**

Tony has a wealth of experience in creating corporate growth, having held leadership roles for some of the world's foremost professional services organisations, including PricewaterhouseCoopers, Deloitte and CPA Australia. Tony's expertise in technology enablement, process improvement and management strategy, combined with his passion for education and development make this e-book an ideal roadmap to navigate through the complex and challenging climate people face when developing their careers.

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MICHELE GENNOE Embedding mindfulness into everyday life to create your most successful year in 2017!

A lot has been written recently about what it means to be mindful but much of it doesn't give many insights into how to actually live it. By this I mean it is all very good to plan to live in the moment, to get things done and follow your dreams but then you get out of bed and bam!!! Life happens and that is where the fun really begins ...

I was reminded of this when sitting in a restaurant and became aware that they had forgotten to come and get my order. I knew I could choose to get annoyed or just go up to the waiter and order myself. So I went and ordered and went back to reading. I heard my inner voice and could see how I had a choice in that moment about how to react and was pleased that I chose to stay calm and focus on my more pleasurable task of reading.

As I was getting ready to leave I asked the waitress to bring me the bill and when it did not arrive I went up and paid it. This was a 5 star restaurant so I decided that it was now appropriate to get annoyed and started to complain. When I realised that the waiter wasn't actually listening I stopped. My getting annoyed wasn't doing anything but getting me agitated and the waiter had not recognised that there was any problem.

The third choice point was then whether to ask for the manager and complain, or to keep going out of the restaurant to the beach. As I was standing there thinking about this choice I knew that if I stayed and complained then I might start to get agitated again. But if I left I might carry the annoyance with me to the beach. I chose the beach and went for a swim.

Throughout each day, throughout each and every interaction in your day, you are constantly given opportunities to be mindful about how you choose to react, think and re-frame events in your life. By the time I was swimming happily in the water the whole restaurant experience started to change into material I could use in my stand-up comedy routine. The waiter looked like Manuel, the concierge was Basil Fawlty and I was one of the ever patient guest's at Fawlty Towers experiencing their levels of 'service'.



Living Mindfully is not about never getting annoyed or showing what you think or feel about what is going on for you truthfully in that moment. It is about embedding into your everyday life that you have a choice about what you do with it. Ignore thought and feelings, react to them, release them- choosing what you want to do with them - these are the choices about how you live and create your life!! Create it well and full of Joy and remember if it is going to be funny later then it is already funny now!!



Michele Gennoe is the "Mindful Leadership Lady" and she is a woman on a mission. She is on a mission to assist people to be more mindful so they can live both meaningful and profitable lives. Over time the way that we lead and manage our lives has changed rapidly and evolved into an age where we are almost drowning in the information available whilst being thirsty for the wisdom behind it.

Put simply, Michele provides profound and mindful clarity that empowers people and changes the way that they think about and live their lives.

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Some wag once said this about the weather: everyone talks about it but no one does anything about it; that's one of the first things that comes to my mind when I hear someone talk about a "win-win" outcome in a negotiation. Everyone says they want it but very few people are able to achieve it with any regularity. In fact, few people even understand what it is.

A win-win is not just reaching an agreement. Nor is it a favourable outcome, or when both parties feel they have won. That is usually a partial win at best. A true win-win is when both parties get the best possible deal without leaving anything on the table. It is not just acceptable, it is *optimal*.

The elusive win-win is not easy to achieve, but you can learn how to increase the odds in your favour. It can happen in the unlikeliest of places. Like at a Cheap Trick concert.

When I was younger, with more hair and fewer responsibilities, I attended a Cheap Trick concert. (Sadly, the band is today best known for the theme song from "That 70's Show.") Rick Nielsen, the lead guitarist, had a habit of flinging his picks into the audience and quickly grabbing another one to continue playing. All night long the picks were flying around me but I didn't get one.

After the final encore I walked up to the stage, hoping to find one. No luck. I called out to one of the roadies who was busy packing up equipment.

"Hey, are there any more picks?"

"Sorry dude, they're all gone. Cough, cough ... hack ... cough, cough!"

"It sounds like you've got a bad cough."

"Yeah man, my throat's killing me. Cough, cough."

It was winter and we were outdoors. I also had a cough. I had a pocketful of cough drops. I saw my opportunity.

"I've got some cough drops. If you can find me a pick, they're yours."

He went into the band's trailer and came out a few minutes later with a pick. We made the trade. Win-win!

I got a piece of genuine rock-and-roll memorabilia worthy of a spot in the Hard Rock Cafe, something I valued highly. What did I give up for it? A handful of cough drops, cost to me: zero. I had a whole bag of them at home, twenty minutes away.

The roadie, with a few hours of work in the cold night air ahead of him and with no drugstore nearby, got the one thing that could make his life better. What did it cost him to give me the pick? Nothing! He nicked it from the guitar player!

We each got everything we wanted without giving up anything of value. Sweet! Was it just luck?

No. We can identify the factors that made it possible:

- Know your counterpart. What are their needs, interests and constraints?
- Know the currencies. What do we have that the other party may value? What do they have that we might want? Often, one or both parties are not aware of the currencies.
- Recognise the opportunities. Finding the win-win usually requires out-of-the-box thinking.



While I was delighted with the result, I later realised that I might have done better. I should have asked for the guitar!

A "reformed" lawyer, **David Goldwich** teaches people how to play the negotiation game and be assertive, compelling, and irresistibly persuasive. David conducts workshops and delivers keynotes on Negotiation, Persuasive Business Presentations, and Storytelling in Business. Learn more about David at www.DavidGoldwich.com

I spent a few pleasant days in New York City during the December holidays. The giant Christmas tree was up in Rockefeller Centre, people were ice skating in the iconic rink nearby and the stores along Fifth Avenue had captivating window displays that drew massive crowds. In fact, the sidewalks were divided into two lanes to separate the gawkers from the walkers. The spirit of the season was everywhere, but something was different.

In times past there were a lot of hustlers on the street. They would set up folding tables and challenge naive tourists to play a shell game, which invariably ended with the sucker being separated from his money. The hustlers would instantly fold up the table and run off, only to set up again down the street. No more. The hustlers have become respectable. Some even have websites!

I encountered a group of street performers in Central Park called the Afrobats (black acrobats - get it?). This energetic trio took a few basic jumps, somersaults and tumbling runs and combined them into a slick and lucrative act. While most of the crowd was being wowed by their acrobatic agility, I was more impressed with their use of persuasion techniques to cash in on their act.



How did they transform a few simple (for them!) moves into a cash cow?

They used humour: Mostly self-deprecating, though some poked fun at audience members while still staying 'safe'.

They got audience participation: They asked for volunteers to line up to be jumped over. They pretended to 'steal' a woman's purse. They generated a friendly rivalry between New Yorkers and New Jerseyites.

They built commitment: The performers said, "If you like us clap." How could you not clap? Once you clap, you must like them and will probably contribute some cash later.

They also asked the audience to move in closer: This served several purposes: It got the audience more involved. It helped draw a bigger crowd. Most significantly, it defined you as a spectator rather than a passer-by. Spectators are obligated to pay for their entertainment, while passers-by can pretend they weren't really watching. Once you put yourself into the audience, you are committed.

They didn't wait until the end of the show to ask for commitment (collect): With four audience volunteers lined up to be jumped over, there was anticipation building towards what clearly would be the grand finale. The performers made the rounds to solicit contributions before executing the final jump. Had they waited until afterwards, they would have lost much of their audience.

It looked like they collected a healthy amount, with almost no overhead. They could do their show two or three times an hour, all day long, almost every day. Not bad.

We all do our own show, though not everyone choreographs it well from the persuasion perspective. The lessons are all around us.

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I recently read that Dr Stephen Brown said *"You are not a leader until you have produced another leader who can produce another leader"* and that simple sentence resonated with me.

It took me back to the mid-nineteen eighties when I ran a small business with 10 staff and we were all under 27 years of age! What a great time it was. Anyway, although I was the owner I was still learning how to run a business so with no real business training my management style became 'managing by walking around'.

I didn't have a permanent desk so I walked around and sat next to my staff to see how and what they were doing. Looking back this sounds like a terrible idea, they must have thought oh no, here comes the boss, I had better look busy! In fact it wasn't like that at all, when I sat with them, they knew the goal was simply working out how to make their job more enjoyable, with less roadblocks and more productivity.

It worked so well that the next thing I did was ask each team member to spend half a day with another team member and not so much learn their job but to understand what they did and how it impacted on our customers' experience with us. Again it sounds a bit odd but it worked so well, every staff member contributed to developing each other's roles with the customer as the focus.

The upside for me was that it also meant if someone was off sick or on holidays, everyone understood their role and was able to help out to cover for them without any of us losing a beat. Everyone was happy to chip in and lend a hand to help each other out because they had contributed to creating the way their co-workers actually did their job. That was the first time I realised we had created a 'feel good factor' for our customers through the way they interacted with our staff.

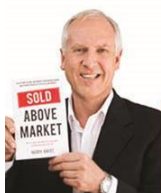
Like most businesses we held a weekly staff meeting and as the boss it was my role to create the agenda and run the meeting or so I thought. I quickly realised that running that staff meeting myself each week wasn't the best use of my resources. My best resources were all sitting in the meeting in front of me. So the day I handed over the reins to the office manager and invited her to run the following weeks meeting was a watershed moment. Far from being concerned about the added responsibility she jumped at the chance to modify my agenda, introduce new ideas and change the format.

The only rule I gave her was that after chairing her first staff meeting she then had to choose another staff member and mentor them to chair the following weeks meeting. It was a stunning success. We quickly had a roster for chairing the staff meetings each week with every staff member stepping up to the plate. It was another great example of the 'feel good factor' in action. Everyone was involved, supported and listened to.

Each weekly meeting had ownership, control and respect and yet was still fun. Every week a new leader emerged. They had been mentored, they were prepared and they were confident, although a bit nervous about addressing their peers.

Each week a leader helped to produce another leader who then produced another leader and one by one they achieved greatness. At the time I didn't realise just how significant this simple action was in terms of creating leaders within my own business.

So, my thanks to Dr Stephen Brown for reminding me that the people within your business are your greatest resource and just how important it is for you to allow your leaders the opportunity to create other leaders.



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Geoff Grist author of **SOLD Above Market** is a real estate agent on Sydney's lower north shore working almost exclusively on referral business; delivering service and results that make his clients smile.

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We would all like to think that we are attractive, but sadly it's not true. If you look around just about any average office there is someone who could be let go tomorrow and nothing much would change.

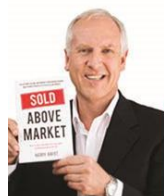
So how do you make yourself so valuable and so attractive that you are indispensable? It really comes down to just one intangible thing - your attitude. I know that in my business, I hire for attitude because I can always teach the skills. Doing the job is the easy bit; doing it with a great attitude is what I pay for and what makes me want to have that person on my team. You can't put a dollar price on the right attitude but let's look at the attributes of a person with a great attitude and see how attractive they are.

1. **Enthusiasm:** nothing makes a bigger first impression than your enthusiasm which when coupled with a smile makes you the single most attractive person in the room. It's true, try and be enthusiastic without smiling and it just doesn't work. When you approach any job with positive enthusiasm and a 'can do anything' smile you will win over hearts, everyone will want to be like you and have you around them, if only to see if some of that enthusiasm rubs off on them!
2. **Honesty:** if the people around you know that they can trust you to get things done then you will be given the most important work to do because they know you are trustworthy and you will not only deliver but if there is a problem, you will speak up rather than cover up. If honesty is in your DNA then other people will be attracted to you at every level.
3. **On Time:** if you already have the first two attributes; enthusiasm and honesty then it stands to reason that you will be caring and organised which means that you will also be capable of delivering most completed requests in a speedy fashion. Fast is attractive if it is also correct so as long as you maintain impeccable standards through all areas of your work you will also find that your response rate is better and faster than most of those around you. On time is attractive.
4. **Being there:** if you are always available then you will be called on to do stuff by people who recognise the value you deliver. If you are available, you will be the go to person, the one they trust and admire, the one who gets things done better and faster than anyone else.
5. **Generosity:** this is one of the most intangible attributes but one of the most attractive because people value generosity highly. Generosity comes in many forms: generosity of time, knowledge, skills and encouragement are some of the most attractive features that anyone can share. Helping others, sharing tasks and contributing when you have nothing to gain will make your light shine and cause others to take notice and remember your actions.
6. **Reputation:** it's the combination of all the simple but highly valued attributes above which create an overall picture which causes people to be attracted to you in the first place. You can't buy a reputation you have to earn it and you have to earn it with every person you meet, while the saying is that your reputation proceeds you, we all know you are really only as good as your last job!

By now you are the stand out employee in your office, everyone loves you and that also makes you the most attractive candidate and the one most likely to be poached with a generous offer and a serious increase in your remuneration. So the new question is, "will more money make you even more attractive?" Worth a shot, I say.

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Recently, I have had several images used without my permission and without permission from the person who contracted me to take them for their business.

I consider this to be a big problem in the digital era and it does affect all photographers as this reduces the possibility of gaining future income.

At NEG photography we believe some people may be a little uncertain when it is OK to use someone else's photo. There are a few questions you need to ask yourself before using an image for advertising, printing or social media.

1. Did you take the image yourself? If you did, then no problems to use that image as you own the copyright on that image.
2. Did you pay for the image? Sometimes there are programmes on the internet where you can purchase 'stock images', like 'Shutterstock'. This gives you the permission to use those photos as you have paid the company who has permission from the photographers to sell these images in this way. So again, you are OK to use the images that you purchase.
3. Did you contract a photographer to capture those images for you? If you did, then you are able to use those photos under the conditions of the contract that you have.
4. Did you download them from the internet through 'Google', a subscribed programme or from someone's website? If you did then there is a copyright attached with these images and unless you have sought permission from the photographer, or the company who has paid/owns those images, then these images are NOT to be used.

If you are caught using someone else's images, you can be sent an account from that photographer or in some cases legal action be taken.

The conversations I have with the people breaching copyright laws are that anything on the internet can be used at any time. This is NOT the case and in posting this little news update, I hope that this makes you a little wiser in this area and that you are not caught out in the future.

So please consider each image, before you use it and ask yourself those few easy questions to make sure you are not breaking copyright laws. Happy advertising!

If you are wondering what 'Conditions of Use' clauses NEG photography have in place, then visit my website at: [NEG Photography](http://www.negphotography.com.au).



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When I first encountered the term 'creative leadership' I was intrigued because as an artist myself, I often saw creativity as unrestrained and spontaneous, whereas leadership can be described as orderly and controllable. Those people who do not see themselves as 'creative', can sometimes feel that creativity is unmanageable, distracting and time wasting, but creative leadership is actually about ideas, innovation, adaptability and growth.

Leadership and creativity are held together by change. Change is the glue that connects these two concepts and the best leaders in today's world, can adapt to change very rapidly.

As I look through my artistic eyes, I see Leadership as an art form in itself. To be a great leader, you need to have the ability to tap into your creative intelligence, to keep one step ahead and be able to inspire those around you. If you think of some of the great leaders of our time - Nelson Mandela, Steve Jobs, Sir Richard Branson, Martin Luther King Jr, Winston Churchill, Franklin D Roosevelt, and many others - what they have and had in common was the ability to connect with people, to inspire people, to adapt to change and take people with them on the journey. If you inspire people and generate emotion, you are more likely to get them on board and working towards the same goal.

"Art is not what you see, but what you make others see" ~ Edgar Degas

My ability to change and adapt was seriously tested during my first marriage. My husband of 11 years had dropped a bombshell on me and was about to change my life forever. He told me that he was taking hormones and wanted to become a woman and my world stopped in its tracks. We had had a great marriage up until that point, with three beautiful children and nothing was going to be the same again.

In order for me to respond to this life changing moment, I needed an open mind, I needed courage and I needed to look at 'all' my options, then make the decision that was right for me, not a decision that other people expected me to make. Ultimately I made the decision to stay with my husband, but we redefined our relationship. The marriage was over, my husband was gone and I gained a sister. The kids lost their Dad and gained an Aunt - which certainly isn't the same thing. But collectively we navigated the uncertain road ahead and for the next 7 years, continued to have a loving and strong family unit, albeit a very unconventional family unit.

I saw myself as an impresario - weaving together resources, connections, and opportunities to make this work, for everyone involved. I was conducting an uncertain orchestra, with new and old players who were playing different tunes at time, but I wanted to make it work. I wasn't focused on the 'how' I was going to navigate the road, I was focused on the 'why it was important'.

Change, leadership and creativity are intrinsically linked. In today's world, stability is temporary, possibly an illusion. Technology is driving change at a very fast pace and leaders MUST be able to understand how to generate ideas, how to respond to a changing environment as an urgent managerial priority. Successful leadership relies heavily on an individual's ability to effectively respond to all sorts of change as well as being able to proactively drive change—they have to be 'creative'. Leadership is about what you 'do' and 'why', not what title you have and the best creative leaders value creativity in others. The best way to teach creativity, to foster creativity and generate creativity in others, is to model it.

Linda Guirey is an award winning speaker who specialises in 'Mindset'. Linda speaks at conferences and delivers workshops on Leadership, Communication, Conflict Management and Creating Your Own Inspired Footprint.

Linda is President of National Speakers Association of New Zealand Auckland Chapter and is an artist and author who recently won an international publishing award for her first book, "Reflections in the Face of Change".

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How old school visual tools can engage your audience and energise your presentations

We've all been there, in that semi-darkened room, with a good speaker, interesting presentations and an agenda packed with content. The meeting starts off well, with a few shared stories and audience interaction. When it comes to the heavier content, everyone's attention slowly shifts from the group and onto the bright shiny "box" at the front of the room.

Eyes dart between speaker and bullet points. Soon you find yourself trying to match bullet points with what's been said. Before long, there are too many slides and too many words and you begin to zone out ... sound familiar? Worse yet, have you ever been guilty of inducing a "*death by PowerPoint*" presentation?

Developed in 1987 as an easy to use, slide-based presentation program, PowerPoint is organised, slick and can be terribly dis-engaging. A well-intentioned PowerPoint can lull an audience into quasi-hypnosis of agreement in which audience and presenter may be asking "*what's the point and where's the power*"?

Prior to PowerPoint, presenters used simpler and messier visual tools like whiteboards, flipcharts and overhead projectors to engage audiences with hand-drawn content beyond words. Could there be something to learn from these old school tools?

Two key differences between PowerPoint and hand-drawn materials shed some light on what's often missing in our modern meetings.

1. PowerPoint appeals to the **logical** linear structured thinking associated with the **left brain**. Hand-drawn content appeals to the non-verbal, intuitive **emotional right brain**.
2. PowerPoint is slick and nicely wrapped, giving the impression that the content is "fixed" and that it "belongs" to the presenter. Handwritten content is emergent, can be messy and invites participants into a process of discovery. It says "let's create this together".

When we facilitate visual strategy sessions with leadership teams or teach visual tools to marketing teams to help them with their pitch, we ask them to consider some of the research findings on visuals and learning:

- 80% of information we absorb is visual.
- 65% of our population are visual learners.
- 90% of all information that comes to the brain is visual.
- Our brain processes visual information 60,000 times faster than text.
- We learned to draw before we learned to speak.

Here's a simple way to anchor the 4 powers behind using visuals: **MICE** which is the acronym for **M**etings, **I**ncentives, **C**onferences and **E**vents. As a brain teaser or reminder, think of the small yet speedy cartoon Mighty Mouse or the symbol for Disney with three circles representing the head and ears of Mickey Mouse.

Memory Power: Visuals stimulate imagination activating a stronger memory trace.

Information Processing Power: New ideas can be explored, stored and used more efficiently with images than words hence the famous saying "*a picture is worth a thousand words*".

Communication Power: A visionary image of a desired result in the future can act as a catalyst to change.

Emotional Power: Visual information reaches more directly into our emotional experience.

So, when coaching presenters, I suggest a two part strategy:

1. **Keep the PowerPoint:** This appeals to the logical brain, fulfils a content expectation and builds credibility through your research and brand.
2. **Use hand-drawn visuals:** Create them yourself or from your participants or engage a visual practitioner.



Create compelling hand-drawn visuals on flipcharts from your training materials to create collaborative learning models

As a meeting facilitator or presenter, there simple and effective approaches you can use to create more engagement in your room using visuals are:

- 1. Put a marker in people's hands:** Set up an activity with instructions to draw something. From a simple symbol of how you feel at the moment, to a detailed diagram of a customer journey. Provide well-designed markers such as Neuland which create a small yet memorable visual and kinaesthetic "wow" factor.
- 2. Use visual templates:** Templates are a simple visual framework which creates a "container" for your ideas. These can be as simple as an A4 paper with a series of boxes and headings for personal reflection, or a wall-sized chart for participants to collaboratively map out their strategy or scribe commitments. "Empty spaces" create tension in the mind and therefore focus your audience's attention.
- 3. Draw live:** This is the part of my professional work I love the most as it involves empowering people to overcome self-imposed mental barriers such as "I can't draw". Everyone can draw an idea; it's a matter of re-framing what is required to communicate the essence. Think "simple". You can communicate any idea using basic shapes: square, circle, triangle, line, bubble. Used in a combination with other shapes, connectors, or words, you begin to build in meaning.

A simple box arrow between two squares suggests movement, process and relationship. A few added words give it context, depth and a lasting impact.

An easy alternative to drawing live is to pre-draw some of your charts ahead of time, in part or full. Take one of the key models or messages from your PowerPoint and draw out the basic outline on a flipchart. Later during the meeting, add in visual or written content to complete that chart. Add hand-drawn elements to your slides. In a large auditorium, draw and project images from your iPad. Draw a colourful agenda poster for an engaging introduction.



Use simple visual building blocks to create icons and concepts

People love when a presenter is willing to draw live and here's why: # 1 ... it creates suspense ("what is this image becoming"). #2 ... it suggests innovation (she's thought about this material and about better ways to present it to us) and # 3 it demonstrates that you're willing to take a risk and try something new.

When you can relax and show the group that you don't have to take yourself SO seriously, you are inviting others to let down their guard and have more fun with the process, leading to better discussion, collaboration and a more conducive meeting environment.

