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The Total Package!

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Connie Podesta's List

FEATURED GUIDE:

CONNIE PODESTA

IN HER

EXCLUSIVE ARTICLE:  
TOP TEN THINGS  
TO QUIT NOW!

TO BE A HAPPIER AND MORE  
SUCCESSFUL PERSON

THE RIGHT SELF

*Life's Journey - Book Excerpt*

BY: DARRYL S. DOANE,  
ROSE D. SLOAT,  
DAVID S. DOANE, PH.D.

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# Life's JOURNEY

Professional & Personal Wholeness™

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TO BE A HAPPIER AND MORE SUCCESSFUL PERSON

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Life's Journey's mission is to assist individuals to create their own "right future" both professionally & personally while having a purposeful journey! Join "The Life's Journey Family" today!

Journey on!

*Darryl S. Doane & Rose D. Sloat*

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# Focus on You!

## *The Total Package!*

We have so much to share with you this month!

It's all about you! That is where it has to begin. Deep inside, your inner being, your inner spirit, and your very will to do it! How will you be able to assist others if you cannot assist yourself? How will you project confidence, prosperity, abundance, victory, determination, and more if you do not believe it and feel it way down deep in your very soul?

Our Featured Guide for August is Connie Podesta. Connie Podesta is a game-changing, idea-generating ball of fire whose rare blend of humor, substance, style and personality have made her one of the most memorable, in-demand speakers in the world today. Connie is here to guide us with her exclusive article:

### **Top Ten Things to QUIT Now... To Be a Happier and More Successful Person**

Connie and the entire Life's Journey Family will be Focusing on You - The total package!

### **Our "Total Package" of Wholeness includes:**

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Rose Sloat - Lifestyle Professional/Personal Wholeness

Brian Bowers - Financial Wholeness

Diana Boggia - Family Wholeness

Dr. Dorree Lynn - Relationship Wholeness

Dr. David Doane - Psychological Wholeness

Patti Auber - Transitional Wholeness

Jaime Brenkus - Fitness Wholeness

Roger Hollis - Humor Wholeness

Jenni James - Artistic Wholeness

Deonna Moore - Spiritual Wholeness

We are here for you! Your journey is our priority. We are here for:  
Guidance, Insight, Interaction, (Your) Purpose, Vision, Goals, Direction, Action, Performance  
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The Total Package!

Journey on!

*Darryl S. Doane & Rose D. Sloat*

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## FEATURED GUIDE

# Connie Podesta

**Connie Podesta** is a game-changing, idea-generating ball of fire whose rare blend of humor, substance, style and personality have made her one of the most memorable, in-demand speakers in the world today. 25 years. Two million people. 1000 organizations. Hall of Fame speaker. Award-winning author. Seven books. Former Radio/TV personality. Human Relations Expert. Therapist for 30 years. Topics on sales, leadership, change, life balance and success. And (what we all probably could use now and then)...a Comedienne. She's direct. She's to the point. She's passionate about helping audiences and readers see things in entirely new ways. She'll make you think, laugh, and invite change into your life like an old friend. To learn more about her strategies, insights, and

solutions, visit her online today at [www.conniepodesta.com](http://www.conniepodesta.com). While you're there – read the first chapter of her powerful new eBook *Redefining Happiness*.

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# INTRODUCING THE NEWEST ADDITION TO THE LIFE'S JOURNEY FAMILY

*Deonna G. Moore*

**Deonna Moore** will be joining us as a Regular Guide each month beginning with the September issue of Life's Journey Magazine. Her column will have a focus on Spiritual Wholeness. We are so honored and excited to have this high level thought leader with us to share her guidance, insight, and expertise. Deonna G. Moore is a highly respected and incredibly gifted training and development professional. A nationally certified trainer and public speaker, Ms. Moore has delivered over 700 speeches, presentations and workshops on various topics to help participants improve their personal and professional skills, as well as consulted many leadership teams in the areas of customer service, organizational leadership, fiscal responsibility, emerging leadership development, and leadership excellence. A high in-demand speaker, Ms. Moore has delivered training solutions and speeches to several major organizations including Toastmasters International, Information Security Summit, NASA, Women Entrepreneurs of America, Progressive Baptist Convention, USA, and Girl Scouts of America.

A 1996 graduate of Cleveland Heights High School, Deonna has earned degrees and professional education certificates from The University of Akron, Case Western Reserve University – Weatherhead School of Management, Kent State University and The Ohio State University. She is currently completing a Master of Education in Teaching and Training Technology at The University of Akron. In addition, Deonna studied Christian Education and Family Counseling at the prestigious Moody Bible Institute.