And don't worry so much what your drawing looks like. Remember: simple shapes to communicate ideas. People are generally forgiving of basic drawing skills and appreciate your effort. You can almost hear them thinking, "better her than me". Therefore drawing live is also a great way to build rapport and connection.

Do you know how to ride a bicycle? All it takes is practice. Invest in a good set of markers, start sketching your ideas and begin to visualize your next presentation success.

Tim Hamons is a visual thinking strategist, keynote speaker, creativity coach and facilitator with over 20 years' experience working with clients throughout Asia and globally.

Tim uses visual and creative tools to help leadership and communication teams work through change, visualize strategy and simplify complexity. As a speaker, he uses live sketching and fun to frame key messages and build interactive storytelling into his presentations

Find more ways to "Visualise Your Thinking" – through our signature one day course at

www.art-of-awakening.com. Contact him at timhamons@art-of-awakening.com or phone +65 6604 4006



... Or how to turn 'bad ideas' into Successful Speaker Videos with Positive Presenter Mindset + Studio Set-up!

What would you say if you were asked the question: "What's your Best worst idea of the year?" Well, that was the fun end-of-year exercise at one of my favourite 2016 networking events at Dublin Chamber of Commerce Business Owners' Network (#DubChamBON) and it brought up some mad, fun ideas (*anyone for pop-up printing on their coffin?!*) and a mix of opinions on what was "a good or bad idea that really sucks for your business?".

My input was ... in my world of Video Coaching, helping you present your own video and livestreams, there are no bad ideas - simply a limit to creativity, guts and lack of [#ConfidenceOnCamera](#) ... and I love making those mistakes on camera, so you don't have to!

Because presenting is all about Perception vs. Judgement ... and compared to speaking in the office or on a main stage, what we see and hear *on screen* in extreme close-up - it's far easier to spot presenter 'mistakes'.



Click image for PSAUK&I Expert Series Video: "How Not to Suck on Screen: Your Presenter Mindset FFF's for Success"

Video and livestream tools and tech are changing so fast, so DIY quick video and personal social media messages *can be* the easiest way to connect and boost our business and finances globally ... for those who are willing to do so ... when you present them with your viewer in mind. But so many fantastic speakers and business people with *brilliant* ideas actually *suck* at it; with non-viewer focused content and presenting on a 'set' that contradicts their message ... which is why the videos here start with some of the 'sucky-mistakes' we often see on screen! (*ps: Please "say what you see – what irritates you viewers + what we can get away with" for ongoing research to lottie@pressplaypresentations.com – thank you!*). Yet both videos offer solutions to turn viewer judgement around, through better studio set-up and ideas for you to 3 F's (and F-more!) present *better on screen* ...

Choosing videos to watch is one of the few truly subjective choices left to us. We know what we like and what we don't and are *FFF-fast* to turn off when we lose interest. So presenters, please KNOW – *you can't please all viewers all of the time*, but you can **be the best YOU on screen!** Business videos, speaker show-reels and livestream interactions are one-to-one conversation chats with your target-marketed and wanna-have client viewer *you help* watch and listen to you – because they like, trust and believe in you to help them. Stop telling me what you do. Focus on my viewer's why ...

How are you helping me?



Click image for PSAUK&I Expert Series Video: "How Not to Suck on Screen with Successful Speaker Studio Set-Up"

There are no rights and wrongs when you present on camera! Simply *perception* of things we *individually* like to see, things that detract from you and things that *distract* your viewer that you do! *REAL* is a perception someone else decides. Your authenticity is the true **Emotional Connection** from within you ... so help yourself too ... set up personal video messages with a better backdrop, lighting, sound and deliver the impactful Presenter Mindset Focus of why/ what/ how/ when/ where and who is really important when filming?

Hint – it's *never* to 'promote what you do' ...

It's to help that viewer, aka the REAL person, who's watching you!

So now watch and record yourself, notice and shift Distracting Habits, remove obvious set-up distractions and simply *FFF* your Presenter Mindset for Success on Screen instead!

And when you're having #StayPlayful fun while you do, it's going to be far more fun to watch *and* you can enjoy presenting your '*best and worst*' videos and livestreams by simply sucking less on screen, knowing distractions are gone and you're being **authentically YOU** when you do!

NB. Lottie created these videos for the **Professional Speaking Association UK & Ireland Region**, invitation only Video Expert Series for members of #PSAUK and #PSAIreland:

1. Film with your positive Presenter Mindset with tips on Focus, Framing and have FUN!
2. Get creative with the fun when filming + how to do a studio set-up + globally available products Lottie uses in her international Ireland based speaking and training business.

She's sharing them here with the greater Professional Speaking and Rob's community globally in mind, because sharing the love is what Rob taught her, when as her first speaker mentor in 2001 to "*be the Queen of Impact Lottie!*", sharing is what it's all about ...

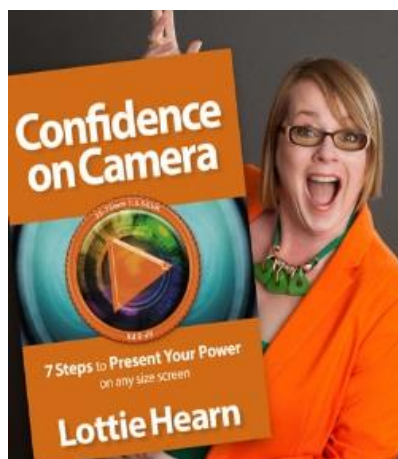
Happy Glorious and #SUPERGREAT Year of the Rooster 2017 – let's crow our video impact folks!

2015-16 President of the Professional Speaking Association UK&I #PSAIreland Branch **Lottie Hearn** is an ex-actor, TV presenter and creative, international speaker, trainer and author of the first interactive guidebook to present video with 'Confidence on Camera'. From working with and training actors, TV presenters, corporate and professional speakers around the world for nearly 30 years and still having an emotional and #StayPlayful time with it - Lottie Next Generation Video Coach™ now helps you build your business with www.Confidenceon.Camera

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Watch #LiveWithLottie weekly livestream chat show <https://smiletime.com/channel/lottiehearn>



What do you do when your business is growing and you can't keep doing everything yourself? You need to start thinking about employing your first employee, or maybe engaging a contractor is the best way to start off.

What tasks can you delegate to an employee or contractor? Is there anything you can outsource? What do you need to consider before you take the plunge?

- 1. The cost of employing someone:** Wages, superannuation, workers' compensation insurance, annual leave, long service leave, leave loading, sick leave, induction, training, uniform/protective clothing, tools, plant and equipment, computer, workstation.
- 2. Decide on the person's employment status:** Do you need a full-time, part-time or casual employee? Is it for a fixed term or do you need someone on an ongoing permanent basis? Are you sure of how many hours you need the person to work? You might be able to outsource the work to a contractor to start with if you are not sure what you need.
- 3. Culture, values, qualifications and experience:** Having employees who share your values is so important. You can tailor some of your interview questions to assess if there is a values alignment.

Hiring someone who will fit into your company culture is equally important, especially in a small business. Do you need someone with experience or will you train them?

Most importantly, do they have a good attitude? You can train a new employee in relation to processes and they can gain the knowledge they need, but it is very difficult to change someone's bad attitude. Hire for attitude, train for skills and knowledge! Write a position description so your new employee knows what you expect.

- 4. How will you find the new employee?** Again, recruit for attitude and fit with your business culture. Be thorough - make sure you have a good recruitment process and reference check any candidates you are considering. Reference checking is so important and you can find out a lot about the person if you ask the right questions.
- 5. Know the award/agreement and the correct pay rates:** What Award will your new employee be employed under? An employee's minimum conditions of employment will come from their Award or your Enterprise Agreement, if you have one.

Most employees will be entitled to things like annual leave, sick leave and parental leave if they are permanent employees. They could also be entitled to allowances and penalty rates. Casuals don't get leave, but they do get an extra 25% in their pay. Make sure you understand the correct pay rates, allowances and penalty rates that apply to your staff.

- 6. WHS and worker's compensation:** You need to provide your employees with a safe workplace. This includes ensuring physical and mental health. You also need to have workers' compensation insurance for your workers.

7. Paperwork

You should provide new employees with:

- An employment contract
- a Fair Work Information Statement
- a Tax File Declaration Form

Other information:

- get the persons:
 - superannuation
 - bank account details
 - emergency contact details
 - citizenship status

Karen Hillen helps businesses by providing a monthly HR support and advice service. She can help you with your people management issues or just to talk through an issue or something you are not sure about. She provides on demand, tailored phone and email HR help when you need it for issues like performance management, pay rates and Award advice.

Contact: Hillen Staff Solutions | Ph: **0423 201 321** | www.hillenstaffsolutions.com.au



The positive end-result sales people seek is a closed sale. I'm often asked about how to close, especially by those who are rather new to sales. I've come to expect it. I gently remind them that they need to do all of the other steps in the sales process well before they can earn the right to ask for the sale. Then, we talk about closing.

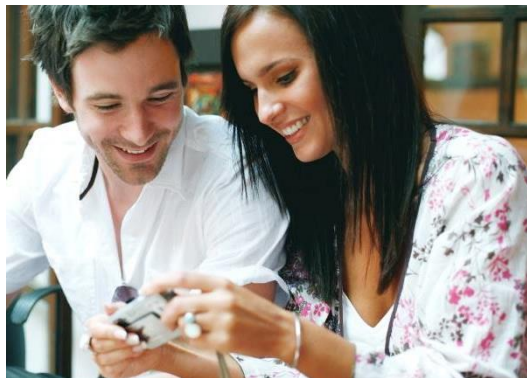
In most situations where sales are not closed, it's usually because the sales representative didn't ask for the sale clearly and directly. In my training, you'll hear it repeated over and over that every answer you need to get in order to meet someone, qualify them as to their needs, get permission to give a presentation or close a sale will come to you if you only ask the right questions.

Sometimes, it's not just the question that matters, but how it's presented. You may have to set the stage or tell a story leading up to a closing question. Their answer helps the client to rationalize the buying decision. However, no matter how good your lead in or your story is, you won't get the sale if you don't ask for it.

Let me give you a couple of closes that have proven successful for my students the world over. Don't be concerned if they seem a bit wordy, you're painting pictures of ownership and involving the emotions of the potential clients. They have to see themselves enjoying the benefits of your product. Say the words with warmth and sincerity and they'll work for you.

1. The Best Things in Life Close

This is a great close to use with a personal sale, especially to a husband and wife. Compare the decision being considered right now to other decisions they have made and have been happy with. It's especially helpful when they've admitted they want the product, but they're just struggling with saying "yes". It goes like this:



Isn't it true, John and Mary that the only time you have ever really benefited from anything in your life has been when you said "yes" instead of "no"? You said "yes" to your marriage (optional - and I can see how happy you are. Caution: Don't add this phrase unless you've seen signs that they truly are a happy couple). You said "yes" to your job, your home, your car - all the things that I'm sure you truly enjoy.

You see, when you say "yes" to me, it's not really me you are saying "yes" to, but all the benefits that this product offers ... (list a few of the benefits they were most excited about). Those are the things you really want for your family, aren't they?

With these words, you're helping them focus on the benefits they want from your product rather than their hesitation to make the investment to own it. The little agreements you ask for during the close get the 'yes' momentum started. If they do truly believe your product is good for them, these words will help them get over their hesitation to give you the final yes and close the sale.

Another situation might be in a business sale where the decision-maker uses 'the budget' as a reason not to go ahead. This purchase might not have been in their plans. So, the money isn't in the budget. If you truly believe your product would provide excellent benefits to their company, your goal with this situation is to get them to admit and agree to that point.

2. The "It isn't in the budget" Close

John, if the money for this investment was in your budget, would you proceed? If he says, yes, agree with him. That's wonderful, John. I'm glad you see the benefits our _____ can bring to your business.

At this point, you can either move on to a discussion of their return on investment or try these words:

I can understand your concern with your budget, John. That's why I contacted you in the first place. I'm fully aware of the fact that every well-managed business controls the flow of its money with a carefully-planned budget. The budget is a necessary tool for every company to give direction to their goals. However, the tool itself doesn't dictate how the company is run, does it?



It must be flexible to allow the company to manage crises or take advantage of unplanned opportunities. You, as the controller of that budget, retain for yourself the right to flex it in the best interest of the company's financial present and competitive future, don't you?

What we have been examining here today is a system which will allow your company an immediate and continuing competitive edge. Tell me, under these conditions, will your budget flex or will it dictate your actions?

Memorize those two closes. Then, as you use them, you'll find a natural flow with the words that feel comfortable to you. As long as you don't stray from the key concepts of each close, they'll continue to work for you.

Hopefully, you see the difference between just asking for the sale and helping people make decisions that are good for them. That's the difference between being an average salesperson and a great one!

Tom Hopkins CPAE is recognized as "America's No. 1 Sales Trainer".

His sales training books, audios, and videos have launched the careers of millions of sales professionals worldwide. His how-to selling skills are proven effective in all types of industries and economic times.

Tom has authored 19 books on selling, salesmanship and success. To learn more about how his nuances of selling can make a positive impact on your career, read his blog: <http://www.tomhopkins.com/blog>

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I can get up on the wrong side of the bed just like everyone else. I can be a grouch.

I was one as I waited in line at the Warehouse feeling lucky to be in a short queue – until I saw the pile of things the next customer was buying! Grouch feeding stuff!

I noticed the guy behind the counter. So happy and full of Christmas cheer I wanted to just run the other way. Please don't be that happy for me, I thought. I am NOT in the mood. My turn. He was.

Man he was happy and cheery so I gave him my best grouch. Everything I had, straight between the eyes – and it just bounced off. Like a cup of water bouncing off a sea wall, it made no impression at all.

I made the mistake of communicating with this mad man and I was lost. My grouch recoiled. It withered as the corner of my mouth twitched in the face of exuberance. Then it quietly died. I left the counter smiling.

As I turned away I asked why he was so happy and he said "it makes the day go by and makes me feel good ... and why not?"

As a speaker I know the impact I can have on an audience when I am tuned in and ready to play but what about all those smaller moments in my life? What about the moments in yours?

I impact so many people each day from my children to my wife. The people that ask for advice or want to know if I am OK today or I simply meet in the street.

We all know a smile is infectious. I smile and I infect the person I smile at and they smile. Grouch is also infectious. People can feel fine until you infect them in some way. We make a difference.

... and why not ... make that a positive difference?

It starts with how we feel and act so I started looking for small things that made me happy and actively tried to let the grouch inducing things go.



My wife has a puppy and when we take it for a walk it is alive with excitement and joy. The 'happy meter' sitting on its little fuzzy bum wags away ... and it makes me smile.

I have pictures of my kids around and I take the time to look at them now and remember their little actions and the way they say words ... and it makes me smile.

I now register the "thank you" notes and emails from clients instead of glossing over them. I respond with a bit of advice and tell them they can do it ... and it makes me smile.

And suddenly my wife says "your happy today" and I am treated to her smile. And I am reminded that she has one of the most amazing smiles I have ever seen because that particular smile is just for me.

Notice the special things and stop focussing on the grouch. We gain into our lives what we focus on. Revel in how you can impact others and ensure it is always for the good and it will pay you back many times over.

... and why not!

Bill James CSP helps 'people that don't like selling but have to anyway' sell as themselves – with sales from the comfort zone. www.3piecesales.com will show you how to make your existing sales system work the way you always wanted *without* having to rip the old one out and start over. Fix the one you have.





At some point in your life you are going to have to stop and look at everything you are doing, all that you have achieved and ask yourself "Is this all really going to make me happy?" Those blessed with talent and drive are usually going to travel quite a long way away from their essential selves before the journey back to true presence, authenticity and inner peace begins.

Most of my clients have developed elaborate plans and strategies to get to where they really want to be: to be at peace. They make great sacrifices to be there: their free-time, their relationships and surprisingly, their mental health.

This calm and inner peace is due to be achieved some time in the future, after great struggle and only after some very challenging goals are reached. They don't lack ambition in the conventional sense. Once they are there, what happens?

The habit is for more goals, more achievements and more stimulation. The world becomes more and more complex, rather than having the clarity we seek.

To be truly happy does require ambition, but ambition in the right things: Ambition to truly know who you are and courage, courage to look inside, to find the source of all experience. It surprises me that so much effort is expended on our impact on the world, the externals but so little on what is going on inside.

It seems the people who are the most bold and fearless in the external things are the most reluctant to find the true source of peace.

If you were serious, then you would look inside for the answers that you seek. Your mental state would take centre stage and would be fiercely protected.

Curiously, if you could find this inner calm, then everything else would naturally fall into place.

The CALM approach is a logical, practical way of examining why we do the things we do, based on simplicity and common sense. Are you ambitious enough to take a look inside with me?



Mark Jamieson MBA is a speaker, author, trainer and coach who helps organisations attain clarity, insight and effectiveness in their work. His latest book is "**CALM – the key to clarity, connectedness and presence at work**".

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SANTHANARAM JAYARAM **Bring Humour and Fun into the Workspace to Increase Productivity**

How to bond Teams and get Multi-Generation Employees to Play Together in the Corporate Space

So you have decided to try some contemporary tactics for increasing productivity in your office space. You have heard that **bringing humour and fun into the workplace will increase productivity**. Whether you are going to approach a manager for his or her approval or perhaps you are the manager who is considering such a change, you should not disregard the challenges you may face in lightening up the atmosphere **in the workplace**.

One of the greatest obstacles you may face using **humour and fun in the workplace** is a **cross-generation problem**. Older **baby boomers** who found their college education and entry level days during the 70's and 80's will be much less likely to embrace your new policy. Their parents were of the old school where a powerful work ethic was synonymous with seriousness and restrained dignity. Newer employees may not even understand a serious, restrained approach to the work ethic. Their lives have been defined by successes they never really worked to achieve. From their birth these kids have been adored and promoted simply because they exist.

Generation Y parents were raised with the belief that nothing is more important than a child and the entire world must revolve around their child's happiness. That is a dramatic cross over from the day when the most important thing a child required was not praise but food or water. A time when the healthy child depended on your ability to purchase water and food will yield a different work ethic than a social time when a healthy child depends upon a constant stream of affection and praise for their mere existence.

As a psychologist one can provide pros and cons to each parenting environment; however in the end there are good things and bad things about each. That being said, how can you handle the cross generation contention when suggesting and implementing more contemporary motivational office tactics?

Everyone must be heard. If you are a good manager looking to interject **humour and fun in the workplace** then you will agree that everyone on your team is an important and necessary feature. By stifling the words of even one employee is to suggest that they are unimportant and expendable.

Make notes about various opinions. Do not *pretend* to listen, but give each opinion the attention it deserves. From those employees who exemplify a more serious approach to their work ethic, consider grouping them in an area more conducive to their preferred work environment.

Finally, poll employees and find out if they have any concession requests. You will likely find some dissenting employees who would happily go along with the new rules but they would like something in return.

Let all employees know that the new work environment is only a pilot program that will be evaluated weekly during the course of four weeks. At the end of the fourth week, there will be a 2nd meeting where the impact of the program is evaluated. At that time, a decision can be made about the **benefits of humour and fun in the workplace**.

By taking a team approach to instituting the new work environment of task competition, dance at lunch and music during the day; you empower all employees. When people are treated as a contributing member of the organisation they will respond with increased productivity and a better quality performance. Showing others respect will decrease tension between **baby-boomers** and **generation Y** employees.



Santhanaram Jayaram MBA is a Laughter Coach and Director of Inspired Life Academy for more about stress management and laughter visit www.inspiredlife.asia | Singapore Tel: +65 9699 1645 | info@inspiredlife.asia



In today's fast-paced, information-based corporate world, successful results often depend on our ability to read and process information quickly. It's easy to feel overwhelmed by the huge volume of material (e-mails, reports, proposals, faxes, letters, minutes and other documents) we need to read and process.

Here are **5** simple-yet-practical steps to read and process information in an easy and fast manner:

- 1. Eliminate distractions:** Before you begin reading important information, put your phone to silent mode; turn off the email alert sounds and gather all required reading material on the table.
- 2. Set the purpose:** Every time you read something (whether you are reading a one page memo or a 20 page report) answer this question: What exactly do I want to gather from this book/document?
- 3. Preview:** Quickly browse through the information you are about to read. Look at the highlighted information such as headings, sub-headings, charts, graphs, tables etc.
- 4. Read with focus:** Now read the material. Read with an intention to comprehend as much as you can. Use a pen to guide your eyes on the lines of text.

The simple act of using a 'visual guide' such as a pen will help you to pay better attention and can even double your reading speed.
- 5. Recall:** Once you finish reading, close the book and test yourself for recall. Ask yourself whether the purpose for the reading has been met. Trying to recall immediately after you read something is critical for retaining that information in your long-term memory.



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For complete information on Nishant's keynote speeches, workshops and training programs on Peak Mental Performance topics (such as memory improvement, speed reading, focus and motivation), visit <http://www.RememberNishant.com>

ONLY for readers of this e-book: Get 50% off on Nishant's world-class online course "Supercharge Your Memory Power". Click this link for details: <http://superchargeyourmemorypower.com/mym/>

One of the great challenges for every team leader is to create a team culture that attracts and retains great people.

Exceptional Teams have upLIFTing cultures where people LIFT each other with their thoughts, words and actions. You can feel the positive energy when you enter a LIFT culture and it's this feeling that attracts and retains great people and enables exceptional results.

For leaders and their teams, perhaps our greatest resource is our mental energy. Without mental energy our temperament gets worse, our attention span drops, our decision making is poorer, our relationships suffer and our productivity plummets. In a nutshell, we are less happy, less effective and less fun to be around!

By definition, teams are made up of groups of people, but ironically it's other people who can be the biggest drainer of our mental energy. You would recognise that some people drain your energy more rapidly than others, but hopefully there are some people who actually LIFT your energy levels. I call these people LIFTERS.

The LIFT Mindset

To help leaders and their teams minimise the impact of 'energy drainers' and harness the power of LIFTERS we have developed the LIFT Mindset.



LIFT is an acronym for **Let's Improve the Future Together**.

It represents an overarching mindset that enables teams to achieve their best performance.

There is a significant amount of research to indicate that a person's thoughts, feelings and actions can impact the thoughts, feelings and actions of others (in both a positive and negative way). Malcolm Gladwell's book 'Blink' has some great examples. Some researchers call this 'emotional contagion'. We metaphorically (or metaphysically) 'catch' the emotions of others.

There is also a growing body of evidence about the power of positive thinking. Shawn Achor's 'The Happiness Advantage' is a great example and a good read.

To explain the **What? Why? and How?** of the LIFT Mindset we have incorporated this research into 3 key mantras.

What? The LIFT Mindset (Let's Improve the Future Together)

I am a LIFTER. I LIFT others up, not DRAG them down.

Why? The 3 Truths of LIFT

1. Your mood is contagious
2. Your actions influence others
3. When you LIFT, others LIFT (and vice versa)

How? The 4 Laws of LIFT

1. LIFT Your Thoughts
2. LIFT Your Words
3. LIFT Your Standards
4. LIFT Your Actions

These mantras set benchmarks for acceptable behaviour, deliver 'sticky messages' that help people remember them and provide a framework by which team members can self-reflect and give feedback to each other – both positive and constructive.

Create your own LIFT Culture

Why not create a LIFT Culture in your team? Help your people become LIFTERS and they will be happier, more effective, get better results and be more fun to be around!

4 Simple Steps for Creating a LIFT Culture

1. Encourage your people to adopt a LIFT Mindset.
2. Teach them why by sharing the 3 Truths of LIFT.
3. Teach them how by applying the 4 Laws of LIFT.
4. Give people feedback when they are living the 4 Laws and when they are not.

Let's Improve the Future Together

David Koutsoukis CSP is a leadership and team development specialist who empowers teams to LIFT performance through speaking, training, facilitation, consulting and writing. He is the founder of the Exceptional Teams Academy, has written more than 20 books and has spoken to audiences in 10 countries across 4 continents - hello@exceptionalteams.com.au | www.exceptionalteams.com.au



We all have strategies for managing our emotions, some more effective than others.

After a stressful day at work we might hit the gym or head out for drinks with our friends. A regular exercise routine to keep our energy levels high or switching off in the evenings with a good book can be how we manage our moods proactively.

Our emotion management toolkit

We often resort to less effective and sustainable tactics to manage emotional experiences. These may include blocking out negative emotions with excessive drinking, gaming or TV. Managing uncomfortable feelings and thoughts by persistently pushing them away is also counter-productive and often makes them persist and erupt when we least expect it. Emotion suppression over time is also associated with a raft of health problems. In contrast, dealing with our anger by yelling at our colleagues, even in a closed office, is more likely to inflate negative emotions rather than resolve them.

When our familiar coping strategies fail or aren't accessible, how do we manage our emotions effectively in the moment? How do we give ourselves more opportunities to respond intelligently rather than reactively in challenging, emotionally charged situations?

Being able to draw on a wide toolkit to select the right emotion management strategy for the situation is critical in the immediate and long term. This is one of the hallmarks of [emotional intelligence](#).

Emotion management strategies

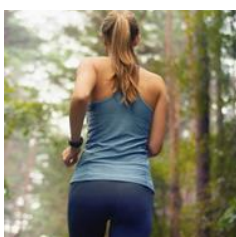
So what are the best strategies for managing emotions? And how do we avoid reactive outbursts and manage emotions effectively in the moment?

Here are 10 simple strategies for managing emotions and tapping into your body and brain's capacity for shifting negative emotions into a more positive or calm mood.

1. **Smile to make yourself feel good.** Find a mirror, make it fun. If it doesn't feel right to start with, you will soon be laughing at yourself and feel better naturally. The muscles we use to smile will tell our brain we are happy. Do it for at least 30 seconds.



2. **Smile to make others feel good.** Create that connection, open communication, and trigger those mirror brain cells that make us experience empathy for others.
3. **Get up and move.** Jump around. It is important to move our lymph nodes to get toxins out of our body. Our lymphatic system doesn't have muscles to get it moving; it works when we move other parts of our body and allow gravity to massage it. Bouncing is the best way. Raising our arms generates the release of hormones under our armpits – often referred to as 'happy hormones'. Again, this will tell our brain we are happy and make us feel better. Get up from your desk regularly.



- 4. Check in with your body.** Do a body scan. Take note of where you are holding tension and your overall physiology. Relate these tensions and changes to the emotion you are feeling to begin to understand where and how different emotions affect you.



- 5. Physically remove the tension.** If you feel tense in the arms, shake your arms; if you feel tight in your chest, stretch and expand or breathe deeply.
- 6. Breathe.** Take 6 deep diaphragmatic breaths. Our body cannot sustain anger through deep breathing. Let the lower lungs have that oxygen to pass around your body and brain. This will calm you and flood you with oxygen. You may feel tingly. Do it for at least 60 seconds.
- 7. Talk to someone.** Express your feelings to begin to resolve the situation. Vent to a friend or colleague rather than suppress emotions.



- 8. Disengage and re-engage emotions.** Park a challenging emotion to deal with later, rather than just avoiding it. Acknowledge and accept the feeling then use your emotional intelligence to help generate a more useful emotion.
- 9. Label your emotion.** The part of the brain that can label or name an emotion is the same part that 'feels' the emotion. Labelling is proven to reduce the intensity. Just by saying "I feel angry" you actually feel less angry.
- 10. Label emotions for others.** We can often disarm an emotionally charged situation by acknowledging what people are feeling. "I sense you are angry, can you tell me how you feel?" This encourages others to consider and label their emotions with greater accuracy: "Yes, I feel angry" or "No, I am not angry, I am annoyed".



Next time you are preparing for a nerve-wracking meeting with the boss—or have just had one—take a few moments to check in with your feelings, consider the emotions that will be most effective for you and for others, and choose one or more of these actions to take charge of your emotions.

Sue Langley is Founder and CEO of the Langley Group, including Emotional Intelligence Worldwide, Growing Great Schools and the Langley Group Institute. Sue is the first person to complete the Masters in Neuroscience of Leadership as a leading credential in this emerging discipline.

Sue holds a BA in Psychology and Management from Monash University and has studied positive psychology at Harvard. She has appeared in Smart Company, The Australian, ABC radio and expert on the ABC TV series, Redesign My Brain.

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Over the last 40 years I have distilled what I term "*The 7 Musts of Happiness and Fulfilment*".

These are the seven essential principles that, if practiced regularly, will ensure you have a happy and abundant life.

You may have heard all of the seven "Musts" before but I've found you can never hear them enough. Unfortunately, common wisdom is not always common practice. I believe that if you focus on one of the principles a day for several weeks or months it will literally change your life for the better.

Must #1 - Practice Gratitude: Gratitude is the most profound activity you can practice to positively influence how you feel. Start to become consciously aware of all the truly miraculous things you already have in your life that you may be taking for granted. Make it a daily habit to write a list of three things you are grateful for.

Must #2 - Live in this Moment: When you are immersed in work you love or inspired by a beautiful sunset, or some captivating art or music you are living fully in the present moment. When you become aware that your mind is straying to a past incident or to an imaginary future incident a useful technique is to take a few deep breaths and focus your mind only on the breath. As the saying goes, "The past is history; the future is a mystery and today is a gift - that's why it's called the Present".

Must #3 - Be your own Best Friend: When things are not going the way you hoped do you generally berate yourself? Many of us do. Would you talk like that to your best friend? I don't think so. Wouldn't you say stuff like, "It's a positive experience and a great lesson for you" or, "you did your best and you'll do better next time"? Treat yourself with the same kindness and compassion that you reserve for others.

Must #4 - Do more of what makes you Happy: If you want to be happy do things that make you happy. It's not about being the best... it's about doing that which makes you feel good.

Three things that instantly make me happy are smiling, laughing and singing. You can practice them at any time, anywhere and doesn't cost you a cent. They beat a cigarette and a beer hands down every time.

Must #5 - Practice Non-Judgment: Constantly judging events as either good or bad causes stress and makes us unhappy. Think back to a time when something happened that you that you labelled as "bad" and you felt stressed about it yet you later on discover it eventually led to something much better.

In looking back and reflecting upon it, was the original event bad or was it good? The truth is that every adversity contains the seed of at least an equal or greater benefit.

Must #6 - Nurture Your Relationships: We are social creatures who need each other. The more you nurture your relationships the more happiness and fulfilment you will have in your life. Who can you call today to say, "*I love...I respect...I admire and I appreciate you.*"

Must #7 - Relinquish Attachment and Give: It's our nature to desire and possess things. Possession however, does not create happiness. Unrealised expectation also leads to unhappiness. By letting go of expectation and the need to possess you open yourself to the dance of the Universe.

Finally, understand that the more you give what you seek the more you will have. Make someone else happy and you will be happy. Help someone else get what they want and you will get what you want. Do this often and your life cannot help but be filled with happiness and abundance.

Phil Lee is a highly sought after professional speaker, certified trainer and business coach. He works with individuals and organisations that are serious about achieving sales and personal performance increases.

Proudly based in Sydney Australia, Phil is a former Vice President of the Professional Speakers Association and is an impact advocate who makes a difference in the culture of communities, SME's and MNC's.

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Why Self-love Is the most Important Skill you should learn as an Entrepreneur

"Self-love is a prerequisite to real success"

What Is Self-Love?

Self-love is having regard for one's own well-being and happiness. It is the practice of being kind to yourself by looking after your entire being's happiness in mind, body and spirit.

Self-Love Is Detrimental to Successful Entrepreneurship

Managing a business is the easy part. Managing yourself however, is where the true test comes. However, although challenging, it is a very important step in ensuring your personal success as an entrepreneur.

"Mastering others is strength; mastering yourself is true power." - Lao Tzu

Self-Love vs. Self- Sabotage effects on your Brain

Engaging in negative thinking such as self-sabotage dramatically depletes the brain of its full potential. The following are the ways in which negative thinking impacts your brain adversely:

- Reduces its positive forcefulness
- Slows it down
- Dulls functioning capabilities
- Creates feelings of depression

Feelings of self-love induce the following effects:

- Creates a sense of well-being
- Clearer thinking
- Increased attention
- Emotional regulation is better balanced making logical decision making easier

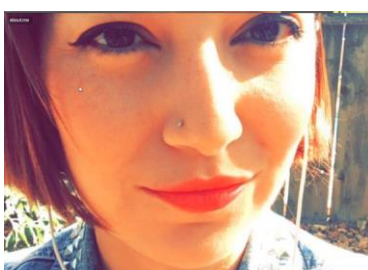
My Advice? Take Control and Plan Ahead

The following suggestions are what have worked for me. Feel free to test them out and implement them into your life to see if they work for you as well.

1. Create a music playlist that reminds you of very positive moments in your life.
2. Socialize but remember that quality over quantity is vital to an entrepreneur.
3. Before falling asleep, thank yourself for all the hard work and accomplishments. Think about all the positive people in your life and send love their way by thinking about your gratitude towards them.
4. Establish a best friend relationship with your body. Prove your love by treating it in healthy ways.
5. Remind yourself that no one is perfect. Think of mistakes as a gift towards change and growth.
6. Find a de-stressor that works best for you. For me, it's yoga.
7. LAUGH as much as possible!

"When you recover or discover something that nourishes your soul and brings joy, care enough about yourself to make room for it in your life." – Jean Shinoda Bolen

Join me on my personal journey towards entrepreneurial success and self-growth. Please feel free to contact me if you have any questions or simply want to engage with someone who is on the same journey you are also on!



Adriana Lopez is the owner of **Enliven Marketing** in Chico, CA and a student at CSU Chico pursuing her undergraduate degree in Entrepreneurship. She loves to write about her journey towards entrepreneurship and self-discovery through various blogs. An avid reader, she is very passionate about self-growth, sharing her experience and wisdom with others to grow their potential. Visit her blog at www.adrimarie.com. To connect with her, feel free to email her at lopezadriana1986@gmail.com. For social media marketing services, Adriana can be reached at www.enlivenmarketing.com.

Change brings each of us into the energy of leadership.

We acknowledge loves and lives that have been guiding lights and influential in activating change ... family, friends, mentors, greats, those whose voice has been in our lives by way of music, song, arts, leaders, justice ...

Sir Isaac Newton, in a letter, circa 1676: ***If I have seen further it is by standing on the shoulders of giants.***

I recently watched the documentaries of Sir Edmund Hillary. When I was a little girl he visited our school in the South Island of New Zealand. I was in awe of his large hands and soft voice – he planted a seed in this little heart, if you want to do something, find a way.

TIME magazine named Hillary one of the 100 most influential people of the 20th century.

In your life as in mine, we have known people of influence. People who felt obliged to abide by tradition and quell their greater desires and capabilities to 'do what they felt was right' in fulfilling the expectations of others. From them we learn.

We admire the strength and purpose of those with a mind driven by new realisations, curiosity and discovery. Those who trusted themselves enough to question tradition and authority, begin the process of direct discovery.

Leadership and learning comes in many parts.

- From teachers and people of influence
- Fellow students of the classroom and life
- Curiosity, inquiry and questioning, self-education and practice
- Mysteriously, silently, in the transformational course of time

Inquiry and questioning can free us from the rigid life of strict adherence to one belief and move us into the joy of continuous learning.

Mysteriously, silently ... we are more than our time here on earth, we are the sum of our ancestors. Their desire, drive and discovery etched in our genes, we are the future generation they dreamed of.

So why do we sometimes struggle?

If one or more of our ancestors passed the memory of unresolved trauma to us, known in modern science as trans-generational trauma, this becomes a contributing factor to why we sometimes feel repressed from completely fulfilling our potential. We feel disappointed and generate the notion life has cheated us – some use excuses about their circumstances, or begin comparing their life with the lives of others. This emotion of comparing is a destructive addiction.

During these times we are not standing on the shoulders of the past but rather we are staring into loss, feeling quandary and shame and don't really know why, except for a sense of some hidden dimensions, an undetected influence impacting our life and wish we could 'clear the dam thing' and get on with fulfilling all our capabilities instead of just some of them.

Desperately facing choice and change we yearn for certainty, but instead, many experience disappointment and depression. When hidden trauma is resolved we are free to get on with healing our life, to become all that we are capable of being. Progressing into the flow of life we begin appreciating our own leadership, graciously observing the next generation 'stand on our shoulders'.



Sylvia Marina ND, A keynote speaker and workshop leader, Sylvia engages audiences weaving her knowledge of what makes life and relationships successful.

I divide my business life between event speaking, international workshops and private clients. My signature programs relate to resolving trans-generational trauma; initially written for cancer patients, where I met business executives who I now mentor.

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In tough economic times, most companies tend to react in the opposite manner in which it would make sense to react. If a sports team is losing games, they step up the practice sessions and work harder so they can get better. If the military is facing a grave battle, they work on simulations and training exercises. If an actor or performer is faced with a tough audience, they rehearse longer and harder. Yet companies and sales team that face one of the most difficult economic periods cut training like it is a bad habit! I believe now more than ever before professionals need to accelerate their training and personal development programs.

The challenge of course is that most companies don't have the budget or available capital to engage professional trainers so there is a good chance you will need to roll up your sleeves and develop and conduct the training yourself. This message is designed to give you a practical approach to developing and launching a training program that will help your team get through these times and flourish during the best of times.

The training program should be designed to achieve maximum participation on the part of your team. It has been proven time and again that audience participation in sales training is one of the most effective methods of developing both an attitude for learning and an attitude for successful salesmanship. Next, enthusiasm must be created. Enthusiasm is one of the most important traits a sales meeting leader must possess – because it is contagious. Remember, participants in the training program will learn very little if they are mentally falling asleep. Lastly, the participant must have confidence in the program; he or she must believe the content of the program and that the program will provide personal benefits.



Assuming you and your team enter the program in the right frame of mind; that is, with the proper attitude and assuming further that this attitude is strengthened by the content of the program itself, it's time to review the factors that contribute to the learning process. It will help to consider briefly how the brain works. Essentially, it is composed of some 10 billion neurons, each with numerous feelers or extension wires. When we think, remember or imagine, these neurons discharge an electric current, which in turn, creates an electrical path or groove. Once made, the electrical current tends to recur and the degree of recurrence depends on these three factors: **Frequency, Recency and Intensity**.

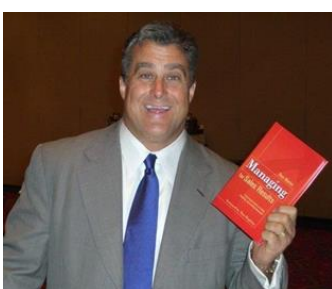
All three factors contribute to the learning process.

FREQUENCY relates to the fact that the more often any point is made, the more strongly it is reinforced. This is important in sales training in terms of getting new ideas or information across to your team.

RECENCY relates to the last time the specific point is made, the more recent the information the more it is reinforced. This is important in training as repetitive information in different formats is an effective way of increasing retention of the information.

INTENSITY relates to the fact that the amount of learning a person derives from a training session depends on the intensity of the stimulus. A person may hear and/or see many things that make little or no impression on his or her mind, while another person sees, hears and learns from certain experiences. The difference is often one of the degrees of attention given to things occurring within range of sight and hearing.

A solid and consistent training program is a great way to keep the morale of your team high and focused through the tough times. Don't fall prey to the trap other companies fall into and discontinue training your team. Double the effort and then if necessary, double it again! I am confident that you will see the results in the production of your company.



Ron Marks CSP is the author of "Managing for Sales Results" published by John Wiley and Sons. He is a Certified Speaking Professional and member of the National Speakers Association. Ron lives in Phoenix, Arizona and lived in Perth, Western Australia for a few years while on a consulting and training project. He is a Partner with Southwestern Consulting and can be reached at rmarks@southwesternconsulting.com

Life is full of experiences, some good, some bad and some just ordinary everyday stuff. These experiences and our responses to them shape us into the person we are today.

I have been privileged to work with talented professionals from both the private and public sectors at all levels. Amongst all workers, one common factor is vividly evident – we are all busy, in fact we are extremely busy.

The need to manage ourselves through these busy times is crucial but often over-looked. As a working adult, much emphasis is put on teaching us how to manage others, but before you can manage others, you must first learn to manage yourself.

Beginning with self-management makes sense as it requires us to look at the behaviours and actions we already use. The self-management process will compel you to Step Up, recognise that you are a unique individual with a unique set of skills. The self-management process is particularly important in increasing personal stability. This is critical since to thrive in many organisations, you need to be a high performer. High performance is often expected under extreme pressure with looming deadlines, members of staff stretched to the limit, often with minimum resources to draw from. Your own personal stability is the only thing you have control over. The way you navigate through the world is determined by your own choices and responses.

However, achieving personal stability doesn't mean standing still; we must take action to affect change. It does however mean that you should take time to **'freeze and reflect'** on the reasoning you currently use to complete tasks and meet challenges. **'Freezing'** is a pause, which will allow deliberate and mindful investigation of your current responses. This is important because every individual is subject to what is technically referred to as a cognitive load (the total amount of effort being used in the working memory).

Cognitive load is the result of always 'being in the middle of things', the constant stream of tasks and distractions which exist throughout a day. These conditions and the demands of the day leave very little space for reviewing and reflecting. So how do you Step Up and manage yourself more effectively?



Engaging with others and recognising your uniqueness are steps that can be taken to move your attention away from tasks and time and move you into a period of self-reflection. Working on your ability to tune in and shed behaviours that no longer serve you will improve the way you respond to challenges. Having a heightened awareness of these skills and the value they can add, will create a frame of reference where change is more likely to be seen as a challenging opportunity rather than a threat.

Self-Leadership is a natural follow on from self-management and seeks to expand an individual's experiences far beyond the routine. To lead yourself, you must be willing to 'Step Out!' and embrace the unknown to continually learn and grow. Self-leadership is an approach to priming and developing the associative memory by encouraging an individual to step outside of what psychologist call 'the comfort zone'. Effective self-leadership helps you to lead yourself confidently, understand how to use your experiences wisely and develop coping mechanisms that will help you deal with challenge and change more effectively.



Joy Marsden is a Motivational Success Speaker. An authority in Self-Leadership, particularly when going through challenge and change. She is the author of book **'Keep Stepping! Essential ways to lead yourself and others through challenge and change'**.



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Why Wait for the Wake to Celebrate Someone's Life

A friend and a client had been told he had cancer, something none of us want to hear.

So at 79 years old he decided to prepare for the inevitable, he sold his house, made a will and got ready for the next phase of his life ... the unknown.

A major operation, 2 weeks in intensive care, 7 months of chemotherapy, living a day at a time. Being sick takes its toll, I would see him walk past the office on a weekly basis going to the local shops or for a walk.

One day I asked how he was feeling, he replied just okay. I instantly thought and responded "well when you get better we can take a plane ride up to the Gold Coast for a couple of days and go to a country race meeting and have a game of golf" things I knew he was interested in. He replied "really" I replied "yes".



L to R Frank Mazor, John Schreck, Alan Kingham & Graeme Hennessey

And with that he started his recovery coming in weekly to let me know he was getting better. There was a spring in his step, a smile on his face, he would nervously ask what time does the plane

depart? Where are we staying? What should I pack? He was excited again.

I invited a couple of his friends to join us and with that we had a group of nine. Interestingly a friend asked "why are you doing this? Why go to all the trouble?" The answer was simple; I could see the recovery he was making simply by looking forward to the trip.

"We are going to take Allan away, whether it's in an urn or not, we are going"

In the first week of December 2016 Allan Kingham had his time in the sun, he backed a winner, was swearing and cursing at golf and was his usual cranky self again ... he was back living.



It doesn't take much to make someone else happy.

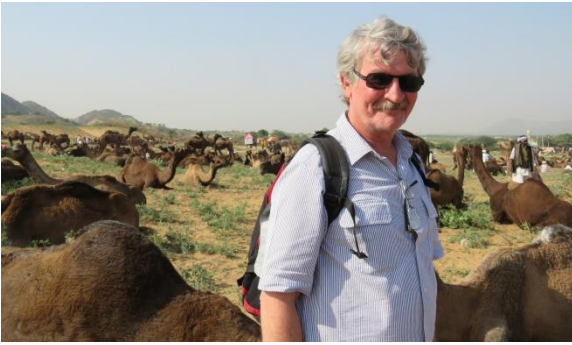
Remember life is not a practice round, live it! ... Because you only get to do it once!

Live today because we don't know when our time is up.



Frank Mazor: Since 1987, Frank and his team have been helping generations of people from over 30 countries own Australian real estate in the South Sydney market. Call **LJ Hooker, Brighton Le Sands**, NSW, Australia

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For the past 40 odd years, I have travelled the world learning from and teaching all sorts of people about camels. Numerous expeditions across the Australian wilderness many by the seat of my pants, some good and some just a complete disaster.