Deonna has spent all of her professional career in the fields of Education, Training and Development, Health and Human Services and Personal Development. Deonna currently works at Case Western Reserve University as an ITS Trainer and Project Manager. Adding Entrepreneurialism to her resume, Deonna is also a co-founded and senior managing partner of Dempsey Consulting Group (DCG), a Professional Development Consulting Firm, and is also the Chief Creative Officer and Chairwoman Emerita of The LeaderStyle Progressive Leadership Brand, and is responsible for all brand marketing and promotions. Additionally, Deonna is a member and Professional Business Owner in LIFE Leadership.

Deonna is actively involved in several community organizations and serves on several executive boards both locally and nationally. Most notably, she has served since 2009 in executive leadership with Toastmasters International, a non-profit communication and leadership development organization. Deonna was nominated and elected with no opposition, to each of the top three district leadership positions of Lt. Governor, Marketing, Lt. Governor, Education and Training, and District Governor - being the first within the last 15 years. Also, she was the second woman of color, and youngest to serve as District 10 Governor.

Deonna has received numerous achievements and awards including Excellence in Education and Training, Triple Crown Award for Education Excellence, Triple Crown Award for Marketing Excellence and is a three-time Distinguished Toastmaster recipient from Toastmasters International. Additionally, she has received the Outstanding Volunteer Award from the Congressional Black Caucus Foundation, Educator of the Year from the Diocese of Cleveland, Math-a-Thon Coordinator Award from St. Jude Hospital, Red Carpet Award for Public Service from Women Entrepreneurs of America, Inc., as well as other accomplishments and achievements. In 2014 she was inducted into the prestigious Kaleidoscope Magazine Forty/40 Club for African American Leaders.

Deonna will be launching the first of several books in 2016 from "The LeaderStyle: The Eight Pillars of Effective Servant Leadership."

For more information, Deonna can be found on:



You are the one who will walk the path of your Life's Journey. You are ultimately responsible for the choices you make, the actions you take, and the direction you move in. Each day the pledge will focus your attention on the task before you. It will help you to find strength and determination to produce meaningful results.

## *Life's Journey Pledge*

*This is my Life's Journey.*

*I am the only one  
who can chart my course.*

*My decisions  
and my actions  
will determine  
my direction and  
my final destination.*

*I will find my place  
to stand and build  
the right future.*

*My Journey*

Preview issue for  
Connie Podesta's List

# GIVE UP ALL HOPE OF A BETTER PAST



Incredible theme for July's Issue: Focus on Service! – Giving to others! Particularly enjoyed Patti Auber's, "For A Job – Serving our World," and Dr. David Doane's, "Abide in Service – And Abide in Joy!" They opened my eyes and heart to be more service focused.

*Demí A.*  
Toronto, Canada

The Exceptional Customer Service series is very much appreciated. This truly is an area of concern for me and my organization. I have personally observed and experienced a decline in both the quality and level of customer service over the past decade. These ideas will be implemented! Thank you!

*Ava G.*  
Fort Wayne, Indiana

"Fast Family Fitness – Make It Work For Everyone" by Jaime Brenkus has done it again! His article has inspired me to get my entire family on board for an exercise plan. We are becoming a healthy family as we "Learn it, Live it, Lose it...And we are Loving it!"

*Aggie L.*  
Berlin, Germany

"Dating Financial Professionals—Parts 1 & 2" presented an interesting perspective on the appropriate selection process for seeking out qualified individuals to assist with my financial future. Thank you, Brian.

*Rick S.*  
Charlotte, North Carolina

Diana Boggia is such a special lady. Parenting with a purpose is my favorite column and each month Diana delivers wonderful advice, guidance, and creative ideas to building lasting bonds with my family.

*Nina M.*  
Beijing, China

Dr. Dorree Lynn's new column, "Resolve>Dissolve>Evolve" is ground breaking and I for one will be corresponding with the good Doctor. Never had I felt that I could openly discuss personal issues, concerns, and feelings with another person let alone the entire readership of Life's Journey. It seems so easy to open up and talk with all of you. Blessings!