I have caught wild camels and transported them in road trains, on ships, on private flights and commercial airlines to many countries for all sorts of reasons, i.e., racing, beauty, milking, safaris and zoos. However, it was not until I went to Rajasthan India in 2016 that my look on life changed in a

dramatic way, I now desperately want to give back to people far less fortunate than myself. Was it because my hair is becoming grey and I have mellowed a bit, or was it something I saw there that influenced me so profoundly, whatever it was I aim to make a difference and hope that from my single drop a flood will come.

My life has been incredibly privileged through camel experiences, experiences that money just can't buy. I have roamed the deserts with traditional Australian Aboriginals, walked the Rajasthan landscape with the Raika, drank tea in the Abu Dhabi sand dunes with the Bedouins, hung out with Sheiks in Qatar, spent time with Thai farmers in pursuit of the camel's white gold and given talks in Bermuda to the rich and famous.

So now my plan is to inspire colleagues, friends and enemies to help with an extremely worthy cause. I want to assist a camel dairy co-op get off the ground and in doing so build an industry for the Raika of India, one they can own and be proud of.



Camels have been part of the Raika's their lives for hundreds of years but with the mechanisation of the world they are losing their culture, their ability to make money and maintain a way of life which they love dearly.

If the current trend keeps going they will end up with nothing, forced to move to cities to look for low paid work or shuffling into leaking boats to cross the seas in pursuit of a better life ... but this outcome can be changed without a huge amount of money, just the will of people who want to make a real difference. The Raika don't want a fist full of dollars to buy new cars or mobile phones, they want advice, guidance and the basic equipment needed to grow a viable, sustainable industry.

The plan is to begin by raising \$50,000 and give 100% of the money to a very small co-op dairy currently operating in the Pali district of Rajasthan. It's a simple concept that's already running but only just. The money will go to purchase a small refrigerated truck to collect the milk from the individual camel owners, testing equipment, a pasteurising machine, simple bottling equipment and other key items required to make this a stand-alone facility. This will in turn act as a model for how to establish this type of business in an impoverished country under very tough conditions.

Camel milk is now seen as one of the world's super foods and is gaining recognition for its ability to assist with Diabetes and Autism. Products such as cheese, ice cream and chocolate are currently made from it and the price the milk commands is quite high compared to cow's milk. The possibilities are enormous and demand continues to grow for this fabulous product.

This single drop of help will encourage more co-op dairies to be developed and the idea will spread throughout Rajasthan, breathing life back into the Raika culture while developing an industry.



Paddy was born in Outback Queensland. His interest in camels began at 17 and never ended leading to numerous expeditions, events and bureaucratic challenges. Amongst this he took up skydiving, was Australian Team Leader at world competitions, a Board member for the Australian Parachute Federation and Director of Coaching for the Queensland Parachute Council. But camels have been his life; he has worked across the world in the industry and is seen as a world authority on camel husbandry and handling, advising Governments, NGO's and private enterprise. <http://www.paddymchugh.com> | Mobile: **0427 216 720**
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CONSULTING WITH THE UNITED NATIONS

I recently facilitated two very United Nations events – one a "fireside chat" with the United Nations country team in Bhutan, the other a conference for 90 senior United Nations executives in a New York hotel, different locations but interestingly enough both concerned with the same thing, reform of the UN. The New York conference dealt with the conceptual and policy frameworks, the Bhutan "chat" with the day-to-day field realities.

In New York we were occasionally too hot (problems with the heating system) whilst in Bhutan we had to keep warm against the winter by huddling round a stove log fire.

New York felt like a party conference with people raising points of order and reminding us of previous history. In Bhutan it was a family discussing how better to understand and serve the citizens of Bhutan but both vital and relevant for reforming one of the most important organisations in today's global world. But I run ahead of myself - let me back up a little – how did I get to be at these fascinating events?

I have always been inspired by any action, project or person that helped bring nations together. I think it began in school. I was raised in Huddersfield, West Yorkshire, UK where there was a large Asian population, so I was always interested in the interaction between cultures. Asia has always felt like my spiritual home and so I consider myself really lucky to have lived in Asia for 30 years running my own business specialising in helping leaders and teams become better at working with cross cultural issues. This has often focused on large global corporations, but I never lost my desire to go back to my development roots.

I began my career as a family therapist in London, so I was very pleased when, in 2001, I was asked to work with United Nations High Commission for Refugees on leadership development. One thing led to another and I am now regularly involved in a variety of leadership and capacity building programmes with different UN agencies in Bhutan, Fiji, Maldives, Papua New Guinea, Turin, Kenya, Ethiopia, Laos and New York.

There is one thing that impacts us all, building of prosperity and understanding between the nations of the world, which I think is more important now than ever before. Some people used to say that "Globalisation" would begin to minimise differences but look at any newspaper and it does not always look that way! Now I know that there is a great movement called "Make Poverty History", but I prefer to talk about "**Make Partnership, Peace and Prosperity Commonplace**" because it accentuates the positive. I would rather be "for" something than "against" something, and they do say that what you focus on grows. When you have true PARTNERSHIP then PEACE follows and if you have peace then PROSPERITY can flourish. And the UN is stepping up to the plate and really adapting itself to meet this challenge.

It is fashionable to beat the UN and the scandals took their toll on the UN image. But it still remains the one global body, which, at the end of the day, is answerable (through our governments) to you and me. In those awful situations we see regularly on our TV screens which tear at our heart and that we cannot immediately do much about, I feel comforted when I see the blue beret of the UN. They act on our behalf. So any chance to strengthen the UN is an opportunity I don't pass up. And achieving "partnership, peace and prosperity" for all, is at the heart of most projects that I am involved in. I feel privileged to be asked to be one of a group of worldwide consultants to help the UN work on improving its effectiveness.



Which brings me to my fireside in Bhutan, one of the world's smallest and highest countries, some people have christened it the "last place on the roof of the world". It is stunningly beautiful but it is also famous for its focus on GNH, Gross National Happiness. Mostly a Buddhist country its king Jigme Singye Wangchuk, began developing policies to enhance "happiness", meaning the overall well-being of the entire country, not just economic wealth; policies which have continued under the current king.

Bhutan has been a member of the UN since 1971 and although there was always good co-operation between the different agencies in Bhutan the reform process seeks to make it even better. My role in Bhutan was to facilitate a session where the UN country team discussed and made decisions on how to continue to improve their work together which is where the log fire comes in. We held the retreat at a small hotel in the mountains just outside the capital Thimpu and I arrived early on our first day to find the room in the process of being heated up by a log burner at one end of the room, the table where we were to hold the meeting was at the other, colder end.

It seemed to me that as we were a small group, just heads of agencies, then it would be better if we sat around the fire as this would both enhance communication and keep us warm! It was a great retreat made even more effective by the attendance of some key people from the Bhutanese government and civil society. The end result was an even stronger determination to work hand in hand with the government of Bhutan to achieve progress and "happiness" for all its citizens by focusing on Democratic Governance, Poverty Reduction, Sustainable Energy, Environment and Disaster Risk Management, all with an emphasis on Women's Equality.

Then two weeks later I was in New York, where it was a different audience but the same emphasis, i.e., how do all UN agencies work together more effectively on reform. There was lots of good discussion, which at times posed an interesting challenge for my role as the facilitator, keeping 90 people in order who have lots to say was not the easiest job. But I thoroughly enjoyed it and was struck by the incredible dedication in the room full of truly committed people who had given many years of their life to work with some of the world's most difficult problems.



The person who gave the closing remarks, Thoraya Ahmed Obaid the Executive Director of UNFPA, the United Nations Population Fund, the world's largest multilateral source of population assistance, best summed these inspiring people up. Ms Obaid was appointed head of UNFPA, with the rank of Under-Secretary-General of the United Nations and is the first Saudi Arabian to head a United Nations agency. I will never forget her words, "to do this work you need PASSION and COMPASSION, what motivates me is the thought that if today I do one thing that can benefit in some small way one woman, one child somewhere in the world, then the day has been worth it."

I am very lucky to work with some of the world's biggest commercial organisations – and the work gives me great satisfaction as it is all about bringing self-awareness and understanding where people were formerly at loggerheads. But seeing the work of the UN at close hand and being able in some small way to be part of a process that is concerned with building partnership, peace and prosperity in some of the world's most interesting and challenging places is something that truly inspires me.



Philip Merry CSPGlobal is CEO and Founder of Global Leadership Academy that coaches leaders and teams to be happy and explore their heart as well as their head to thrive in our multi-cultural world.

Based in Singapore, Phil is a global citizen as he has consulted in over 58 countries. The only person in the world doing a PhD in Synchronicity and Leadership, you can easily connect with him via his website: www.philipmerry.com or simply email phil@philipmerry.com



Philip Merry - Dec 20th - Guangzhou to Singapore

This week I've experienced times when I've lived beyond my immediate environment. Stimulated by the beauty of nature, delighted by the unusual, touched by romance, are all experiences that I have felt. They took me beyond myself to a place where I was engrossed in the moment, a place where time didn't exist. I did not have to look far for these experiences of awesomeness; I did not need to be in Notre Dame or the Himalayas to sense we truly live in a wonderful world. All I had done was open my eyes and look around me.



The first experience was one of glancing out the window on my return flight from Guangzhou to Singapore. I closed the windows because I was watching movies and as I opened them I was stunned by what I saw. The sky had organised itself into a panoply of beauty which would put Michelangelo to shame. Vast acres of incredible awesome cloud formations greeted me. All sorts of shapes and sizes of cloud were there. Wispy little clouds drifting horizontally across my view, vast cathedrals of clouds stretching to infinity left me wondering at the vastness of our universe. What was amazing to see was the light and loveliness of higher clusters of clouds, while beneath them torrents of rain fell on the land below, bringing truth in a sublimely visual way to the phrase "*every cloud has a silver lining*".

My second experience was in Singapore at an Orchard Road shopping mall while waiting for a friend at a coffee shop. I was catching up on emails when I was disturbed by the cheerful chirping of a bird. At first, I thought it must be a sound coming from a shop or nearby video system. I was therefore astonished when I saw in front of me a black bird singing at the top of its lungs while the busy world went sailing by. For five full minutes the bird serenaded me with absolute joy and freedom. I was touched beyond measure at this impromptu concert which I felt was created just for me. A sense of gratefulness and then ultimately a feeling of awe spread over me as I reflected on the joy this experience brought to me.



Thirdly, in these last three days I have been lucky to travel in style on Singapore Airlines. One of the minor challenges of travelling a great deal in the same month is you can run out of movies to watch. So I scrolled through the older movie alternatives and came across the classic romance movie "Love Actually".

Now I have seen this movie 20 times yet I had a fundamental desire to watch it again, not to see the storyline but to experience again the sense of love, romance, tragedy and sense of connection between people sculpted into the movie's crevices. Who can fail to be moved by those ordinary yet extraordinary moments when the characters connect?

While I have seen this movie many times, I am still moved to tears by the feeling engendered by these moments. The essence of this rediscover is that we are connected to each other and are truly taken care of by a force beyond ourselves.

As the subplots in the movie come together most of the players receive a minor miracle and I am left with the feeling that possibility is within our reach ... I am left with the feeling of awesomeness.

But why does this emotion of awesomeness mean so much to us?

Dacher Keltner, a psychologist who teaches at the University of California, Berkeley has been studying awe since the early 2000's. He has come to a conclusion that awesomeness is universal and occurs everywhere.

In one study Prof Keltner participated in, villagers in the Himalayan Kingdom of Bhutan who listened to a brief recording of American voices immediately recognised the sound of awe. Prof Keltner's earlier research has shown that awe is good for us (and for society). When people experience awe they become more altruistic and cooperative. They are less preoccupied by the trials of daily life.

"Awe's most visible psychological effect is to shrink our egos, our sense of our own importance. Ego may seem very abstract, but in the new study the researchers found a simple and reliable way to measure it. The team showed their subjects seven circles of increasing size and asked them to pick the one that corresponded to their sense of themselves. Those who reported feeling more important or more entitled selected a bigger circle; they had bigger egos." Professor Keltner

Researchers asked 83 participants from the United States and 88 from China to keep a diary of their emotions. It turned out that on days when they were feeling awe, they selected smaller circles to describe themselves.

Awesome events also had an impact on connection and closeness to others. Participants were asked to draw circles indicating themselves and people whom they were close. Feelings of awe elicited more and closer circles; the awe-struck participants felt more social connection to others.

In a time when we are confronted with daily messages of large egos, division and isolation no wonder we love those moments of awesomeness. They make us feel closer to others, diminish our focus on self and they make us feel that miracles are close at hand.

Not a bad result when you consider that these events are happening all around us all the time if we just raise our heads and open our eyes to see them.

Go on, put aside your smart phone, look up ... experience AWE.

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How are you looking at yourself right now ... and does it serve you?

A few years ago, my husband at the time stood in his underwear in front of a full-length mirror in our townhouse. He took in his image slowly with a smile on his face. Finally, he announced "Looking good!" and after admiring himself for a little longer, walked away to finish getting dressed.

I picked my chin up off the floor.

He had certainly been a startlingly handsome man in his youth and had aged into a good looking older man. As happens to all of us at some stage, though, time had taken its toll. His hair had thinned on top and sprouted elsewhere. His arms and legs weren't as muscular as they had been. The six-pack was long gone and his midriff had expanded considerably.

I was about to say something to him about needing a pair of glasses when it occurred to me that I was the one needing the glasses. He was looking at himself and seeing what was great while I was looking at him and noticing what was falling short.

How often do we look at ourselves with the same critical eyes that I used when looking at my (now ex-) husband? How often do we see what's missing physically rather than looking at the good bone structure that has stood the test of time, or the lovely eyes, smile or some other beautiful feature - and we all have at least one.

More importantly, looking below the surface, how often do we criticise ourselves for not being good enough rather than focus on the wonderful qualities that make us who we are.

Each one of us is amazing. We have possibilities beyond our imagining. The only limitation is the way we see ourselves and the benchmark we judge ourselves against. We often compare ourselves in our darkest and most insecure moments to the way others present themselves – putting their best foot forward as my mum used to say.

The challenge is that when we see what's missing or simply wrong about us, we cut off our opportunity to make the unique contribution each of us is capable of, simply by showing up as we truly are.

How can we move beyond that loud-mouthed critic that sits inside our head?

Here are a few thought starters:

1. Identify the qualities and capabilities we bring to what we do. If you find that difficult – and most of my clients do – ask someone else to tell you how they see you in that context. It has to be someone you trust or you may discount their feedback. Once you hear what they have to say, you don't need to accept it as gospel truth. Just sit with it and see if their comments resonate.
2. Find three positives for every negative thing you say about yourself to diffuse the impact of your inner critic. It will be a conscious act to start off with; then it will become second nature until the voice stops criticising you.



3. Recognise that not one single person on this planet is perfect, regardless of how they show up. We all have a shadow side – that part of us we would rather remain out of sight. When we accept and take responsibility for those parts of us we 'judge' to be bad, we take away their strength to tip our world upside down. Others then experience us as grounded and complete rather than feeling they're not getting the whole picture.
4. Know that increasingly, people we work with and certainly customers want to see and interact with the real you, not some cardboard cut-out of you. I'm not suggesting that it's OK for you to lose your cool and treat others badly because that's who you are. The truth is, that's not who you are; not deep down. So find that person you may have buried behind the fear and let him or her out to play.
In the immortal words of Oscar Wilde "**Be yourself; everyone else is already taken**".
5. Get in touch with your Why. What's the legacy you'd like to leave? What is the difference you are uniquely able to make? In order to make your unique contribution, you need to claim your strengths, qualities, capabilities and successes.

If you want 2017 to be a terrific year for you and those whose lives you touch, change your glasses so you can see what is wonderful about you. It may feel challenging, granted.

In the words of Marianne Williamson; "... **Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness that most frightens us.**"



It's time to shine because our willingness to shine gives others permission to do the same and we collectively lift the bar. **May you shine brightly this year.**



Suzanne is a passionate advocate of liberation ... from fear and from the limitations we place on ourselves, our careers and our businesses. She helps business owners, leaders and managers identify what they really want to contribute, and supports them to identify and remove the barriers that stand in their way.

Visit www.purposetoprofit.com.au or call +61 400 995 942 to discuss how Suzanne can help you, your leaders, your business or organisation.

E-commerce Frenzy Forces Retail Supply Chains to Adapt or Languish

Few if any consumer-oriented businesses have escaped the explosive growth of the e-commerce frenzy, which is now forcing retail supply chains to adapt or suffer the consequences. E-commerce leverages the web-based technology platforms that embrace tech savvy consumers and enable access to the borderless and always-open internet world of online shopping.

With the transformative power of the smartphone's size and connectivity, digital natives are empowered to shop online to their heart's content, ordering what they want, when they want, how they want, from wherever they happen to be!

E-commerce has emerged as one of the key driving forces of what has become known as Omni-Channel Retail, which is severely challenging traditional retail models and distribution networks.

This Omni-Channel phenomenon embraces all three primary consumer shopping channels available:

1. Offline – the bricks-and-mortar retail outlets that include convenience stores, mini markets, supermarkets, hypermarkets and shopping malls;
2. Home - the relatively unemotional and inert home shopping conduits such as TV, direct mail and catalogues;
3. Online - now embracing the dynamic, exciting online world with internet access available 24-7 through desktop computers, laptops, tablets, smart phones and other mobile devices.

Spawning global giants such as Amazon and Alibaba, the online shopping revolution is transforming the way in which consumers shop. It dramatically changes consumer expectations of choice, value and service. This e-commerce frenzy has been driven by ubiquitous wireless access to the internet, coupled with the availability of affordable smart phones. Large, young populations in developing economies have become today's digital-native-consumers who are determined to *'shop online, until they drop offline'*.

"Today's digital consumers are determined to Shop Online, until they Drop Offline"

Online Shopping - massive and fast growing retail market

eMarketer's latest forecast is growth of 23% in 2017 for the global Business to Consumer (B2C) e-commerce market, generating **Online Retail Sales** of almost USD 2.5 trillion worldwide.

This represents more than 10% of **Total Retail Sales**, which are growing much slower, at around just 6%.

The largest segment - and biggest potential for further growth - lies in the emerging and developing markets, specifically in Asia. The Asia-Pacific market already accounts for more than 55% of global e-commerce sales, with the Chinese online market on its own projected to reach USD 1 trillion of online sales in 2017.

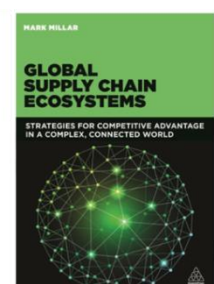
Online shopping challenges established supply chain models

This new borderless world of open-all-hours online shopping impacts every aspect of the supply chain ecosystem. Changes are required to systems and processes that manage products, inventory, warehouses, fulfilment, picking, packing, shipping, transport, distribution and the all-important information and financial flows.

Servicing the online element of omni channel retail is seriously challenging some long established Business-to-Business (B2B) retail distribution networks. The online revolution also introduces additional new dilemmas into the traditional model of servicing consumers - including free shipping, last mile residential deliveries, product returns and cross-border parcel transactions.

Both retailers and logistics service providers are threatened with fundamental consequences for every aspect of their business model, their profitability - and even their future. If they cannot, or do not adapt to this omni channel world, their future must be in doubt!

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We work with others to accomplish things, whether on projects or on teams. Often we have little or no authority over those we work with, even if we are responsible for the output. To get things done the way we would like we need to use positive power to influence people.

Everyone has two kinds of power, *personal* and *positional*. Positional power is externally derived, limited, inflexible, and *commands compliance*. Personal power is internally derived, unlimited, flexible, behaviour based and *elicits cooperation*.

The positive use of power enables us to meet objectives and build relationships. The negative use of power, *e.g.*, forcing our position to achieve our objective, can damage relationships. Avoiding confrontation to preserve a relationship can cause us to not achieve objectives.

We have three spheres of influence when dealing with people: things we can control, things we can influence and things we can neither control nor influence. The things that we can control are based on physical abilities and positional power. The things that we can influence are only limited by the way we interact with others and we can expand this sphere significantly.

The power to influence others comes from our physical, mental and emotional condition. In applying power to influence people we need to focus on the objective we are trying to achieve and be aware of factors that can cause energy loss (internal and external barriers).

There are two types of interaction energies: *push* and *pull*. Asserting is a push energy, but it can sometimes seem too aggressive. We can use pull energy to bring the person we are trying to influence closer by looking for similar points of view and other commonalities.

I had a boss who constantly scolded the staff in meetings for mistakes they made using aggressive, abusive and vulgar language. It was a very toxic and demotivating environment and there was a very high turnover of personnel.

When someone does something that you don't like, rather than scolding them, you could say: "I want you to consult the key stakeholders in this project. I like that you took the initiative to fix the problem. I don't like that you didn't involve the key stakeholders about it. If in future you run changes by them before implementation I will continue to allow you to lead the team. If you don't consult with them I will have to get someone else to lead".

This also works in a family or social setting. When my son was young he threw a tantrum in a toy store. I said to him: "I want you to stop your tantrum and be a good boy. I like it that you speak to me politely and say please. I don't like it when you start raising your voice and cry. If you display good behaviour, then you can come on family outings. If you continue to misbehave we will have to leave you at home the next time".

By thinking about what we want to achieve in our interactions with our stakeholders and those we work with and choosing the right language patterns and words that we use we can increase our ability to positively influence them.

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Organisations that have benefitted from his knowledge and experience include: ABB, ARAMCO, Barclays, BP, Exxon-Mobil, Honeywell, HP, Microsoft, Motorola, SAP, Intel, Otis, SingTel and many others.

Bob holds a BSc from University of the State of New York, an MBA from NUS and a Master's Certificate in Project Management from George Washington University.

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"Happiness is not a state to arrive at, but a manner of traveling"
Margaret Lee Runbeck

How many of us know what will not only make us happy, but sustain our happiness for the long-term?

It is certainly a hot topic on Amazon where there are over 27,000 books listed on the subject. On Google, 293,000 entries on happiness come up within 2 seconds. Every religion promises it. Every dating site promises it. And so does every cosmetic surgeon and every beauty salon.