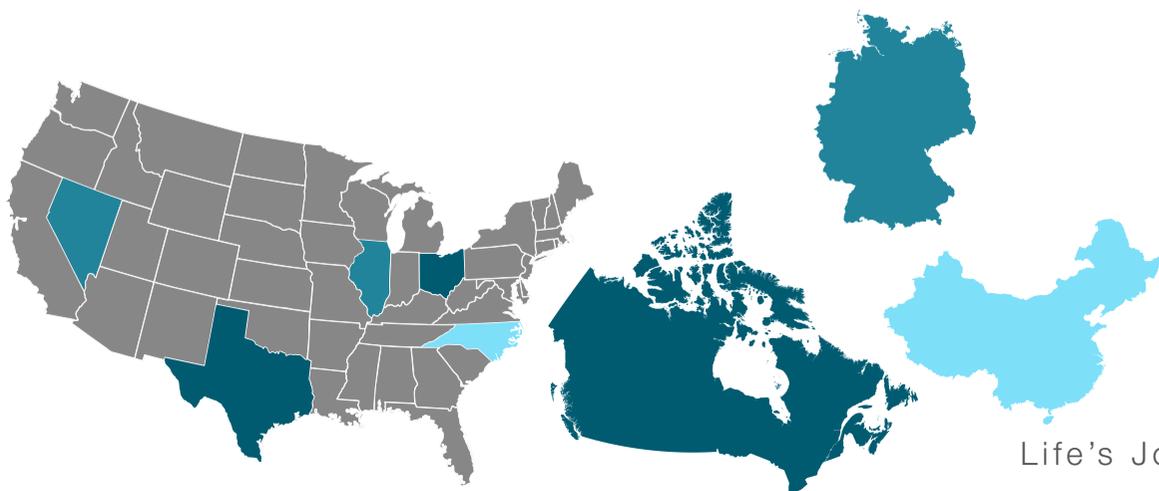
*Brittney M.*  
– Arlington, Texas

Boy! We take so much for granted today. The "Remembering" column article: "Freedom—Serving the people!" reminded me of how significant The Declaration of Independence is. What a foundational piece in the building of our nation. Thank you for including that document in its entirety.

*Gene P.*  
– Cleveland, Ohio

**Preview issue for Connie Podesta's List**  
The entire Life's Journey Family expresses our gratitude to our readers for all your comments, questions, and concerns. Together we are making this an incredible journey!

Your Life's Journey Family



We desire to hear from you our readers.  
Please send your comments to:  
LetterstoDandR@LifesJourneyMag.com



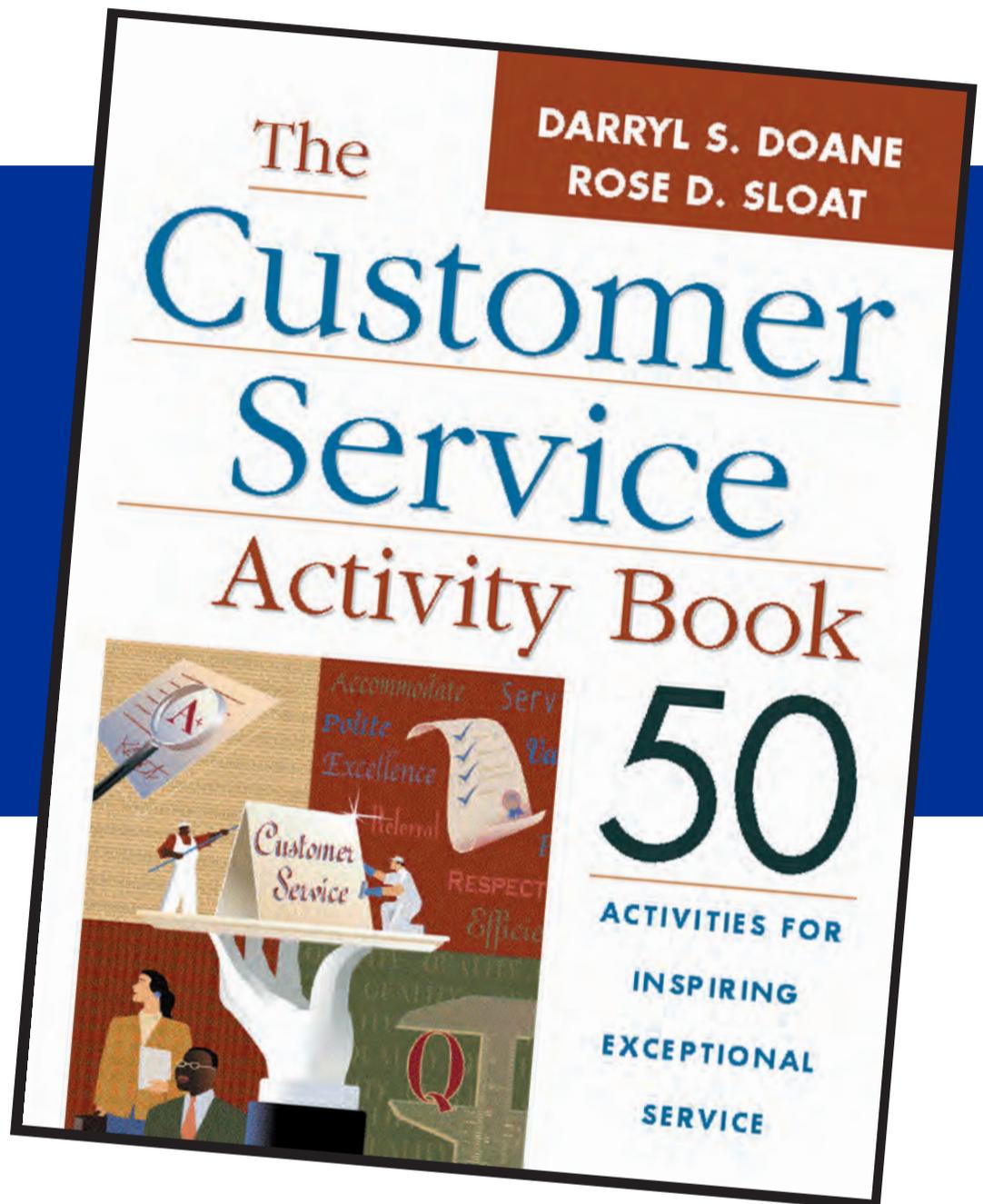
# Effective training exercises for creating top-notch customer service!