And with so many answers, it begs the question, is there a formula for happiness that works for everyone?

The father of positive psychology, Martin Seligman has a well-being model that I think comes close. He calls it PERMA and it has worked for the US Army; it has worked for students in a number of well-known schools and it has certainly worked for me and many of my clients.

Like all great ideas, it is deceptively simple. PERMA is an acronym that stands for five elements that are broad enough in their scope to align to the values and views of just about anyone.

P stands for positive emotion. Seligman urges us to learn to be more optimistic. Laugh wholeheartedly and laugh often. Love. Practice altruism. In fact practice whatever positive emotion that appeals to you.

E stands for positive experience. Pack as much fun into your life as is possible. Put happiness first, whether it is listening to your favourite music; travelling to far-flung places; simply sitting in the sun; taking your dog for a walk; or having a long lazy bath. Do what you love first, and then do the other stuff.

R is for positive relationships. Heal old wounds. Mix with people who are kind and generous. Cultivate good will. Make a new friend, or call an old one.

M is for meaning. We need to feel our life has meaning beyond ourselves. It may come through our family, a charity, our career or maybe through our religion.

A is for accomplishment. Feeling we have accomplished something every day is important. It doesn't matter whether it is making a wonderful meal or performing a life-saving operation. What matters is the feeling that we have accomplished something good.

Simple? Absolutely. But what happens if some part of the equation is missing?

Unfortunately, there are no short-cuts. If one area is missing, our foundations of happiness are shaky and we may find ourselves feeling flat or depressed and wonder why.

Maybe we struggle with meaning and accomplishment? We find our jobs unsatisfying. Our children have grown up and left home. Our grandchildren no longer need us. Maybe we retire from our career or we lose a job we love. Whatever it is, there is a hole in our life that needs to be filled.

Volunteering is one thing that can fill that hole. We can follow our hidden passions to create, indulge in a favourite hobby; travel to different places, or try something new. We can find meaning by helping others and making our community a better place. And we can gain a wonderful feeling of accomplishment.

Never considered volunteering? Not all work is about getting paid. Maybe 2017 is the time to decide how much time you can devote and what you would like to do. Then put up your hand and make a commitment to sustained happiness and well-being.

Pamela Murray-Jones is a former senior executive in international marketing and business development; a business coach; trainer and self-confessed travel addict. She pushes boundaries (her own and her clients') and inspires innovative ways to meet challenges and reach success. See her website: www.focusbusinesscoachingandtraining.com



Ideally this won't happen to you this year however, the law of averages says otherwise.

Have you ever sent a text message or email to a client or friend that as soon as you had sent it you knew immediately that you made a big faux pas!

Something you had written in the heat of the moment, during a period of urgency or frustration that was out of character and context when you pride yourself on your professional behaviour.

Have you ever sent a text or email that you prayed wouldn't arrive at its destination? But despite praying that your message wasn't sent, it was still delivered.

That moment when you wished you could reach right into your phone or PC and grab the offending message back again. Too late, your message has likely been received!

How can you survive these events?

Firstly we need to take full responsibility for our actions and realise we can't go back in time and undo what we have done and hope that the relationship is still retrievable.



Don't try and bluff your way out of it. People will respect you for your honesty. Then go into damage control and confront the situation immediately before any underlying feelings of resentment lead to more serious consequences. Remember, you as the sender, should be the one making the first move towards amends.

Here are some tips that might help you out:

- Give a heartfelt, sincere and genuine apology.
- Try injecting some humour and say, "I wanted to see what it's like to make a complete and utter fool of myself" and I've succeeded! This may not save your relationship but at least you've made an attempt.
- You could try grovelling and begging for forgiveness – it may not be forthcoming straight away but might happen in time.
- But the best tip would probably be that your action was in poor taste and you hope they will accept your sincerest apologies and you can work on rebuilding your relationship.
- To clear the air offer to take the aggrieved party out for a coffee or meal as a peace offering.

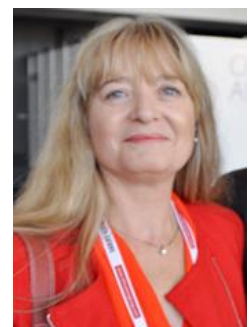
Lastly, as human beings we make mistakes. After taking remedial measures, let's not be too hard on ourselves and hopefully you will be able to retain a workable and friendly relationship with your contact.



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Learning a new skill is one of the most powerful things you can do for your business and your life this year.

It doesn't matter what the skill or topic is as long as it's something you haven't done before - something to challenge you or push your existing boundary of knowledge. This will change the wiring of your brain on a very deep and profound level. You will be building new neural pathways, improving memory and cognitive abilities. We need to treat our minds as a muscle and remember to exercise them on a regular basis.

Our brains are 'plastic' meaning we have the flexibility to learn for as long as we live [Lifehacker](#). Brains consist of brain cells called neurons and when you listen, talk about, write about or practice something these neurons grow fibres called dendrites. Practicing a lot causes these dendrites to grow. When these dendrites grow closer together the gap formed between the ends of the dendrites is called a synapse. This is how messages are sent from one neuron to another by electrical signals called neurotransmitters carrying the signals across the synapses. Dendrites don't grow in a vacuum and need us to practice what we have learnt and that's usually done via homework, assignments or practical application.



"Education is the kindling of a flame, not the filling of a vessel" – Socrates

We obviously can't learn a very different skill like brain surgery if we're from a business background but if you have an interest in learning about your health or fitness or perhaps a new hobby like photography or writing then everyone will have the capability to learn a new skill. These new skills can be applied to your business, i.e., strategic thinking skills, new software programmes, photography and personal development courses. Or you might just want to do learn something for the fun of it, as part of a health kick, to challenge your thinking or as a conversation starter.

To learn and practice your new skill you need to be in the right mindset, i.e., if you're in a stressful situation you'll be in 'fight or flight' mode and won't be able to absorb new information. In this case it's best to take a break, go for a short walk outside in the sunshine and fresh air or do some light exercise to release the tension before you get back into learning mode again.

Make space in your environment where you can study undisturbed and gather all your resources around you and cultivate a 'learning mindset' so you can gain the most from your studies in the time available. Then schedule in some time in your diary and don't allow any deviations from your schedule.

"Those people who develop the ability to continuously acquire new and better forms of knowledge that they can apply to their work and to their lives will be the movers and shakers in our society for the indefinite future." Brian Tracy

There are many resources where you can acquire new skills. If your time is limited you can sign up for short courses online or at your local community college. You could start with the many free courses available to obtain some basic knowledge in your area of interest before you go deeper into a topic, e.g., [Udemy](#) and [Skillshare](#) offer short courses. [Coursera](#) offers free online University courses where you can take your learning to the next level. These courses are at University level but you don't get certification at the end of it. As a bonus undertaking a face to face course is also a great networking opportunity and gets you out of your usual environment.

Podcasts and videos are also good options to view or listen to on your phone while you're out and about on walks or commuting. I like to read and one of the best indoor Christmas presents I've ever received was my Kindle which I can carry with me wherever I go.

'On your Bike'

While formulating my article '*The Importance of Lifelong Learning*', I found myself in danger of writing a one sided academic perspective.

I then challenged myself to get past the theory stage and put it to the 'acid test' with a real world situation. My personal example came to light when a colleague reminded me of my May 2016 Mother's Day present from my sons. I was beyond excited to get my new TOKYO Bisou 7 speed street bike with basket and all the trimmings as my best 'outdoor present'.

In talking about having had no time since May to learn how to ride my bike, my colleague said something I'd heard countless times yet it hit home; "***Get on your bike and you will figure it out***".

Therefore one of my new goals is to now LEARN how to ride my bike properly because my new bike has 7 speed gears whereas my previous bike had no gears and no brakes. My way of stopping was to put my shoe on the tyre until I came to a stop and this proved not be the safest or best method to ride my old bike.



So now I am preparing for the learning curve in how to use the gears to conquer the hilly terrain in my area and enjoy the process of riding the bike for fun. In my case the expression of "***on your bike***" will be taken on board as positive reinforcement!

Although I'm not a fan of helmets they do serve their purpose and are proven to save cyclists' lives. In researching helmets that were safe, comfy and 'cool', I went to bike shops in my area and tried helmets with the intention to get one but I unfortunately I didn't find what I wanted nor were they very stylish, yet my efforts in research paid off. I kept my focus on what I wanted and found a brand called '*Sawako Furuno*' online to be the right style, fit and colour for me and love it.

I took a risk in ordering it yet I felt 100% it would be right and when it arrived, it was a perfect fit! So now I'm all set to go and am putting my plan into action to become a proficient bike rider by Mother's Day 2017.

Hopefully I've inspired you to consider a new area of study for 2017 or find a hobby '*indoors*' when the weather is too warm, wet or cold. Perhaps a new '*outdoors*' fitness, fun or relaxation activity to do by yourself or with family, friends or pet(s) when your weather is amazing!

At the very least, find something that makes you think (IQ), yet challenges your spirit (EQ). Let me know how you've tested your mental and emotional boundaries while finding fulfilment in your accomplishments.

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We all have important dates that recall special events, meetings, birthdays, moments or anniversaries. One of the special dates in my life was when I received my ta moko, my traditional Facial Maori tattoo on 1 March 2004.

That evening I had a very important guest at our evening dinner table. He was my cousin Hemi Te Peeti who would be tattooing my face. He and I had been discussing my ta moko design and developments for the past 5 years. I thought he was here to complete final discussions before we underwent the ceremony later in the year. However, after finishing the delicious roast meal my wife had prepared we were all being served dessert when my cousin looked at me across the table and said, "Ngahi, cousin I have my gear in my car and we can do your ta moko tonight. Are you ready?"

Many thoughts went through my mind at that time. A part of receiving a ta moko or facial tattoo is *no pain killers*, so I thought I would prepare myself by fasting and meditating. However I had just eaten a full roast meal! I also had many friends and relatives who were going to attend this important occasion in my life and there was no way they would be getting here in time.

The main thing I thought was "Am I ready for my life to change forever?"

Johnny Carson, a talk show host from way back said, *"Talent alone won't make you a success. Neither will being in the right place at the right time, unless you are ready. The most important question is, are you ready?"*

In the light of your personal and business lives - are you ready? Are you ready for those opportunities that can arrive at any time? In the light of your personal and professional leadership roles - are you ready? What is your one most important thing you are aiming for and what 3 other things are you doing to make you ready?

If someone gave you the opportunity to make your lifetime dreams possible today would you accept that opportunity? Leonard Ravenhill said, "Opportunities of a lifetime must be seized in the lifetime of the opportunity." Would you be ready?

After what seemed like eternity with my children, Hemi and Takareia looking at me awaiting my answer I looked back at Hemi and replied, "Yes, I am ready, let's do this tonight." Hemi then replied, "Cousin, I will give you one hour to get ready and invite people here for this evening."

We started my traditional Maori tattoo or ta moko one hour later at 8pm. After completing one half of my face in four hours we had a half hour break and started again at half past midnight. My ta moko was finished at 4am the next morning and had taken 8 hours to complete.

So on the evening of 1 March 2004 from 8pm through to 4am the next day I received my ta moko, my gift from my Maori ancestors. My mark of who I am as a Maori leader. At 4 o'clock the next morning I looked in the mirror and saw my future looking back at me. Your future awaits you every morning you look in the mirror too.

Are you ready?



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He has many years of Leadership experience which he brings to his presentations. Ngahihi speaks on "Ancient Wisdom, Modern Solutions" and outlines wisdom from his Maori culture and others as Modern day solutions for you in your leadership.

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Way, way back, when I first sat with my head in my hands worrying about the cash flow of my newly established business, my wise mentor John Nevin sent me an envelope with a message scribbled around the border – as he often did. The message was this:

'When you're green, you're growing ... when you're not, you rot.'

I've never forgotten it. I remind my clients. It's still totally valid now.

We know there are only two states of existence - growth and decay. We know that there is no standing still in nature. We know we would rather grow than rot. But still we crave certainty, and the risk of pain and failure is sometimes too great for us to move forward.

Business Growth carries risk. All growth carries risk! The change that comes from any intent to improve will most likely meet resistance. We need strategies to manage that growth, the risk and the resistance.



All these years later, I'm still green, and grateful for it. Still love learning and figuring out behavioural patterns so they can be improved. Doing my BEST to remember what I've been teaching others for years, that we are all inherently magnificent.

I don't know what I don't know, and that's both scary and exciting. I know what I do know. The BEST Strategy for almost all success in business.

Build good relationships. People matter. We are so busy conversing with our thumbs we can forget that the mastery of human relationships is the most challenging growth of all. Sometimes called 'soft skills', they are really the hard ones. Their impact is measurable and their complexity is infinite. It's a continual learning and development need in every business, including yours.

Establish your customers' needs wants and goals. Don't focus on their pain points. I know some will tell you to do that, but I think it's cruel. Focus on their goals. What they want, why they want it, and why they want it more than logic. When goals are being chased, price doesn't matter.



Serve at your highest level. If you're marketing, selling, providing a tangible or intangible product, make sure it's the best you can possibly provide for the agreed commercial value. Add a squeeze more if you can. In a way that's a surprise - not a bribe.

Take commitments from your customers, your team members and your suppliers to the next step along the way of doing business with you. That's all they can truly promise and all you can expect. But that will save you from the dreaded 'hope' strategy. Just keep building your skills in sales and leadership, in principled influence and in trustworthy negotiation.

And whether you have been in business for 2 years or 20, keep learning. That's the BEST bit.

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Innovation is everybody's business now. It's not just something you can "leave to the R&D team". But it's not easy to innovate when everybody is too busy trying to get their daily work done. In our fast-changing world, it's often a struggle to just get that daily work done.

It's tempting to say you'll innovate "tomorrow", when things quieten down. But tomorrow never comes!

But what if innovation was a habit – just like brushing your teeth or checking Facebook every few minutes? Then you wouldn't have to force yourself to do it – you would just do it.

When it comes to innovation, habit trumps discipline.

Here are four ways you can create positive habits for innovation: time, space, money and people.

1. Make TIME for innovation.

Do you set aside regular time for innovation? This doesn't have to be as generous as Google's famous (and now obsolete) "20% time" for employees to work on anything they wanted. You could create much simpler habits, such as: Leaving work early on Friday afternoon, hosting an innovation meeting at the same time each week, or setting aside 15 minutes every day when you wake up.

It might even be as simple as starting your weekly team meeting by asking everybody to share one innovative idea they have seen in the past week (Thanks, Nils Vesik, for this idea).

2. Find the right SPACE for innovation.

Don't wait for the annual conference on Hamilton Island. Find or create spaces for innovation in your regular work. For example, this could be working in the cafe down the road instead of sitting at the office desk, a walking meeting rather than a sit-down meeting, or (for distributed teams) an informal videoconference call with pizza or coffee for all attendees.

Different things work for different people, so let them each choose the innovation space that works best for them.

3. Set aside MONEY for innovation.

Every month, I transfer 3% of my salary to a separate Technology/Gadgets bank account which is purely for buying technology, gadgets and other tools (Thanks, Michael Harrison, for this idea). It means I have the budget to invest in new technology without having to justify the need for it.

Adopt the same principle: Set money aside for innovation and use it. You can make this work for yourself personally and for your team's budget as well. It's much easier to set aside the money in advance than try to justify spending it later.

4. Surround yourself with the right PEOPLE for innovation.

Make it a habit to hang out with people who challenge your thinking, share different ideas and have diverse backgrounds and experiences. When we get into routines or get very busy, it's all too easy to interact with all the same people all the time (even in social media). It's good to have a "tribe", but staying only in that tribe can stifle innovation.

So what can YOU do to make innovation a habit?

Make no mistake: If you're not innovating, you're falling behind. If you don't make innovation a habit, it rarely happens.

Gihan Perera is a futurist, speaker, author and consultant who shows leaders how they can become fit for the future. Visit GihanPerera.com for more.



What does the word 'stranger' mean to you? Do you think of your parents warnings? Or do you think of a kind stranger who stopped you in the street to return the cash you dropped? Does it invoke a sense of fear or apprehension? Perhaps there's a curiosity, a sense of adventure to meet new people?

There are so many incredible moments available to us as we increase our awareness each day of the ways in which we can make a positive difference, with a smile, a "hello" and an interest in others. How often do we miss out because we hesitate, we hold back or we're simply not self-aware, or aware of those around us?

Connection is a global issue. Thanks to social media it's become a conversation around the world; people are dying to connect with others, yet holding back 'in case it goes wrong' in some way.

When we're open, we see many opportunities to create or to feel a sense of belonging and can serve the world in the way we are wired to.

Sometimes its leadership conversations, or sales team development conversations and sometimes it's just those momentary coincidences or serendipitous moments where we see somebody and simply say 'Hi'. Amazing things can and do often happen in these moments. It creates a more connected, compassionate world, a more positive, creative, innovative world.

I am on a mission to help people to connect and to be their confident, authentic self - individuals and teams communicating who they are and what they stand for.

Several years ago on an early morning walk with my son, I said to him, "I love our conversations as we walk and we're so into it that we can forget the world around us ... Let's also be aware of people passing us - we can pause our conversation for a moment to say good morning to the few people we pass. We could be the only ones they see today, the only ones who smile and acknowledge them."

Kindness matters. You know this yourself if you've ever been feeling down and found yourself lifted by a connection with others.

We don't make significant progress with any goal without a good awareness of the situation. To connect with anyone well, we need to be more aware. If your goals are related to connecting with others and communicating well you might like to consider the following and give yourself a score out of 10.

1. I am aware of sights, sounds and experiences going on around me /10
2. I observe new things in my everyday surroundings /10
3. I take pleasure in the moment of eating my favourite food /10
4. I connect with others with observation, care and curiosity /10
5. I listen openly without needing to give advice or to convince /10

Awareness is an essential to key to connecting with others and is the first part of the **ASKING Model** in my book **DO Talk To Strangers: How To Connect With Anyone, Anywhere**. The questions above come from my Leadership Mindfulness Checklist. You can access both of these resources for free from www.kerriephipps.com/6steps plus an audio interview. Enjoy your increased awareness and see where it takes you!



Kerrie Phipps is an inspiring and energetic communicator whose passion is connecting and empowering difference-makers and leaders. Author of 3 books and co-author of 8 books, she has been coaching, mentoring and presenting to leaders and teams across Asia for over 20 years.

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The other evening I reached for my husband Mark's hand. Can you imagine how I felt when he pushed it away and said he didn't want to hold hands!

Maybe he was remembering the words of Margaret Whitlam who said it was 'girly' for couples who have been together for over 20 years to hold hands in public!

But I knew that couldn't be the reason so was there another explanation?

There was. Mark said: "When you've just put hand cream on, your hand is greasy and it reminds me of the 13 years I worked in a service station". Now, Mark hasn't worked in a service station for four decades but the feel of my hand cream reminded him that he could never get his hands clean because he was always 'checking under the bonnet of customers' cars. My hand cream triggered the feeling of a horrible oily rag he had in his overalls to wipe the dipstick after he checked the oil level in the engines.

How car technology has changed. Most of you won't even know that, once upon a time, car owners regularly checked the oil levels in their cars. Who would even look under the bonnet of a car today?

Yet after so many years, my hand cream reminded Mark of a time when his hands always felt dirty.

So there it was - The Almond Effect® messing with my relationship. What is the Almond Effect? It's a concept I created to explain how an 'old' part of the brain, our amygdala, hasn't adapted to the 21st century and can get in the way of everyday life. The translation of 'amygdala' is 'almond', that's why I call it The Almond Effect – it makes us go nuts!



Our amygdala is essential in life threatening situations. When it senses danger like a fire or an aggressive person, i.e., when our lives really might be in danger, it sets off our internal alarm system, our fight or flight reaction. We need it to survive.

The problem is our amygdala doesn't 'know' the difference between a life threatening and non-life threatening situation. It just 'knows' and remembers unpleasant, disgusting and life-threatening situations. And those memories can be triggered in an instant – like my hand cream did for Mark.

Think about how you feel if your boss says: can I see you for 5 minutes? Or a police car pulls up behind you, the phone rings at 2am or the CEO starts talking about restructuring? Would any of those situations make your heart race, cause you to break out in a sweat, feel very uncomfortable and agitated? Your amygdala has triggered an ANT, an Automatic Negative Thought and The Almond Effect has been activated.

When that happens we may do and say things in the heat of the moment that we regret or not mean.

Fortunately, Mark realised exactly what memories his amygdala was stirring, used his thinking brain to recognise the problem. We waited for the hand cream to dry then held hands as usual. I'm changing the brand of my hand cream!

What ANTs trigger your amygdala and get in the way of your everyday life? And what ANTs get in the way of change at work?

For strategies and solutions for everyday and business challenges like these, connect with Anne through www.AnneRiches.com to discuss her engaging, warm and inspirational presentations and business education services.

Anne Riches CSP uses extensive hands-on experience, the latest research and applied neuroscience to skill managers to decrease resistance and lead the human side of change.



Science has revealed that emotions cause chemicals to flood the neural networks of the brain. We unconsciously launch into "defend" or "trust" mode during any interaction with others.



It is surprisingly easy to trip the switch to defend mode – a look, a tone of voice, a word. The brain works differently, we hear differently, see differently and process differently in each mode and "defend" is the default setting for many people who deal with real or perceived threats each day. This means that a completely neutral interaction, or even an attempt to be helpful, may be misinterpreted and switch on "defend". Even if trust has been established, "defend" can be triggered inadvertently.

We need to consistently build trust for relationships with customers, staff, suppliers and those we love to be effective. The attitudes and behaviours that demonstrate trust are the habits of great communicators. I use the acronym T.R.U.S.T: **T**ogether, **R**espect, **U**nderstanding, **S**uccess and **T**alk to keep them foremost in my mind.

Together – we're in this together, we're partners, and we're allies. We may be very different but we've come together with a common goal to have conversations and interactions that will create positive outcomes.



Respect – we listen to each other. We build rapport by finding what we have in common and we accept the inevitability that we are different, perhaps by gender, culture, age, experiences, beliefs or points of view. We accept that we are free to hold and share our own opinions and different perspective and we have the right to disagree.

Understanding – we slow down our thinking, reducing hasty assumptions, conclusions or judgment. Instead, we explore context and each other's reality. We use empathy to get a sense of what it might be like for each other. We enquire, we are curious and we keep an open mind.