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**Darryl S. Doane** and **Rose D. Sloat** are international performance-based training and development specialists, and the owners of The Learning Service, Ltd.

Visit: [www.thelearningservice.com](http://www.thelearningservice.com)



## ***The Customer Service Activity Book***

presents an array of dynamic and engaging activities that:

- Reinforce what good customer service is – and is not
- Demonstrate how to work together most constructively and efficiently
- Prove the value and importance of “sharing the load”
- Show how to increase productivity and performance while enhancing relationships with customers

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## *Become Inspired*

AND REKINDLE YOUR PARENT POWER.

by: Diana Boggia, M.Ed.

**Raising a family** seems to have become more challenging with every passing year. Although it should be so much easier than year's gone by, focus has shifted from core family values to managing schedules, making ends meet, and just finishing out the day. Our worldwide web accessibility, with moment-to-moment digital updates and endless personal potential, consumes our attention and overrides mounting priorities. Many parents are left struggling with the challenges of daily life, magnified by the (sometimes draining) effort of raising the happy, healthy, loving family they'd hoped for.

### *The result?*

Times have changed and so have our children. Long gone are those who are seen and not heard or who follow directions immediately without question because they were told to do so. Children of today are exposed to more, have more, and expect more, causing some to respond with indifference while others have joined the elite circle of entitlement. Meanwhile others become overwhelmed or anxious from social pressures or expectations placed on them, and retreat quietly to avoid conflict or confrontation. As a result, a surprising number of parents have confided that, too often, their children don't listen, retreat or refuse to participate in family activities or household chores, demand things that should be a privilege, behave disrespectfully, or challenge their authority. As you read, perhaps you're imagining a handful of families with troubled teens. Unfortunately, more and more families have shared their feelings of inadequacy in managing their five, seven or ten year olds.

Some parents choose to turn the other way, ignoring rude or embarrassing behavior, while others say they feel defeated by the enormity of addressing each problem day in and day out. In the moment, it always seems easier to let things go, get through the day, hope tomorrow will be better, pray that (s)he won't do it again, or just wait it out until (s)he moves out. The problem is that each time an unacceptable behavior goes unaddressed, it sends an unspoken message to the child, 'tween or teen, that they can do it again without consequence. That's how bad behavior becomes patterned into family nightmares. Sad but true, so many parents have confided that their own children have caused enormous stress that spills over into their marriage, and they're admittedly already looking forward to the time when their child moves out. What a sad life for everyone.

### *Turn it around and re-connect!*

There's always hope, so keep the faith and take one small step each day to mend the fabric of your family. Here are some simple steps to reconnect.

Instead of yelling or looking the other way:

\*Watch closely. Watch how your child behaves in different situations. Don't criticize, but take note of "The 4 W's" (the who, what, where and when) that deteriorate attitude and respect. Note if (s)he's tired or hungry, which can directly impact behavior. Those things don't excuse poor behavior, but signal the supports you can provide to avoid repeats.

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\*Always address it. Address it quickly, without anger. No need for lectures, yelling, punishments or consequences at this time, just stop the behavior without anger. Allowing potential consequences to linger provides a child extended opportunity to think about their behavior, and allows you the time to determine the best way to handle it.

\*Ask carefully. Talk to your child, 'tween or teen, about what you saw and what you thought about it. Asking "why" he did it won't give you the true answer because blaming others or responding with "I don't know" are more typical responses that don't allow for taking responsibility.

\*Note: "Why" is not part of "The 4 W's" for good reason. Don't ask why!

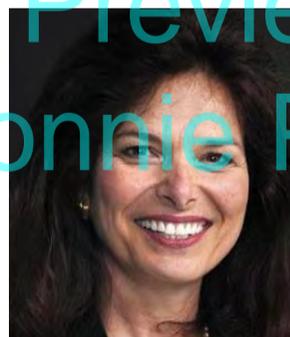
\*Listen attentively. When defenses are down, you'll be surprised with how much your child will share. That is the ultimate goal; for children to open up and share their thoughts, so we can safely guide them.

\*Teach thoughtfully. Ask for input about consequences such as, "What do you think we can do about this so it won't happen again?" Be sure that logical consequences that are directly linked to the unwanted behavior. Children learn more when they participate, rather than when they are punished.