Success – we share positive intention. We build a constructive relationship. We have a sense that our actions have the power to produce beneficial results. We set goals and work toward positive outcomes.

Talk – our conversation is purposeful. We create a safe space where we each can be candid and open to share thoughts and feelings. We can exchange views non-defensively. We discuss issues, problems, choices and decisions, in confidence and respecting privacy. We collaborate to generate ideas, alternatives and possibilities. Communication is two-way and we give and receive honest feedback so that we learn from each other and grow.

Extract from *Using the Brain for Better Relationships in Business, Leadership and Mentoring*.

Ann Rolfe has over 30 years' experience in adult learning, career coaching, mentoring and is a certified Gallup Strengths Coach.

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Most speakers make speaking to a group more stressful than it needs to be because they prepare incorrectly. When they need to prepare a speech everyone takes the same approach; creating, writing and practising their speech in the same order that they will deliver it and it's wrong.

The late great Dr Stephen Covey was most famous for his book *7 Habits of Highly Effective People*. The second of these habits is 'begin with the end in mind'. Well, with all due respect to Dr Covey, this should be the first habit of highly effective speakers. The reasons are so obvious. It's amazing how many still get it wrong.

Create

It has been proven that the most memorable part of your presentation is the conclusion. So, the focus should not be "What will I start with?" but "What will I finish with?" If the last words that they hear have the chance of the most impact, they should be carefully chosen and powerfully delivered.

Write

The message you want to leave them with is the most important so start your writing with that. If you have a clear picture in your mind of where you want to finish and you know what your audience's attitude is to the subject at the start, then your speech writing task is nothing more than joining those two points. See your speech not as one entity but as a series of 'chunks' and if you start your writing with the concluding 'chunk' then this will be the part you are most familiar with.

Practise

The concept of 'chunking' is important in practising effectively. Spend most time practising the conclusion so that is the part of your presentation you know best. This way you are working towards the part of the presentation you are most familiar with so your confidence builds as you progress. This is the opposite of most speakers who are working away from the part they know best – the opening. The opening is actually the part you need to worry about least. You always have the luxury of checking your opening words just before you stand up to speak.

Delivery Confidence

Most of us go into a presentation hoping that we won't lose our way or have our mind go blank. It's a forlorn hope. They say the human memory starts from the second you are born and only stops whenever you stand in front of a group to say anything! Accept that your mind will go blank or you will lose your way. That's not the problem. The problem is getting back on track. If you know your conclusion clearly this becomes much easier. If you have confidence in your conclusion you are more likely to deliver it strongly.



Most presentations are let down by their vocal delivery particularly the conclusion where it just seems to fade away. The sign of this is that the speaker has to say "thank-you" for the audience to realise they've finished and hopefully, applaud. You can feel sure that their conclusion and probably the entire speech failed.

The vocal delivery of a speech should replicate the delivery of the caller in a horse race. There needs to be excitement and energy as the horses jump from the gate but the excitement and energy must be at a higher level when they pass the finishing post. If you know your conclusion best, you are most likely to give it the powerful delivery it needs.

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What is it that babies cry for and the elderly yearn for? Is your first guess food? It might be, yet in this example, it isn't. Is it the need for sleep? Perhaps for the baby yet most elderly who may appear tired are often alert and full of vitality.

The answer is found in the concept and act of seeking **RECOGNITION**.

When babies cry out, it may be that they are hungry, require a diaper change or comfort with a cuddle. Because they can't talk, they seek attention by crying out until their need for comfort or bonding is achieved.

The elderly are experts in a plethora of life time skills they have developed through observation, conversation and experience. Yet 'mainstream' society is not patient at listening nor in giving our elderly the recognition or patience they may deserve (or crave). As people age past 70, there are fewer ways for this demographic group to get personal recognition.

Some firms and volunteer organisations are masters with this concept. They do give the elderly recognition by having roles for them as volunteers that creates personal connection, value and contributions from their helping endeavours.

People who are often in the sunset of their lives do not receive the same recognition they used to. This can be difficult for this group in society to adjust to. It's can be a real challenge to keep this group motivated, yet numerous cities and countries are keeping their elderly engaged by involving them in community and special events on a regular basis.

Praise as Pay

I travel on a regular basis on trains, planes, cabs and ferries to be with our clients. I fly between 40 to 65 regional and international long haul flights per year in my work as keynote speaker, workshop facilitator and MC at Conferences and team kick off / training events. I don't fly as much as some colleagues or clients yet I travel more than most people including many part time airline staff whom I meet.

Having been on hundreds of flights and countless other means of transport over the years, I often see special moments while travelling. This gives me the opportunity to praise people who are serving customers and creates a positive impact on them that ripples onward to others.

As a passenger, I actually pay attention to the flight crew when they are going through their on board safety demonstration. After they finish and are walking the aisle towards me, I might say, *'that was the most informative and enthusiastic flight safety demonstration I have seen lately....well done'*.



A large smile appears on the flight crew member's face at the moment of 'recognition' because I was actually watching them. As the flight progresses and the crew start to serve complimentary drinks, I often receive extra snacks, main meals, drinks or cocktails because the crew member(s) recall where I was sitting and my *'well done'* comment.

Catch someone doing something Right

Nearly every week, I have a top experience with good people in the services industry who do a good job, however there are some who really stand out as customer service professionals. I contend these CSP's are adequately paid in their roles at restaurants, hotels, airport check in counters, on planes or as attendants in retail outlets however ...

When someone does an **exceptional job** that saves me time, money or makes the experience awesome, I make a point of thanking them on the spot. It's my way of *'catching someone doing something right'* and in doing so, the chances of them repeating this behaviour again is amplified many times over with others.

For example the conversation might go something like *'Hi Karen (or John), I appreciate your service and for taking good care of us today with our meal (or coffee, tea, drinks or whatever it is they are doing). I can see you have been pretty busy yet you found a way to give us outstanding service.'*

*Karen (or John) I can't give you a raise in pay however I can provide some **recognition** of your service and hopefully my **recognition** will help you get the raise that you deserve. I am happy to follow this up with an e-mail or note to your boss or supervisor to share what I have seen if you feel it might be of help you.*

Like I said before, if someone does an **exceptional job** that saves me time, money or makes the experience awesome, I make a point of thanking them on the spot. This doesn't take long, it's easy to do and it creates really good energy for the two people involved....YOU and the other person whom you have recognised.

ReCOGnize: Throw Someone a Compliment

Not long ago my wife, two friends and I travelled to Johannesburg and Cape Town to visit Australian friends who had transferred from Singapore to South Africa. Their move was due to a global realignment and became a promotion for our friend Peter to VP / General Manager of South Africa for a multibillion dollar international market leader.

Our Singapore Airlines 12 hour, east to west flight was long yet comfortable. After a decent night's rest, the next morning my travelling friend Michael and I were guests of Peter to play 18 holes of golf on a course designed by South African PGA Champion, Gary Player.

In learning more about Peter's new VP/ GM role, Michael and I asked him a variety of questions to see how he was enjoying the new job and responsibility. Peter said that among the first things he did was to purposely visit and meet each of the senior, junior and front line team members in the various South Africa regional offices.

Being innovative and creative, he then had hundreds and hundreds of flying discs made like the one in the photo to the right with its simple, yet powerful human relations phrase.

He has them sent them to all of his South African team to their office or home with a welcoming letter as the new Country VP and GM for them to get a sense that they were an important 'COG' in his plans to progress the business.

The impact of this was immediate. People could feel the team culture that Peter was looking to create could gel the leaders and ignite workers. And sure enough, higher performance and productivity standards occurred which helped stimulate growth, teamwork, new sales and customer service stories to help build new momentum.



Four simple tips to help you RECOGNISE others in 2017

- 1. Awareness:** Keep your head up. Look to your left, right and in front to observe people in their role or job. Most of society is now looking down to read their phone for the next sms, email or watch an on line streaming show. While you may do this at times, be more aware and observe those whom are serving you with a coffee, tea or meal.
- 2. Listen and Praise:** Sometimes a conversation or situation that is occurring near us is more than just 'noise'. It's a chance to listen and perhaps praise someone for doing a good job. Like the airplane safety demo example, if we pay attention to others, it might have an immediate (*and unexpected*) bonus or pay off factor to us.
- 3. E-mail:** When you see someone doing something well, ask them if they might like a few words in a message to their supervisor about what you've experienced. This will not apply all the time, yet it's amazing how many people will say **yes**. You will stand out when they know you want to compliment them versus a complaint.
- 4. LinkedIn:** With millions of people involved with social media and professional profile pages, it's easy to ask others if they would like to connect. You can also make a recommendation or tick the boxes of their expertise or skills that will help them and in turn, they will be much more likely to return the favour to you.

If you use one or two of these tips, you will quickly expand your professional network and contacts base. If you use all four, you will have more fun, joy and grow incrementally in your mind set and the art of **RECOGNITION**.

Give it a try and let me know how you do during 2017.....the '*Year of the Rooster*'.



Rob Salisbury B. Com., CSP, global speaker, corporate speaker, facilitator and popular MC has been hired over 2200 times by 620 global firms, Universities, Associations and Chamber of Commerce in 24 countries and 55 cities.

A former two-term President of the Sydney and Canberra Chapters of the Professional Speakers Association of Australia with nearly 300 financial members, Rob is a recipient of numerous global awards for service to associations, peers and industry clientele.

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Flashback: After the Olympic Games in Sydney Australia had concluded, I hosted a celebration BBQ and year end party for clients, colleagues and close friends to celebrate the end of 2000.

The initial list of contacts in the greater Sydney metro area grew from a few dozen to over 120. In going through my yearly planner, emails and business cards in mid-October of that year, the list of contacts had grown to include Canberra, Brisbane, Melbourne, Perth and New Zealand.

Back then, we didn't have the luxury of social media member sites like Facebook, LinkedIn or mobile phones with the SMS or message service capabilities of today. It was a bit 'old school' to phone people, send invites in the mail or to those that had email addresses or via fax however most of my clients did have fax machines in their office (LOL to think about that now).

Within a week or so over 70% of the invites that had come back with a YES. With about 25 % unable to make it due to company travel or other family gatherings, the rest said they would be there and happy to contribute to my request in the 'PS' at the bottom of the BBQ / Boat Cruise invitation.

Our double deck boat with approximately 90 clients, colleagues, close friends and crew set out for an afternoon into evening December BBQ cruise. Once on board, guests found the food, drinks, alcohol, music, games, door prizes; sets of binoculars to view the houses along the shoreline, networking and cruise boat were all free. The year 2000 had been a good year of speaking, training, emceeing events and consulting with core clients ... thus it was time to celebrate with them.



An amazing experience on the harbour was enjoyed; however it was what occurred just before we left the dock that impacted everyone on board right away. Ultimately, this is what helped dozens of children just before Christmas in the southern Sydney metro area.

You see, the 'PS' at the bottom of the invitation had an acceptance entry clause to board the boat. All guests were encouraged to bring either a small bag of canned food items (soups, fruit cocktail, cans of tuna) or a soft animal toy or fun game that could be donated as a gift to a child 4 to 12 years of age who would be spending Christmas in the Burns Unit of the hospital near our area. The canned goods were for the parents and families of those children.

My follow up THANK YOU letter to everyone who was on the cruise was in early January of 2001. My note that was included had a photo of me with the five large boxes of teddy bears, games, children's books, food parcels and other soft toys they had seen at the front of the boat that everyone had helped to donate to as they boarded the boat.

A photo was taken in the lobby of the St George Hospital in Rockdale (south Sydney area) as I gave the gifts to the Director of the Children's Burns Unit. A few weeks later in early 2001, she let me know every child in the burns unit (and their parents or legal guardians) was given multiple gifts or food parcels on Christmas Day.



It was our guests on the boats who collectively made it happen. In a unique way, we had helped the kids with a little brighter Christmas amidst very trying times for most of the children.

Give without expectation yet know how to ask for help

Fast Forward: In late 2016, I hosted a BBQ / year end gathering in Singapore with dozens of friends, clients and children in attendance. Apart from myself, my wife was at this BBQ and also the one in Sydney in late 2000 which made for interesting conversation during the holidays.

I learnt something during the pre-Christmas 2000 gathering that was a welcomed repeat in late 2016 ... I found that my clients, colleagues and close friends were similar in many ways.

While the BBQs were in two different countries and separated by a distance of 6300 kilometres and 16 years in time difference, the spirit of giving from those who attended was very similar.

While my invitation to attend was free, a simple '**PS**' asked if they were going to RSVP, could they help a child in the Singapore hospital by bringing a children's gift, book or soft toy to give away?

None of my clients, friends nor I would get a chance to meet the children or parents we were to help, yet everyone at the BBQ wanted to make a difference before Christmas. They knew that if a young child in pain or their grieving family could be a bit happier with a donated gift to the hospital then it was a pretty special contribution for the right reasons.

The spirit of generosity was shared by those at our BBQ in Singapore. From that, I was able to drop by with several boxes of toys, games, books (and chocolates) to **Lisa Loh** with the Corporate Development division of Singapore General Children's Hospital who worked with their staff to distribute the gifts to the children in time for Christmas 2016.

Rob with Lisa Loh of Singapore General Children's Hospital plus photos of various books and soft toys.



Over the decades, I have been fortunate to be involved with industry events or charities as an MC, Host and auctioneer. Having raised hundreds of thousands of dollars for cancer and leukaemia research, for flood victims, to buy new school items, or help Olympic teams and in support of the Ronald McDonald House helps more children and their parents.

I have found the return on my time, energy and my budget for these BBQ and events has given back to me in countless ways beyond what I could have known at the time.

If you follow the same simple steps by putting together a list of people who are interested in having a great time and perhaps donate toys or kid's books to a great children's cause, I'm sure you'll find yourself enjoying your BBQ or boat cruise much more than you can now imagine.

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When starting into the New Year, people tend to underpin their new resolutions with a new data-model. But there is so much that can go wrong with building your own. So you end up with either a half finished one (*It's all too hard*) or with false results (*This can't be right*).

So to prepare your journey ...

Here are some tips how to avoid these traps and build a *happy ever after* model.

- Brainstorm your ideas and concepts
- Distinguish whether it is a one-off calculation or a sophisticated model
- Write down your assumptions
- What is the story you want to tell with your spreadsheet?
- Clearly separate your assumptions, parameters and results (e.g., have one sheet for the assumptions, one for the input and multiple sheets for the results)
- Avoid hard coded values at all cost
- Build in error checks (e.g., if you can arrive at the same result by a second way of calculation, build in the second way and make sure both results are identical)
- Colour code your different areas in the model (e.g., yellow for input, grey for assumptions, green for output)
- Protect your calculations
- Test your calculations by using extreme values for your assumptions or parameters (e.g., change the input from 500 to 50,000 to see the effect, a change to 550 might only change your results marginal)
- Verify your result with a *back of the envelope* calculation
- Document your calculations
- Make sure your model looks tidy and the layout is well designed? (e.g., Could you add headings for the inputs? Could you add graphs for the output?)
- Get your financial model audited (another set of eyes works wonders)
- Engage a modelling expert



Jürgen started his first consultancy while still studying Mathematics and Economics in Hamburg/Germany. He has since helped hundreds of businesses in Europe and Australia to improve their data-models and workflow.

He is the authority that business owners and managers turn to for strategic business advice. He is an expert for future-proofed data-models which are structured, systemised and automated with German precision. **Your Autobahn to efficiency**

Jürgen has the ability to take a complex situation or idea and turn it into a time-saving, user-friendly, transparent and effective data-model using his unique German approach. He is the author of two books "Business Lessons from an African Safari" and "Productivity Riddles Solved".

Visit www.schmechel.com or call on **0415 509 275** to see how he can help you.



OH! Death how can I come with you
For there is still much to do and still a lot to woo
Oh! Death you cannot take me now
For I still have to fulfil my vow
My vow to end pain, misery and hunger
Till then I cannot go to a perpetual slumber

Oh! Death how can I come with you
For there is still much to do and still a lot to woo
If you were me, you would know my plight
For I have not yet reached my envisaged height
For I've still to make some more faces joyous and bright
Oh! Death, please excuse me, for the sake of Jesus Christ.

Oh! Death how can I come with you
For there is still much to do and still a lot to woo
For there are dreams unfulfilled
And there are goals unattained
For there still are, events left uncelebrated
For there are numerous failures
Which need to be compensated

Oh! Death how can I come with you
For there is still much to do and still a lot to woo
Till now I've spent my life in wiping other's tears
I've bartered my joys and accepted to get all their sears
For in making others happy, I've pretended to gain pleasure
This is how I have spent my time in leisure
For till date I have granted my jobs to make sure that no one is sad
Oh! Death please show some mercy
Now even I wish to be glad

Oh! Death how can I come with you
For there is still much to do and still a lot to woo
Up to now I have written odes for the love of others
For I have penned their feelings for their lovers
Now I wish to compose a hymn for my beloved
A hymn which the progenies have on their lips
And whenever there is a chat on love
Let the tales of my passion be on their tips
Until now there was none whom I've not hugged
But oh! Death now even I wish to be loved

Till now life was frittering in banalities
All my coffers have nothing except
My pain, agony, solitude and casualties
At least now say; ok! Let it be
As it is you won't benefit much by taking me
Till now I do not know how the time flew
But it was only when I confronted you
That I realized that now my breaths were limited
And the days were but very few

Still if you do insist
To add my name in your list
I'll give you a kind clue
Please take me the last in your crew
And when I finally do leave
Let there be at least one whose eyes are filled with dew
For there is still much to do and a lot to woo
Oh! Death please spare me
I cannot come with you.

Original composition- Harpreet Singh Chhatwal
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Harpreet Singh Chhatwal is the Senior Director Human Resources for Carlson Rezidor Hotel Group Asia Pacific. His regional role includes Talent Attraction, Talent Development and Talent Retention across existing and new hotels of Carlson Rezidor. He is passionate about People Development and enabling people to realize their true potential. Harpreet has facilitated several HR sessions on various topics of Talent and Organisation Development across cultures and geographies.

He loves public speaking and writing. **Contact: +65 8299 9519**
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Meditation has roots in the contemplative practices of nearly every major religion.

The prevalence of meditation in the media has given the word various meanings. Meditation can be referred to as the cultivation of basic human qualities, such as a more stable and clear mind, emotional balance, a sense of caring mindfulness, even love and compassion.

These qualities remain latent as long as one does not make an effort to develop them. It is also a process of familiarization with a more serene and flexible way of being.

Meditation is relatively simple and can be done anywhere. No equipment or workout attire is needed!

The meditator begins by assuming a comfortable physical posture, neither too tense nor too lax and by wishing for self-transformation and a desire for others' well-being and for the alleviation of their suffering.

Later the practitioner must stabilize the mind, which is too often disorderly and occupied by a stream of inner chatter. Mastering the mind requires freeing it from automatic mental condition and inner confusion.

Below are two common types of meditation developed through Buddhism and now practiced in secular programs in hospitals and schools throughout the world.

1. Focused-attention meditation aims to tame and centre the mind in the present moment while developing the capacity to remain vigilant to distractions.
2. Mindfulness or open-monitoring meditation tries to cultivate a less emotionally reactive awareness to emotions, thoughts and sensations occurring in the present moment to prevent them from spiralling out of control and creating mental distress. In mindfulness, the meditator remains attentive, moment by moment to any experience without focusing on anything specific.

Neuroscientists have now begun to probe what happens inside the brain during the various types of meditation. Researchers identified four phases of a cognitive cycle: an episode of mind wandering, a moment of becoming aware of the distraction, a phase of reorienting attention and a resumption of focused attention.

Each of the four phases involves particular brain networks located throughout the brain.

1. Mind wandering plays a general role in building and updating internal models of the world based on long-term memories about the self and others.
2. Awareness of mind wandering, where other networks go into action to regulate subjectively perceived feelings, which might for instance, lead to being distracted during a task.
3. Taking attention back from the distracting stimulus and ...
4. Continuing to retain a high level of activity as the meditator's attention remains directed toward an object such as the breath.

Different patterns of activity can also be observed depending on a practitioner's level of experience. Veteran meditators with more than 10,000 hours of practice showed more activity in the attention-related brain regions compared with novices.



Advanced meditators appear to acquire a level of skill that enables them to achieve a focused state of mind with less effort. These effects resemble the skill of expert musicians and athletes capable of immersing themselves in the 'flow' of their performances with a minimal sense of effortful control.

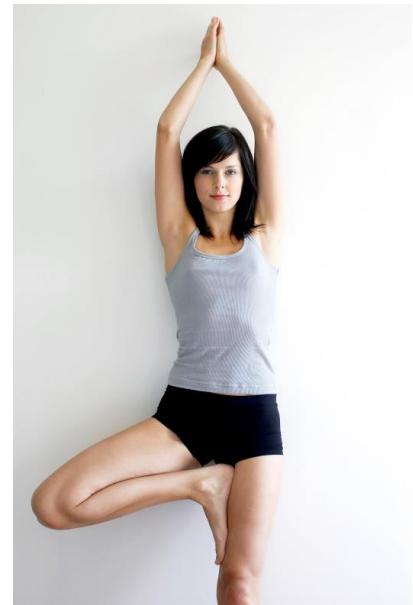
Meditation compared to Mindfulness: Mindfulness or open-monitoring meditation requires the meditator to take note of every sight or sound and track internal bodily sensations and inner self-talk.

The person stays aware of what is happening without becoming overly preoccupied with any single perception or thought, returning to this detached focus each time the mind strays.

As awareness of what is happening in one's surroundings grows, normal daily irritants such as an angry colleague at work; a worried child at home, become less disruptive and a sense of psychological well-being develops.

Summary: If you wish to become proficient at either Meditation or Mindfulness, the key is to practice and practice often. Like the expert musician or the skilled athlete, it takes hours of training and practice to reach peak performance.

My suggestion, if you are a novice, would be to start with Mindfulness and then progress into Meditation. There are some great apps available - I'd recommend '**Smiling Mind**'. It's free and easy to listen to. Why not start today?



Jan Sky is a Neuro psychotherapist, Resilience Coach and Director of ESI International Pty Ltd. She is the author of the successful book '*The Many Parts of You*' and her work in the area of ego states has gained international recognition as well as being published in Finnish.

As a presenter, her clarity and unique style expands audiences' understanding of emotional and intellectual opportunities using ego-state theory as her foundation.

Jan has worked in the corporate world, with prison inmates and presented in Australia as well as internationally in Finland, Netherlands, India, USA, Asia and New Zealand. Website www.execstateid.com.au



It was because of the Dog ...

That irritating barking dog brought about an unforgettable demonstration of heart-warming consideration and kindness. It was the talk of the street ...

A leader I coach described how the neighbour's dog barked, unrelentingly, for hours every day. Neighbours spoke over their fences, or stood in the street, and complained about the annoying intrusion. And then things turned around—emotional intelligence kicked in.

My client, plus the others who were exposed to the annoying barking dog, had a mysterious parcel left at their front door. When my client opened the parcel he first saw a packet of Tim-Tams and then a note, a longish, handwritten note – of several paragraphs.

The dog's "mother" had written an apology to her neighbours. The heartfelt, sweetened with Tim-Tams, note told how she was looking after the dog for a good friend for ten days and how sorry she was about the barking and the disruption that the neighbours would have experienced.

The "Foster-Mother's" thoughtful apology got me thinking

She could have ignored the impact the barking was having on her neighbours. She didn't. She confronted it with kindness and consideration. She could have been defensive. She could have described how she was once affected by a neighbour's noise and how she couldn't stop the dog from barking. But no, her "handwritten-letter-with-Tim-Tams" demonstrated elevated emotional intelligence (EQ).

She:

- Considered the impact the dog had on her neighbours
- Courageously and sensitively confronted the problem head on
- Described the situation to others, with zero justification
- Communicated clearly about how she felt about the intrusion they would have experienced
- Made a big effort to show she cared. (She wrote at least eight long handwritten letters.)
- Took deliberate steps to continue to have good relationships with her neighbours.

This high EQ foster-mother could have ignored the impact of the barking dog - and jeopardised her relationships with her neighbours. But she didn't 😊

Where are your current "Barking Dog" opportunities?

Reflect on your thinking and your behaviours - as a leader ... Where might you have opportunities to show more:

- **Empathy** - where could you put yourself in the other person's shoes?
- **Authenticity** - where can you tell more of the truth about what's going on for you?
- **Listening** - who needs to feel heard?
- **Nurturing the relationship** - here could you better connect?
- **Emotional maturity** - where do you need to describe your perspective in a disassociated way?

Your "Call to Action"

Scientists who study the brain say, "Neurons that fire together, wire together". Practice writing "handwritten-letters-with-Tim-Tams" often! It'll become a wired, embedded habit 😊

Will you think about the five bullet-pointed EQ raising behaviours above and find opportunities to take action?

Hope my neighbour is reading this article. If you are, could we make it something other than Tim Tams? 😊



Carolyn Stevens works intimately with leaders who are in a hurry to boost their success.

For more than 25-years, she's been supporting leaders to, firstly, get to the crux of what they're doing battle with and secondly, turn things around.

She's watched leader after leader become increasingly courageous and impressively influential. She's results-oriented, authentic and able to draw on an eclectic array of approaches, tools and techniques to suit each situation.

Get her bite-sized, twice-monthly leadership solutions at [Leading Performance](#).

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Are you familiar with the Tour de France cycle race where the peloton snakes through the French countryside and villages?

Chris Froome is the first British cyclist to win three Tours de France; in 2013, 2015 and 2016. But do you know what's really unique about Froome winning three times within four years?

Until 2012 no British cyclist had ever won. This lack lustre 148 year history changed with Sir Bradley Wiggins' victory in 2012. What explains this amazing run of British wins? It's not luck.



The secret ... is process improvement and the philosophy of Marginal Gains, which is ... if you improve every little area related to cycling by 1 percent this aggregation of small gains adds up to incredible advancement.



One percent improvements were searched for and found, everywhere.

The British team optimised everything – equipment: bike seat ergonomics, weight of the tyres. They refined nutrition and what riders consumed. The weekly training program was revised. They paid attention to every little detail and asked themselves, 'Is there a better way to do this?'

They even asked, '*What pillow gives the best sleep?*' That's the pillow they took with them to hotels. Massage is part of the training regime, so they asked, '*What massage gel is more effective?*' Staying in good health is essential. To avoid infection, they asked, '*What's the best way to wash our hands?*'

And after three years of multiple ongoing 1% improvements, British 'Team Sky' won Tour De France.

It can be argued that the series of British victories is the most successful winning streak in modern cycling history.

What can Business learn from the Marginal Gains approach?

Small daily improvements are the key to long-term significant results. Ask your customers, "*If we could improve our service even by 1%, what would you like us to do?*"

Don't live with bottlenecks, delays or double-handling - trial new ways of doing things. Question everything you do by asking daily, "How else can we do this?"

It's not about making one big change that has earth shattering results. It's about all the small choices we make every day that add up over time.

Shouldn't we all be looking for marginal gains with lots of little 1% improvements that add up over time?

Business is a marathon...be in it and win at it.



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A Neuroscience Perspective on Giving Presentations

Knowing even a little about the brain will help your presentations, even if you are scared. That, by the way, is perfectly natural.

- The brain loves a challenge.
- The brain loves novel and new experiences.
- The brain loves to move to consolidate learning.
- The brain loves social interaction, especially face to face.

So, based on these four facts, would you be willing to consider that with each presentation, you are in fact getting smarter? Smarter – just by being willing to give it a go and trying to improve each time. Part of that reward is expanding your comfort zone so you will forever be richer and wiser for the experience.

*Memorable presenters are not born. Memorable presenters are made.
Memorable presenters are committed to honing their skill.
That is good news for each of us. It is teachable. It is learnable.*

You don't have to be regarded as a seasoned orator, always ready with an insightful and articulate response or witty quip in any situation. Yet you may wish to have afforded yourself sufficient practice that when the occasion is important ([and you are called upon](#)), you carry yourself and present or speak in a professional manner.

Be Prepared to be well Prepared

Your brain will thank you with resilience and the ability to focus in the moment, especially when it counts.

Prepare your presentation *and* your variables, with a whole body exercise. Not many people know this secret. The secret is to integrate learning with the body within your repertoire of presentation strategies. Studies show that exercise, taken within two hours of learning, can increase memory and retention by approximately 17%.

Recently I was coaching a Canadian Olympian who has an inspiring story to tell of her challenging career. While no stranger to hard and sustained exercise ([the type of exercise that doesn't allow excuses](#)), we spoke of practicing elements of her presentations while in motion. She could do this while warming up, recovering after exercises and while travelling to venues. Locating stories in her body is just as important as her mind.

You too, can prepare your presentations making an effort to move as you rehearse, finding new ways and language to use, even while walking briskly. Short term memory is enhanced with movement. Excellent rest and sleep, just like an athlete, also rejuvenates the mind and converts short term into long term memory to be used when it counts: when we are anxious, excited, distracted or low on energy.

Your brain will rest the night before and function in the moment with much greater confidence if it has had a variety of chances to rehearse, play and distil.

Take the opportunity to excite and spike your intellect

Trust your neurons to come alive in a world fast becoming impoverished of the delight of experiencing the beauty of language delivered in a creative, enticing way.

Your 30 day challenge:

- Put a couple of drops of high grade fuel into your cognitive tank.
- Step out on the tarmac and be prepared to put some skin in the game by giving a presentation doing something more than you intended in your delivery.
- Continually move out of your comfort zone by doing one thing each day that makes you feel slightly ([or moderately](#)) uncomfortable which will build your brain cells.

Plus, don't be at all surprised when you become a front runner in your own career by participating in the contest of wonderful communication. Keep building those new pathways in your brain and be prepared to reap the rewards. Carpe Diem.

Jill Sweatman is a neuroscience strategist in learning and development. Her speciality is working with global organisations to *learn how to learn* for sustained results and lasting impact. She has worked in over 14 countries and is a committed education researcher. Jill can be reached in Sydney Australia at **+61 411 115 599** or e-mail jill@jillsweatman.com or visit www.jillsweatman.com



Before you can get motivated you really need to know what your passion and purpose is. What would you really, really like to do if I had a magic wand and could grant you your wish?

What makes you happy? What do you find easy to do?

Even though I'm a doctor of Psychology, have a Bachelor of Science in IT, the easiest thing for me is culture and communication through Music, Videos, TV, Speaking, Fashion and Design. They are all fun. It's easy for me. I love entertaining and creating beautiful spaces, clothes, TV shows and speaking to audiences all over the world.

It's true what they say, if you can find something to do for free because it's fun, it interests you and you can be of service to others then the likelihood is that is how you will make your millions.

It certainly is the case for me. Now I'm the director of an international TV Production Company in Los Angeles with 3 major shows being aired in the U.S. distributed by Warner Bros, I'm a 5 Times award winning author, have a property and personal Styling business, International Spas, my music is played on radio and my 17 acre Malibu Estate that I designed is up for an architectural award.

I can humbly say that I inspire my audiences by being authentically aligned with what motivates me by following my dreams, trusting my heart, pursuing life with true passion whilst making a difference on the way.

It isn't always easy for sure, yet I am so glad that I realised early on in my life that it was far better to love what I was working on for money than do work that took me away from my passions and purpose.

So what's yours? Are you wasting time just working for money or are you following your dreams with passion and persistence? Are you an inspiration for others by being the authentically wonderful you?

Having the desire and the idea is the very first step. Sometimes you have to just take a risk and jump in with both feet and learn to tread water if you can't yet swim.

Persistence pays off and then the experience leads to inspiration by leading by example. Every Inspirational Leader I have ever met is an expert by example. They are all passionate about what they do and could do it all day every day. The very act of doing what they love and following their dreams with faith touches their heart and soul and keeps them totally fired up in their mind, body and soul.

Spookily, people who are following their dreams very rarely become sick. They usually have very high energy, because they are passionate and in a state of happiness and joy doing what they love with people they like.

It really is a must to be able to say you love what you do to be able to stay mentally mindful, healthy, balanced, inspirational and spiritually uplifted.



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Sexy Single and Ready to Mingle has sold over \$1M copies and now her TV Shows; **Get Syked with Style**, **Get Syked Spiritually** and **Get Syked for Fame** are being aired on National TV in the USA in 2017. www.shelleesykes.com

CAROL TALBOT **Be the Difference that makes the Difference**

How do you show up in the world each day? Do you smile to each and every team member when you arrive at the office or are you filled with stress about what needs to be done?

Technology has gifted us with the opportunity to communicate with others across the globe easily. You may not have considered that your thoughts, self-chatter, energy, emotions and presence are communicating to others more loudly than you think. Indeed, your thoughts are constant broadcasters, sending and receiving information at any moment like a 24/7 radio station. You may believe you are sending out positive messages and in reality are you a leaking bucket?

Your thoughts are expressed through your language. What is more, the language you use to yourself has a huge impact on how you feel and your energy levels. It gets even more interesting in terms of your impact on others!

I'm sure you have experienced being around certain people who seem to sap every last drop of energy from you. Conversely, there are other people who raise your energy and it feels good to be in their presence.

You are simply pure energy. You are energy and everything around you is energy and that means you are entangled and connected to everything and every person around you. How you behave, how you think and feel is also vibrating into this field of energy. Your vibration and positive energy can and does impact others. And it's a two way street!

What you send out into the world bounces right back at you whether that be confidence, or lack of confidence, success, or lack of success. What this means is that when you manifest a shift in yourself it impacts others creating a whole ripple effect that you may not previously have been aware of.

Rupert Sheldrake calls this the morphogenic field; a force that connects each individual with all other individuals in its species and suggests each species has a group mind. If you go diving, you'll see schools of fish all moving in a direction and then switch direction instantaneously as if they all got the message to switch at exactly the same moment. Imagine the morphogenic field that can be created in a business or within a team working in harmony.

So how can you "*be the difference that makes the difference?*" My belief is that your presence should be a present; a gift to others.

One of the fields I work in is NLP (neuro linguistic programming). NLP is a process of awareness that helps you understand how you do what you do, from your thoughts, behaviour, the language you use to yourself and others on a regular basis, your beliefs, values and energy. More importantly, it helps you become aware of how your thoughts, behaviour, language, beliefs, values and energy impact yourself and others ... and make rapid shifts.

You have a huge amount of choice in how you choose to show up in the world and when you become aware of your impact on others then you open the door to new possibilities to expand the limits of your potential and your organizations' potential. That is when you become "the difference that makes the difference!"



Carol Talbot is a Motivational and Thought-Provoking Speaker. Often referred to as the NLP expert in the Middle East, Carol utilizes its many tools and techniques to create rapid shifts for groups and individuals as well as break-through experiences such as the fire-walk. Her next book, **YOU the Divine Genius** will be released globally in January 2017.

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"Men are anxious to improve their circumstances, but are unwilling to improve themselves; they therefore remain bound" – James Allen

Time and tide waits for no man and the year 2017 will be a year that presents opportunities to those who earnestly seek it, yet it will just be another year for some.

Let us therefore take intentional steps to improve our lives in order not to look back 5 years ahead from this date and beat ourselves with how we should have utilised the one finite resource better that is infinitely valuable to every one of us, **Time**.

Below are the three steps you can take in 2017 as you make a commitment to yourself to improve your life and no longer indulge in needless activities.

Step 1: Establish a goal or target to work towards

Have you ever seen an archer shooting towards a moving target? Or have you ever witnessed a soccer player dribbling the soccer ball around without a goal or target in mind? Even if they seem like they are dribbling without a goal or target in mind, they are actually honing their skills, which is itself a target that they are working towards.



In 2017 let us set for ourselves a target to work towards because we are the architect of our own lives and we do not want to look back at our lives and regret that we have not used our time wisely.

Step 2: Identify actionable steps to take

After we have established our goals, let us identify actionable steps to work towards. An analogy will be that of constructing a building. From drawing up the blueprint until the finishing touches of both its interior and facade, everything requires planning.

One of the ways you can do this is to pick up a book on someone successful that you would like to follow, identify the things that they have done and model the steps closely. This is similar to having a mentor, the only difference is that you need to discipline yourself and not neglect what you have to do because you will only be accountable to yourself.

Step 3: Review your progress against your target

After you have established your goals and identified actionable steps you can take, regularly review your progress against your target as it allows you make any adjustment(s) to your existing lifestyle when the need arises. There may be certain areas you will have to spend more time on in that particular stage of your life.

Think of the life of any professional athlete. They always have a coach that is always there to monitor their performance and to give them feedback. Similarly, we need to have the discipline to review our progress against our targets.

As much as we are anxious to improve our circumstances, let us first be willing to take the effort to improve ourselves by identifying a goal and identifying actionable steps to take. Do not let anyone tell you what you can or can't be. Only you can decide how far you can go, only you can decide how high you can climb and only you have the power to decide how your life will turn out to be.

Samuel Tay En Zong is an Engineer in the Printing Industry and loves to spread ideas that empower the lives of people. Apart from writing, he has been active in the Toastmasters movement, holding the position of Area Governor as well as serving at the Division Level.

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A couple of years ago I thought *I've had enough!* I'm GIVING my business away.

I was overworked, burnt out and suffered from depression. I was always struggling, my family suffered and my work suffered because I just could not say "no". I felt I had no control over my business. I was stuck in a vicious circle I could not break. I just wanted an out! Something had to be done.

So I made a decision to merge with another design company. It was the best decision I ever made. Not because the merge was successful (as I ended the relationship after 10 months) but because I learned more about myself over that period than I ever did when I started my business 10 years ago!

It was the most simplest of things and sometimes it's what you DON'T WANT that defines what you *do want*. So here it is ...

(1) Don't take ANYTHING for granted

I took decision making for granted. I didn't realise just how important this was to me until I lost it. I merged with another company to ease my workload and to regain a sense of control. But I ended up losing control. I was no longer responsible for making decisions. This gave me a major wake up call. The truth is that I always had control but I just never saw it until it was taken away.

(2) Don't undervalue your worth

It took a client to explain to me that they could have worked with any design agency but CHOSE to work with me because "... when I call, YOU answer. Not a receptionist, not an account manager, but YOU THE DESIGNER ..." and then I realised, in an agency situation, clients don't necessarily get to TALK to their designers. I never really gave this much thought until I was exposed to a client administration system. The automated support system was "state of the art", but my clients started to feel like a number. It was no longer personal.

(3) It's OK to stay small

When I started my business, I learned that a business is not a business unless it could run without me. You need systems in place and a team to grow. Nobody goes into business to stay small. Well that may be true for some, but not for everyone.

Though out my professional life, I felt inadequate and a failure because my business could not run without me. With growth, comes the inevitability of systems, procedures and staff; which in turn brings a whole new set of complications. I saw many unnecessary complications. Did I need more complications in my life? NO!

So what happens when you don't *know* what you want anymore? My answer; keep things simple and focus on what *really* matters. The rest will follow when the time is right for you.

For now ... control, good old fashion personal service is what matters. What follows for me is that I know it's perfectly fine to stay small and thrive! ...

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Today's organisations are driven by a results-oriented and knowledge intensive environment that is time-sensitive.

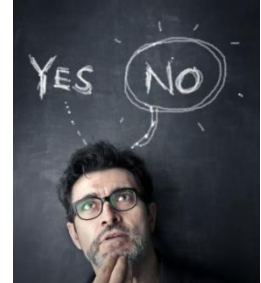
To survive in such an environment, you need to be aware of the situation you are in so that you can quickly come up with workable solutions.

BENEFITS OF SWIFT THINKING

This is not an insurmountable task, but it does require a fair bit of practice, confidence and commitment. Swift thinking means being pragmatic and practical in the way you perceive the situation you are in and being able to see opportunities in moments of crisis.

This will enable you and your team to perform productively and maximise the usage of limited resources to achieve your intended results within the deadline given.

Swift thinking engages four principles that are summarised in the acronym F.A.S.T. By engaging these principles, you can become a swift thinker and a valuable asset to your organisation.



Focus on the Big Picture

Too often problems become unsolvable as more and more data comes in. Data and facts are relevant to the problem-solving process, but these can be counter-intuitive.

When there is too much data, you may get trapped in a problem-centric approach. What you should do is move into a different paradigm and start thinking about the solutions that you want which will help you resolve the problem you are facing.

To do this you need to ...

Assess the situation

This will give you an insight into the plan of action that you intend to undertake. To assess the situation objectively, try to identify the root cause of the problem that you are facing.

Determine where the problem is originating from. See what information you need to solve the problem. Ask yourself what you need to help you resolve the problem.

Once you have gathered the relevant data and resources you now have to ...

Strategize and Execute

To be swift thinker, you need to strategize your plan of execution. Be clear on where you are (the status quo) and where you want to be (the goal). Identify and overcome the mental blocks that prevent you from achieving your objective. Once you have done that take the leap of faith and ...

Trust your instincts

Learn to balance your rationality with instinct. Too much rationality may cloud your judgement and result in intellectual arrogance. This can cause you to make biased decisions that prevent you from looking at other possibilities. Replace the intellectual arrogance with intellectual humility which allows you to look at the big picture, in doing so you can make decisions that benefit everyone in some way.

Daniel Theyagu MBA is a corporate trainer and managing partner of Lateral Solutions Consulting LLP who is based in Singapore. Daniel is well known for the use of a humorous and result oriented approach to help his participants appreciate the Returns of Investment in his training programs.

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Who are you? Do you define yourself by what others see or how you wish to see yourself? Are you white, black, middle class, a parent, gay or straight? Stretching you globally does it seriously matter? Regardless how you or others see you I'll let you in on a little secret. What's important is that you are a human gift! Yes – a human gift to society.

Almost everyone I know is too hard on themselves, myself included. Truly - what is the big deal if you make marital, social, financial or human mistakes? You're human! Being human should mean you are kind to yourself but unfortunately these days it doesn't appear to be so. It seems as though being human correlates with punishing oneself with negative self-talk, a warped perspective of what IS right, unrealistic expectations or basically avoiding a genuine and caring connection with the inner self.

Allow me to remind you of the real and authentic you. How many times in your lifetime have you demonstrated intuition, empathy, creativity or a passion for learning, people connection and gratitude?

This is how you should define yourself. You ARE an individual of good human character. Your past has past, the future is not here just yet and today you are a gift to humanity.

Coincidentally you may be a wealthy, middle-aged, successful individual and that's all well and good. However what lies beneath the labels of 'wealth, age, success and gender' are moral principles. These human qualities are universal. You, I and every other soul should be wholeheartedly proud of the integrity, humility and strong qualities that constitute our uniqueness and good character.

After decades of personal struggles searching for the identity behind "Who am I?", I share insight into my newly found identity. I am proudly culturally diverse - I am Tabouli.

Tabouli is a Lebanese salad made up of different ingredients. Parsley, tomatoes, cracked wheat, onions with a dressing of lemon, salt and oil. Parsley makes up most of the salad and it IS a big part of who I am. Parsley is finely chopped and washed several times to remove the impurities. The parsley represents the million bits of thoughts and the daily effort to cleanse my mind and soul from impurities. However, on my own I am not cultured or flavoured, given variety or colour. That's why the tabouli has red tomatoes.

Tomatoes contrast beautifully on the green parsley. The tomatoes are the fiery influence from loving family and friends. They provide kindness and warmth and value add to my ideas and decisions.

The cracked wheat is a very small ingredient and almost goes unnoticed in the tabouli. Cracked wheat is such an important part of the recipe that it makes the salad different yet unique from others. This represents the wider community who accept "who I am" and help to provide the necessary feelings of having a communal sense of belonging.

The onions in the tabouli are those experiences that have brought tears to my eyes and challenged me as a person. Every incident, experience and person has contributed to the woman I am today. You included (Smiles). I have learnt to open my mind, heart and ears and drawn on courage to trust, forgive and not so simple was the lesson to just 'let go'.

Finally the last ingredients: the lemon, salt and oil dressing. These three very important individual ingredients dissolve in the salad and add the flavour and spice, tantalising your senses. This is my culture. It adds the flavour and taste of "who I am", working together with all the different aspects of my life. It is my faith, language, tradition and values that allow me to accept, embrace and appreciate human differences. It is something that at a glance you cannot see, but it is a strong part of me.

Can you see? Can you see that you are authentic to you and your unique identity adds richness to our diverse world? That is all that should matter. Next time you reflect upon **who you are**, remember your uniqueness is a gift to humanity.