### **Reclaim your individuality.**

Too often we lose sight of who we are or what we want. Being part of any family means you can become a powerful role model to many, whether you're a parent, a husband or wife, a sister or brother, a daughter or son, a co-worker, friend or a neighbor. Your actions will always have an impact on others. When we lose sleep, we lose patience, and often lose sight of ourselves. Nurture your core and focus on you by setting aside at least ten minutes to reflect on your personal achievements of the day, which will lead you to your future steps. Many successful people carve out at least an hour each day and might believe that ten minutes is hardly enough to reset or reenergize. However, for others, personal time is a difficult practice to begin; so, if you're alone in the car, turn off the radio and allow your thoughts wonder. Reflect on the many positive things that have occurred during the day. Breathe deeply to fill the bottom of your lungs, feel the fullness, and practice your breathing, even in front of your family. It's good for them to see you taking care of you. ■

## Preview issue for Connie Podesta's List



Diana Boggia, M.Ed.

You can reach her at her website:

<http://ParentWithAPurpose.com>



## Dream a little for YOU!

THE WILL TO DO IT!

By: Brian Bowers

**What do you dream about?** Vacations? A bigger house? A high-performance sports car? A large family? A vacation home at the beach? Retire early? These are all pretty materialistic dreams, however, most people do think of these things at one point or another. They may not want to admit it, but they do. There is a common thread among these dreams...money. If you don't have it, you're not going to have these things!

As I thought about this, my focus shifted to how easy or more difficult it is to accumulate money depending on your age. The key to accumulating wealth is time. Whether you need time to change careers to make more money or need more time to allow investments to grow, time is the key element. This concept seems so elementary to everyone. As you are reading this paragraph, I'm sure you are thinking about how simple this concept is. With this in mind, allow me to expand on this concept and suggest how you could apply this to your life.

Let me first say that a million dollars isn't what it used to be. This is true because of time and inflation. The things you purchase tend to cost more over time. However, everyone still says they would like to be a millionaire. So, let's talk about one method of becoming a millionaire. Since most people see the lottery or a lawsuit settlement as the only way to become a millionaire, I'm going to show you how to do it the methodical way.

Let's assume you are a 21 year old college graduate. Let's also assume you only earn an average of 8% return on your investments annually and there is 3% inflation. You have 44

years until you are 65 years old. We're also going to assume you want to retire at 65. Time is most certainly on your side! An investment of \$525.11 per month will place \$1 million in your accounts by the time you are 65. That is a lot of money per month for a college graduate! Or is it? If you've been used to cheap beer, romaine noodles, cheap housing, and inexpensive cars, then why do you have to shift from that mindset to a Madison Avenue lifestyle as soon as you take off the cap and gown? The answer is usually "because everyone else is." The famous investor and business mogul, Warren Buffet, has created enormous wealth by reacting in the opposite direction of the vast majority of investors. So, let us just pretend you decide to live differently and start saving that amount. First of all, a lot of companies have 401k vehicles for your retirement savings and they provide a match. If it's a 6% match, you only have to provide \$495.39 a month and your employer will kick in \$29.72. As your career advances and you make more money, you can then decide to split the additional earnings between increasing your lifestyle and investing additional funds. If you get married, there is an additional income available now for both creating a lifestyle and investing even more.

Is this too much to contemplate at such a young age? Then say to yourself, "I want to live a while, and then when I'm 30, I'll start saving for retirement." It's your life. You can make that decision. Let's look at the ramifications of such a decision. We're going to assume the same parameters as the scenario above except now you only have 35 years until retirement. The monthly investment now increases to \$850.09.

To hit the same target you now have to invest \$324.98 more per month. That is a significant increase.

So, you say to yourself, “Self, let’s wait until we’re 40 and established before we worry about retiring! That day is so far away for us!” Again, you can make your own decisions. Let’s look at what happens to the scenario. At 40 years of age you only have 25 years until retirement. Assuming all the same parameters above, you will have to invest \$1,686.57 per month. This is almost DOUBLE what you would have had to do when you were 30!

Seeing a trend developing? Bear with me while I take it one step further. Let’s just see what happens at age 50. With the same parameters you would need to invest \$3,754.53 per month for the next 15 years. This is over double what you would have needed to invest at 40 years of age.

I realize this is a static model, assuming unrealistic things, such as a specific rate of return for your lifetime. I also realize it is difficult to restrict yourself and live differently than all your friends. However, the price of procrastination or wasting time is very high. In fact, I believe it is higher than most people can recover from. The lesson displayed by this little story is the reason I believe it is imperative we help our children understand the vital importance of beginning to invest as soon as possible. Time keeps slipping into the past and we lose our greatest non-renewable resource.

In order for us to have the resources to live out our dreams, we have to have the finances available. If we start accumulating at an early age, the power of what we’re able to do later in life is greatly increased!

What about the real you though? What if you aren’t the 21 year old college graduate we started with in our imaginary investment scenario? What if you are 28 or 38? What can you do? Well, this is where the rubber meets the road, as they say. You have to make concrete decisions about what you want in life. Once you have made them, you have to decide to fund your decisions. These decisions are going to cause you to have to earn more and save more. Work hard on witting your budget down. Verify you aren’t leaving any money on the tabl, by not taking full advantage of employer matches on retirement savings. Maybe re-balance your

investments to take a slightly riskier investment position. Can you work some overtime? How about a side job or side business? Sometimes your hobby can be turned into a profit producing activity. Get creative! What about downsizing your home earlier than you thought? Make your vehicles last longer than you are used to. It all comes down to how bad you want to reach your dreams.

Ultimately, it comes down to what you want and how bad you are willing to strive to achieve it. So, take a look at where you are today and where you want to go. Then make some decisions and take action on your plan! ■

Please feel free to email me at [BrianLBowers@gmail.com](mailto:BrianLBowers@gmail.com).



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FINANCIAL SOLUTIONS, LLC

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## INSIGHTS | CONTRIBUTORS

Here are the monthly "Regular Guides," "Contributors," and those who create and bring the magazine to life each month. They are each extraordinary individuals with a purpose and a mission to assist you in the creation of your own right future while having a purposeful journey. After listening, please find us on iTunes and give us a rave review.



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1 | 2 | 3 | 4



## A Girl with a Purpose!

BY: DARRYL DOANE, ROSE SLOAT

**It was on August 1, 1944** that a young girl by the name of Anne Frank wrote her last entry into her diary.

"[I] keep on trying to find a way of becoming what I would like to be, and what I could be, if...there weren't any other people living in the world." If only she had the precious time and opportunity to fulfill her dreams, but her reality was soon to be taken from her and her journey brought to an end only three days later. She died at Bergen-Belsen concentration camp on March 15, 1945, at age 15.

Anne's diary has gone on to inspire millions of people with hope, dreams, determination, courage, and love. Those

who were hiding for two years in an attic above a warehouse in Amsterdam had so little time and control over their destiny.

We should never forget the precious love of this young girl.

Hopefully you live in a society that respects the dignity of life and offers the skills and tools for you to fulfill your purpose, vision, and goals on your life's journey. ■

Journey on!

*Darryl S. Doane & Rose D. Sloat*

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Check out this video on YouTube:

*The Association -  
Everything That Touches You*



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## INSIGHTS | CONTRIBUTORS

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Preview issue for  
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# TOP TEN THINGS TO QUIT NOW TO BE A HAPPIER AND MORE SUCCESSFUL PERSON

*By Motivational Keynote Speaker and Human Behavior Expert*

Connie Podesta

**For more than thirty years** I have educated, trained, counseled, interviewed, and listened to more than two million people worldwide. Unfortunately, the majority of these people tell me they are often frustrated, confused, overwhelmed, and even unhappy with significant parts of their lives, their jobs, their relationships or themselves. I also have had the opportunity to talk to people who, for the most part, feel confident, successful, joyful, and content. And I learned something very interesting that surprised even me. Ready? Successful, happy people are excellent QUITTERS! Sound counter-intuitive? Not really. Because what they quit are jobs, relationships, projects, behaviors, attitudes, and mindsets that consistently DO NOT WORK!

Type the word “quit” into an Amazon search bar and you’ll find more than 1,200 entries all saying the same thing: DON’T QUIT! Hang in there. Persevere. Never give up. That idea has been drilled into us since we were toddlers! But here’s a powerful secret: successful people DO NOT QUIT because life isn’t fair or uncomfortable. They don’t quit because work is hard or change is stressful. They don’t quit to avoid facing hard truths or making tough decisions. And they certainly NEVER quit because it’s the easy way out. They quit because they have the ability to recognize that sometimes quitting is not only the right thing to do, but it’s the most powerful, life-changing, positive, and courageous step to take.

So my question to you is: Are you ready to let go of some things in your life that don’t work and are sabotaging your chances of success and happiness? Then I challenge you to learn the Top Ten Things You Need to Quit Now which are:

**1. Quit Waiting to Be Happy.** So, are you like most people who view happiness as the RESULT of achieving what you want: losing the weight, finding the perfect partner, or getting the new job? Are you patiently (or not) waiting to accumulate enough, earn enough, be loved enough, or be enough so happiness can finally show up? If so, get ready to settle in for a long wait. Let’s redefine happiness. It is NOT a RESULT of getting what you want. That’s the happiness myth. It’s the CATALYST that makes getting what you want possible. Happiness has to come first! Reality check: If you are unhappy, you will never lose the weight because eating is your go-to comfort. You won’t find your “soulmate” because let’s face it healthy, happy, functional people ARE NOT attracted to unhappy people. You won’t get the job, raise or promotion because your attitude and personality aren’t at a level that deserves those perks. So, how can you be happy when your life is falling apart? The same way you do anything else you don’t really want to do. You suck it up and start acting happy! Why? Because you understand that coming from place of happiness is your best--sometimes only--shot of getting what you want in life.