Najla Turk is a best-selling author, Diversity and Inclusion Consultant. She has first-hand experience of the challenges of being culturally diverse. She has over 20 years' extensive experience delivering training and workshops on cultural intelligence. Najla uses her knowledge and skill to guide leaders to manage workplace diversity and increase engagement and productivity and is based in Sydney, Australia.

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As I speak to audiences around the world, I always ask them, "Why don't people ask for what they want?" They answer *fear of rejection, fear of losing face or being embarrassed*. All of these relate to fear of what may happen.

If you don't ask, you don't get. Right?

By simply not asking, the answer is automatically a "NO!" In my mind, that simple act of not asking causes you to automatically lose.

Why? Because if you had the courage to ask, you would increase the odds of getting a yes.

Are the odds not 50/50? No!

Just the simple act of asking increases your odds of getting a positive response. And if you got a NO, did you lose anything?

How can you lose something you never had? Therefore, make it a habit to ask, but be careful what you ask for, because you may just get it!

"Ask and it shall be given you; seek and ye shall find; knock and it shall be opened unto you. For every one that asketh receiveth; and he that seeketh, findeth; and to him that knocketh it shall be opened." ... Luke 11: 9-10

Don't ever be shy to ask. What is the worst response you can get? "No." So, what have you lost? Now, imagine you ask the same question and the answer is yes, just for asking. How much further ahead would you be now?

"If you don't ask, you don't get."

Once you have the courage of to master asking questions, you can then use it to your advantage as a leader, business owner, sales professional or parent.

It is most important to understand this simple human communications skill. *Whoever answers the question, owns the answer, and becomes committed to that answer.*

As a leader, business owner, sales professional, coach or parent, the communication skill of asking questions must first be mastered. You then need to learn how to never answer a question, but to engage the other person into self-discovery so that they come up with the answer themselves. This way they learn, own and become committed to that answer.

Get in the habit of using the 3 R's – Respect, Repeat, Reverse

1. Show Respect when a question is asked of you - i.e., that is a great question.
2. Repeat the question
3. Reverse the question back to the other person.

What you will find is one of two things - another question from them will come out clarifying what they really want to know, or the answer to their own question.

When you get an answer and then question their answer, you are digging deeper. We refer to this as the rule of 3+. Never accept someone's first answer, which may seem to be the truth but never is. You will also be helping them discover their true needs.

Example:

Q. Why do you go to work?

A. To make money

Q. Make money to do what?

A. To live life

Q. What kind of life do you want to live? A. *Lifestyle answers which will be different every time*

Yet, work is nothing but a stepping stone to help you get where you want to go. The problem in today's society is most people are so busy in the outside world that they have no time for the inside world to discover where they want to go. There is a big difference from living your life from the outside – in and the inside – out.



Bob Urichuck CSP is an internationally sought after speaker, trainer - founder of the "**Buyer Focused**" **Velocity Selling System** - and best-selling author in six languages. His latest books are **Velocity Selling: How to Attract, Engage and Empower Buyers to Buy** and **How to Motivate Your Team in 30 Days** Email: bob@bobu.com

Sales Velocity. Your Bottom Line. Our Passion

Sales has been a way of life for me since I was a boy. I was raised in a small family business and thanks to both of my late parents I was exposed to the world of sales. You may say I was raised to be in sales and for that I am really grateful.

For everyone needs sales to survive. Without sales, there are no transactions, without transactions there is no revenue, without revenue organizations would not exist and no one would have a job. So the world revolves around sales.

But the strengths and strategies gained by working in sales are also valuable grounding "as fundamental to any role as putting air in tires," as a commentator in *Why Sales is the Best First Job* put it. The article, written by Somen Mondal and published on LinkedIn, drew close to 8,000 likes and more than 500 supportive comments.

The author's supporting reasons were:

- *Sales is everywhere*. It doesn't matter what you are doing, there's always some aspect of selling involved
- *Speaking ability*. There is no other profession that allows you to continually practice and get better at speaking and connecting to people.
- *Confidence*. Gaining experience in sales - talking to perfect strangers and turning them into your customers and even friends - definitely increased my confidence.

I agree with all of the above. Don't you?

We all have the need and challenge to sell something to someone, whether it is a product (to potential buyers), a plan or direction (to shareholders), or yourself and your ideas (as a job candidate or parent).

People "buy" people first, particularly people they trust and like. Sales today is about relationships, relationships you build with clear communications, engaging buyers into conversation to build rapport or trust and then qualify them and prescribe solutions. These skills - especially effective listening, clear communicating and problem solving - are competencies that are valuable across all aspects of life.

Leaders of all kinds need sales experience to engage, motivate and empower their followers. They too must be confident communicators.

Sales also builds confidence and resilience against rejection, an element in all human interaction. In sales, as in life, you have to fail to succeed. If you don't try, you'll neither fail nor succeed. The fear I had of public speaking in my early 20s could have set me back forever. But with coaching, I developed enough self-confidence to finally give it a try. And the audience applauded. I got on stage again the next day and spoke in front of another group of people. I got my first standing ovation. That was enough to give me the confidence to keep going and to accomplish my dream of becoming a professional speaker and a mass-volume salesperson.

As a certified sales professional myself, I am proud of my profession and believe, like Somen Mondal, that the strengths and strategies gained by working in sales are valuable grounding for any job in any career path you choose to follow.

Bob Urichuck CSP is an internationally sought after speaker, trainer - founder of the "**Buyer Focused**" **Velocity Selling System** - and best-selling author in six languages. His latest books are **Velocity Selling: How to Attract, Engage and Empower Buyers to Buy** and **How to Motivate Your Team in 30 Days** Email: bob@bobu.com

Sales Velocity. Your Bottom Line. Our Passion



Have you ever been so focussed on your business that you forgot about other important areas of your life? Sometimes we entrepreneurs can become so intent on achieving business targets and viability that we neglect our personal lives and goals. Having been in this position many times, I now understand the importance of giving back to myself in order to reach my full professional *and* personal potential.

I believe that to have a successful business, you must first succeed as an individual. That means taking the time to understand what you want in life - the goals you want to achieve. Without dedicating time to this type of exploration, you can spend your whole life caught up in everyday work schedules instead of finding your true passion.

I was 14 when I started my first job, working in construction. A good friend of my parents owned his own construction company and he was kind enough to take me on. Over the years, I acquired construction skills and became passionate about my work. I knew I wanted to be self-employed and I eventually started my own renovation and construction company, which I have now owned for over a decade.

That business has been extremely successful, but in the early days, I rarely took time for myself. Eventually, I sensed that my health was being negatively affected and that the intensity of my business wasn't sustainable in the long run. I was seeing a massage therapist and a chiropractor every week, just to manage all the physical stress I inflicted on my body. I was also sick more often throughout the year, likely the result of stress affecting my immune system.

One day, I finally asked myself some important questions: Where am I in my life? Does it make me happy? What do I want to do with the rest of my career? What goals do I want to achieve? Where do I want to go from here?

The answers didn't come easily at first, but the questions got me thinking in new ways. As time passed, I crafted clearer answers and was able to move closer to my ideal profession.

I still own my construction business, though I spend less time and energy on it as the years pass. I've now founded companies in the motivational speaking and coaching sector because that is where my true calling and passion live. My entrepreneurial construction days offered me a great learning curve, but after fully understanding and pursuing my path, I am happier than ever.

It's never too early or late to ask yourself valuable, big-picture questions. When you take time to understand what it means to live your life from the inside out instead of from the outside in, life becomes brighter than you could ever imagine!

Take a moment now, if you would and challenge yourself with a few starter questions:

Do you really love your career, or is it just a job?

What did you want to be when you were a child?

Are you willing to make a change?

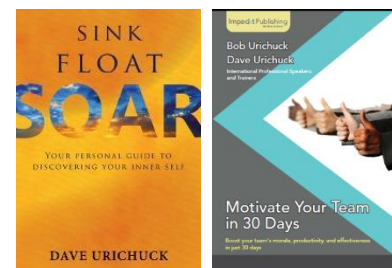
Remember to embrace what you do each day and reward yourself for everything you've accomplished in life. Once you find your bearings by asking the right questions, your new path will certainly be a beautiful journey!



Dave Urichuck is an author and certified life coach. He creates customized packages for groups and individuals looking for life-changing adventures and experiences.

Dave uses several strategies to help his clients to deepen their level of self-understanding and create strategies for positive growth.

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CHRIS WALKER World's First Holistic Self Leadership Process

"Life is beautiful, so why not enjoy it at work too?"

Your life moves forward in cycles. We call this evolving. You evolve at the border of chaos and order. Most people don't know that and are therefore doomed to be followers, not leaders.

Every day, your body, mind and heart will face a perfect balance of chaos and order. If you can process the chaos and turn it to order, you are in the driver's seat. If not, things turn to fog, accumulate and cause calamities.

I created a Himalayan retreat to teach the world's first Holistic Corporate Human Development Process, called *'The Walker Power Hour'*.

The Walker Power Hour crystallises the process of staying one step ahead of stress, personal disaster and humbling circumstances. Six steps - 10 minutes each on a daily basis.

Step 1: The power that exists in the human heart and mind is enormous. What blocks this power is old emotion. To prevent the accumulation of toxic waste in your mind or heart from challenges that come your way, try "the emotional shower", an amazing tool, see it here on [YouTube](#).

Step 2: Your body is a miracle machine, generating chemicals and electrical impulses (see [Matt Church's Chemistry of Success](#)). We not only need exercise daily (20-30 min of HIT training) but we must also consider the cellular chemistry that ultimately determines how healthy we are. Improving your cellular fitness daily guarantees longevity and youthful health.

Step 3: We are the environment we create. We can change the energy of the space we are in through thought; movement and action (see my book [Innerwealth - Personal Magnetism](#)). But, we can't give what we haven't got so it is vital that we invest a few minutes totally connected to the source of energy and vitality with the sun, moon and nature each day.

Step 4: Know yourself is a worn out cliché, because the question becomes, "which self"? To know your values and of others puts you at the high end of life, in the driver's seat, at the self-valuing growth cycle and success end of the spectrum. Know your values, set up your priorities and engage these in your daily plan.

Step 5: The size of your vision determines the size of your life. A vision must be frightening to be real however, it must not become delusional. Striking the balance between a bulletproof vision and desperation is the knowledge of the futurist and visionary. It is an important part of your love life and business success to strike this balance.

Step 6: Who is your best friend? Is it you? Sometimes we beat ourselves up and then expect the world to do the opposite. That's not how it works in life. Nobody treats you better than you treat yourself. Nobody beats you up more than you. Removing blame and victim from self-leadership is by far the greatest daily improvement one can make.

Each step of the Walker Power Hour takes ten minutes. Spread over a day between wake and sleep it can be done in 20 second windows, small sound bites. By doing this Power Hour, you prevent calamity, disaster and humbling circumstances becoming your life teacher.

Chris Walker MBA is based in Bondi Australia yet works globally mentoring and speaking with leaders about the evolution of success. For more information about Chris refer to his bio in his article *'From Plane Crash to Global Leadership'*.

To learn the Walker Power Hour he has created two options for you.

Firstly register for his 30 day challenge that takes you on a learning journey with real time application of his holistic process to your vision, inspiration and purpose in life.

The second method is through my specialisation in corporate retreats that I conduct globally for up to 30 participants. For more details contact Chris through

LinkedIn: <https://au.linkedin.com/in/corporateretreatspecialist> or phone +61 417 209 636



When I first started my professional speaking career, I'd look out to an audience and share wisdom that for me was life changing. My speeches were well rehearsed, I spoke from my heart and I was booked frequently for major events. Then, something changed that changed my whole outlook.

Sitting in my New York City office, bags packed and ready to fly to Nepal to lead another corporate retreat in the Himalayas, a plane flew over the roof of my building metres above my head and straight into the World Trade Centre.

Lives were lost, innocence devoured - the world changed forever. Our business closed, we lost our investments, funding, surrendered our NYC office and returned to Australia to base ourselves.

To replace the excitement of NYC I took up ocean paddling, got married to my Colombian girlfriend and added a new depth to my professional speaking career with my skills in life coaching. It is here I found something startling. What I'd spoken about on stage for years as a successful speaker was much harder to apply into people's lives than I'd imagined.

I'd spoken about emotional consciousness, turning up, an inspired vision, living with purpose, but down on the ground at street level as a life coach, those sexy titles mixed tardily with baby nappies, bad bosses, huge hours and less than perfect domestic bliss.

I still don't call myself a life coach. I actually don't think you can nor have a right to coach someone's life. It's possible to share experience, wisdom, offer guidance, to help individuals solve life's problems, but life can't be coached as it must be lived and that comes with an essential mix of doable and non-doable ideals.

All the challenges of life and work come from a misinterpretation of what the laws are that make things happen. What if we could create a new language that all people of all nations could speak and thereby understand each other at a level beyond culture or religion?

For me, in my coaching, I choose nature. Nature is constant; she is transparent and incredibly immune from emotions and interpretations. Nature's laws are the code to how life, business, family and world work.

For me, teaching these laws and their application to business is profound. It's an umbrella language, a helicopter view of life that creates perspective and clarity. It helps us rise out of uncertainty, self-depreciation and into confidence, certainty and love.

These laws of nature are therefore universal. I've shared, practiced and implemented these laws for over 35 years. Having applied them one on one for over 25 years, I know as a guide that they really work.

Chris Walker MBA is based in Bondi Australia and has lived in over 30 countries. Author of dozens of books, he mentors and speaks to leaders throughout the world about the evolution of success.

Chris challenges people to think, to question, to explore and wonder about new possibilities and how that will shape their lives and future.

If you are looking for a refreshing, no PowerPoint, inspirational retreat or event to challenge you or your team's thinking, you can be sure Chris will ask them about the possibilities for new thinking.

Corporate Retreat Specialist ✓ Himalayan Corporate Adventures ✓ Life Coach ✓
Keynote Speaker ✓ Author ✓ Team Development ✓

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Unless you've been living under a rock for the past 12 to 15 months, it's no secret that there is a global economic slowdown. Businesses across all industries will undoubtedly experience this downturn in some form or fashion.

Sadly, some companies are reacting to the slowing economy in a totally disruptive and destructive manner. They are going underground and operating their business from a 'bunker-down' mentality. They see themselves as hibernating during the bear economy; waiting out the recession and only resurfacing once things get better.



If this sounds like you, then **stop it! Stop it right now.** Going underground with your business means you're off the grid; off the consumer's radar. Just because things are slow doesn't mean that your marketing efforts should come to a screeching halt.

Yeah, I get it, you want to save money, but cutting back on your marketing budget and activities is not the answer. Consumers and prospects need to know that you are still in business. Your brand needs to be seen. You've heard it before, when the going gets tough, the tough get going. A slow economy *doesn't* have to be your reality.

Here are three ideas to get you out of the bunker and help you create your own thriving economy.

Survey your existing customer base

Surveys are a great way for you to reach out to your current customers to see where they are in their business and the challenges that they are experiencing with the slow down. This information can help you to determine how you can help them.

Or you can use the survey to find out how they found your service in the past, what suggestions they may have for improvements or what other services they may like to see from you.

Contribute articles to your local paper, trade publication and online directories

Now is the time for you to be seen. Create content that adds incredible value to your readers. Select one of the topics from your survey where people are struggling. Write the article around the solution or give a list of resources for them.

The article should be all about helping the reader, not about you. A good article is about 600 – 750 words long. Start with an introduction, your 3 to 5 ways to help and a conclusion. Done!

The resource box or the About the Author box is where you get to list your name, company and contact details. The resource box makes for a great lead generation tool.

Get Social – literally!

As I mentioned before, now is the time for you and your business to be seen. Attend networking events so that you can do the meet and greet. Focus on just 2-3 people so that you make quality connections.

Before ending the conversation, make sure you close with a call-to-action with each person. Make plans for the follow up coffee meeting, business appointment or information follow up via email. Get out your phone diary and ask, "So Bill, I'm free next Wednesday or Thursday? Which day is best for you? Morning or afternoon?" It's up to you to keep the lines of communication open. You only win the business if you follow up.

There you have it; three ideas to get you out of the bunker and to begin connecting with past and existing clients and develop relationships with new prospects.

Pamela Wigglesworth CSP is an international Speaker, Marketing Consultant and Managing Director of Experiential Hands-on Learning. To learn how Pamela can assist your organization in becoming effective communicators, contact her at pam@experiential.sg or call (65) 6241 9834 or visit www.experiential.sg



Most of the 'Big Time' speakers from the USA that I have heard have used similar openings for their public presentations; something about having made millions of dollars and then having lost them all. Sometimes they confessed to having repeated the cycle more than once. And then we were given the 'lessons' and instructed about setting goals and making big money and hanging on to it.

It doesn't bother me one bit that I can't start a presentation in that way. You see, what I am lacking is that I have never made the millions to lose. I have been seriously betrayed once and learned a lot from that. But I don't know that I would ever speak about it in any detail.

I'm not comfortable with all the emphasis on making money. Those 'Big Time' Americans would quickly diagnose that I had 'limiting beliefs' with respect to money and that I needed to be fixed up - maybe so, but there are currencies besides cash. I know for sure that my major wealth is in my health, my friendships and in the work I am lucky enough to be able to do. I also know that I have benefitted in many respects much more from serendipity than from setting goals. Not that I don't set goals. I just allow room for deviation.

Let me give you an example. About twenty five years ago, a person I had never met before telephoned me. She stated that someone had recommended that she speak with me because I was a topic expert in an area in which she had to develop a training package. She had just had a baby and had limited time to put into the project. She was wondering if she could employ me as a consultant to assist her to put the package together.



I reacted instinctively (good instinct!) I told her that I had already fully developed the package she was describing and that I would happily give her a copy. I owned the Copyright so I was at complete liberty to do that.

The woman was astonished that I would part with my precious intellectual property whilst expecting nothing in return. It was just something I chose to do. I liked the woman and she had completely respected my professionalism. I didn't want her to waste time on the project – she had enough on her hands with a new baby and we worked in completely different sectors so competition wasn't an issue.

When I 'retrace' what happened following my giving her the package, I am grateful to observe that many of the very best things that have happened in my life and business have come from unintentionally setting that little spark.

The woman became a good friend and I ended up doing some work for her. She then introduced me to other key Actors and influencers in my life who then introduced me to (among others) my mentor who introduced me to ... and they introduced me to ... let's summarise it by saying some of the best friends a person could make and some wonderful clients as well. A lovely fire continues to blaze based on that little spark. It continues to warm many people including me.



Dr Annie Wyatt is an academic, educator / trainer, author, speaker, consultant and executive coach based in Sydney, Australia.

Her interest in psychological safety at work led her to co-author ***Preventing Workplace Bullying*** published by Allen & Unwin in Australia and Routledge in the United Kingdom.

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In today's workplace, most leaders are overwhelmed and live on autopilot. You check your emails the first thing in the morning and start to become enslaved by other people's priorities. There are countless deadlines and expectations to meet. You have no choice but to work around the clock and make things happen fast. You try to move fast and multi-task. Your mind is in thinking mode all the time. And you wonder why you are still not productive enough.

"Productivity rests on focused human attention." – Dr Jeremy Hunter

Mindfulness has come to the business world. Mindfulness is paying attention in a particular way: on purpose, in the present moment and non-judgmentally. It's achieved by regulating one's attention. It's reported that mindfulness can improve productivity, creativity and focus. Mindfulness does not have to be practised in stillness. It can be practised in action.

Most people, including you, have ignored a tool you've been using since you were born, a tool that you use day in and day out and a tool that can be incorporated into your daily work and life, your voice.

The process of developing your voice is a process of mindfulness practice. You can enhance your leadership quality through working on your voice.

In this article you'll learn one mindfulness attitude through voice work to help you become more focused, more creative and become a leader of vision, creativity and innovation.

Voice work here is to develop a full voice, that is, a voice projected with the full body. Only in developing a full voice, would you be able to experience the transformational power of your voice and experience the reflection of mindfulness in voice work.

Many of my clients, when starting the process of developing their full voice, expect to see instant results. There are also clients who want to start with the last step instead of the first step in the process of developing a full voice.

Both approaching the voice work in a way that's not only unrealistic, but also revealed to me how society has destroyed our patience, shaken our belief about how things happen and undermined the fundamental and basic rules on how things happen.

We live in a society that focuses on end results, which led to the tendency of results driven outcomes and the lack of patience in the process. Many of my clients asked me, "How do I make it happen"? I laughed, "Unfortunately, you can't make '*developing your full voice*' happen."

Developing your full voice is more a process of planting a seed. In order to have the end result, that is to have the seed grow into a tree or another plant, you are not going to have the end result by pulling out the seed and forcing it to grow. It's against the basic rules of nature and the seed will end up dying.

What will help is that you water the seed, give it sunshine and pull out the weeds and etc., to create an environment that's conducive for the seed to grow. You will reap what you sow in a few months. Well, unless you want to reap it sooner with the leaves looking greener, you can add catalysts. We all know what kind of end results that will bring.

The same is true for developing your full voice. It's not achieved instantly, but it's a progressive process. It is by creating an environment in the body that's relaxed and easy so the breath can flow in and out and to generate resonance without trying hard or forcing the result. It is a process of allowing.



Cynthia Zhai is a Voice Coach, Speaker, Trainer and Author of the book ***Influence through Voice*** published by McGraw Hill. She has helped Senior Executives and professionals from MNCs and Government bodies with their voice and speeches to speak with impact and conviction. She engages and inspires people to embrace change and take action. Cynthia has worked with clients from 36 countries across 5 continents. As a professional speaker and coach for the past 15 years, her work engagements span Singapore, Malaysia, Hong Kong, Macau, mainland China, India and Brunei. She has appeared on Singapore Radio Program 938Live 4 times and Hong Kong Radio 3 and Malaysia Business Radio BFM as a guest speaker on Voice.

Visit Cynthia's website: PowerfulExecutiveVoice.com

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*On behalf of all our e-book
contributing writers, we wish
you a great 2017.*

Junk on Victoria Harbour | Hong Kong



Seacliff Bridge | Clifton, Australia



Marina Bay Sands Hotel | Singapore



Sydney Opera House | Australia



**Santa Catalina Island | Air Bus 380 Wing
On approach to Los Angeles, California Airport**