Believe me, I've "acted" my way into happiness mode more times than I can count. Why? Because I want the bad stuff to end and the good stuff to start again; and I know that if I can add some happiness to the mix, I have a chance to level the playing field and turn things around.

Ask yourself, what are you waiting for to be totally happy? Whatever it is? Can you see how your unhappiness can be the reason it's out of reach or even pushing it away? Can you change that and give yourself a better shot of getting what you want? Start now!

**2. Quit Living in the Past.** I know, things may have happened in the past that are hard to forget or forgive. Unfortunately, too often those memories affect the way you feel, act, think, and behave today. And not in a good way. Negative memories can set us up to expect and accept negative people into our lives. The good news is you do NOT have to repeat your past. YOU can change the dysfunctional cycle and create a new life for yourself. You may not be able to change what has happened to you, but you can certainly change what WILL happen to you. It's all up to you.

Ask yourself, "Do my feelings about my past affect the quality and happiness in my life today?" If so, what can you do to change that?

**3. Quit Blaming Others.** For some this seems the easy way out. We think if we blame others, then we don't have to be accountable for our own choices or their consequences. Blaming others gives us the excuses we need for not doing our best. Blaming others (we think) rescues us from responsibility. But the truth is it does none of those things.

In reality, blaming others makes us seem petty, immature, and undependable. Don't get me wrong, there are times when indeed it was not our fault. Someone or something got in the way of doing what we needed to do. But here's the thing--the people that shine are the ones who get it done anyway. Figure it out. Find a solution and move on. You'll experience more happiness and success when YOU take control.

Ask yourself, "Do I take ownership of my choices and their consequences?" If not, begin today to step up and be re-

sponsible for your own life. Others will treat you better the minute you do and your happiness and success quotient will skyrocket.

**4. Quit Expecting Life to Be Fair.** Life's not always fair and things happen we don't deserve, sometimes despite our best efforts. We can say our affirmations, put positive things in our minds, and yet life can still throw us a curve ball. Successful, happy people know this and when life doesn't go as planned, they don't waste time crying and complaining. Instead they are motivated to take action. Find solutions. Embrace change. Your character is measured by your ability to handle things even when life is unfair. Happiness can be found in the act of overcoming obstacles and being resilient.

Ask yourself: When things don't go as planned, do you let negative emotions take over making it impossible to find solutions? If so, rethink your choices, put your brain to work exploring new options, creating new opportunities, and discovering the power that happiness can provide.

**5. Quit Depending on Others to Make You Happy.** Let me say this loud and clear. There is not another person in the world that can make you happy. That's your job, your journey, your puzzle to figure out. Are you waiting for others to validate you, love you, accept you, or approve of you? Then you are in for a long, lonely wait. YOU have to do all of those things for yourself FIRST—before anyone healthy and sane will want to hang out with you. As long as you need outside validation to make you happy, you will only attract others who expect YOU to make them happy.

Ask yourself: Are you happy with yourself and with your choices? If not, do whatever is necessary to figure out why. Fix yourself first. Then others will follow your lead.

**6. Quit Being Afraid of Being Afraid.** So here's the deal, trying new things, stepping out of comfort zones or meeting new people can all be scary. Successful people though don't avoid things because they might experience discomfort. They feel the fear and do it anyway. I'm not saying do dangerous things that could harm you or someone else. In those cases fear is an emotion to take seriously. I'm talking about the kind of fear that comes with dealing with change, or going new directions. That kind of fear

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can be just what we need to motivate us to do our best. Personally, I'm a bit afraid every time I walk on stage. Will the audience respond to me, connect with me, learn something, and have fun? But I revel in this fear because it propels me to be on top of my game, to stay relevant, integrate new material, and customize my message to fit their needs. This kind of afraid means we care enough to do our best.

Ask yourself: What scares you about stepping out and discovering new things? Does that fear push you forward or paralyze you to maintain status quo? Tip: Just go for it and let the fear push you to greater heights.

**7. Quit Playing Games.** Why is it so darn hard to just say what we mean and do what we say? Instead we resort to manipulation, anger, hurt, silent treatment, act like we don't care when we do, and give in instead of getting our own needs met. Meaningful, assertive communication is about being open, honest, and direct while being respectful of the other person or situation. Game-playing is about using emotions such as hurt or anger to get others to do what we want. Using hurt makes people feel guilty so they give in. Anger creates a sense of fear that makes people feel intimidated so they do what we want. While we may get what we want in the short term, we get paid back in equal measure in the long term. Both guilt and fear in a relationship create resentment, which breeds contempt and leads to relationships failing. Want healthier, happier relationships or more success? Learn to communicate in a more assertive way.

Ask yourself: How often do you communicate assertively—without game playing? What emotion are you most likely to resort to when you want your way—hurt or anger? Avoid game playing and people will trust and respect you more.

**8. Quit Behaving in Ways That Sabotage Success.** There's no pill that can make you happy if you continue to allow toxic people into your life, or hate your job but stay anyway, or want to be healthy but order fast food, or don't go after what you desire. There is NO EASY WAY to get what you want without hard work and determination and the courage to QUIT some behaviors, attitudes, and mindsets that are killing your chances of ever being the successful, happy person you want to be. Think about what it is that YOU are doing that is making your life less

than what it could be. You can't control other people but you can control YOU. Nobody is going to care more about your needs, happiness, health, wealth, and well-being than YOU.

Ask yourself: What kind of choices are you making that contribute to your stress, unhappiness, and unhealthy relationships? YOU have to change YOU first. You'll love the results when you do.

**9. Quit Fighting for Your Limitations.** It doesn't make sense, right? But we do it all the time. We fight for our right to be sad and angry, resentful and hurt. We justify why we can't do it. Don't want to do it. Want someone else to do it. We rationalize our bad behavior, too tired, too busy, didn't sleep. We ignore what we don't want to hear. And make a big deal about little things. We tell people who are trying to help that they just don't understand. We snap at people who give us advice that we've tried it before, won't work. Why do we fight so hard to stay right where we are, even when we don't like where we are? If you are going to fight, then change the game. Defy conventional thinking. Resist doing it the old way. Stop fighting for your right to be sad or your right to be angry and stand up loud and clear and fight for your right to be happy. It's a much better fight to win.

Ask yourself: When life doesn't go as planned, do you fight for your right to be happy as hard as you fight for your right to be sad or angry?

**10. Quit Thinking You Deserve to Be Happy and Successful.** Did that hit a nerve? Think about it for a minute. Deserve means you believe you are entitled to be happy or that you are owed success no matter what you do or how you act. Unfortunately, that isn't how it works. In fact, that way of thinking will keep you in a state of unhappiness and chasing success forever. Bottom line: Too many people sit, wait, and bemoan the fact they aren't happy. But, they don't take the action necessary to change, I get it, I worry, stress, deal with obstacles, want more, just like you. So when those things happen, I we have to QUIT thinking about what isn't working and START fighting to find the happiness I we want and. I deal with the problem. Overcome the obstacle and FIGHT to allow happiness back in when all roads point to sadness and anger. Even a teeny

bit of happiness changes your outlook enough to allow your mind to find a solution.

Ask yourself, are you waiting for happiness to find you? Do you believe you deserve to be happy without working as hard to get it as you would anything else important in your life? If so, reassess your thinking and re-evaluate your options. Happiness is there for you, but you have to want it bad enough to go after it--starting now!

So there you have it. Ten things to QUIT now! You know there's always excuses for not starting something -- , no money, not enough time, not the right education. But guess what? You don't need money, time, or a degree to QUIT. Just determination, perseverance, and the deep desire to make your life better. So QUIT procrastinating and wasting time. There's a whole world of happiness just waiting for you.

Connie Podesta is a game-changing, idea-generating ball of fire whose rare blend of humor, substance, style and personality have made her one of the most memorable,

in-demand speakers in the world today. 25 years. Two million people. 1000 organizations. Hall of Fame speaker. Award-winning author. Seven books. Former Radio/TV personality. Comedienne. Human Relations Expert. Therapist for 30 years. Topics on sales, leadership, change, life balance and success. And (what we all probably could use now and then)...a Comedienne. To learn more about her strategies, insights, and solutions, visit her online today at [www.conniepodesta.com](http://www.conniepodesta.com). While you're there – read the first chapter of her powerful new eBook Redefining Happiness.

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# Preview issue for Connie Podesta's List

THE FIVE  
BEHAVIORS  
OF A COHESIVE  
TEAM™

# Your Team Can Do Better.



THE FIVE BEHAVIORS OF A COHESIVE TEAM is an assessment-based learning experience that helps individuals and organizations reveal what it takes to build a truly cohesive and effective team in the most approachable, competent, and effective way possible. Powered by Everything DiSC®, the profiles help participants understand their own DiSC® styles. Bringing together everyone's personalities and preferences to form a cohesive, productive team takes work, but the payoff can be huge—for individuals, the team, and the organization.

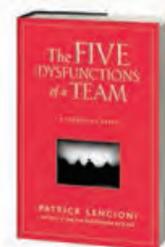
The single most untapped competitive advantage is teamwork.



To gain this advantage, teams must:

- ▲ **Trust** One Another  
When team members are genuinely transparent and honest with one another, they are able to build vulnerability-based trust.
- ▲ Engage in **Conflict** Around Ideas  
When there is trust, team members are able to engage in unfiltered, constructive debate of ideas.
- ▲ **Commit** to Decisions  
When team members are able to offer opinions and debate ideas, they will be more likely to commit to decisions.
- ▲ Hold One Another **Accountable**  
When everyone is committed to a clear plan of action, they will be more willing to hold one another accountable.
- ▲ Focus on Achieving Collective **Results**  
The ultimate goal of building greater trust, conflict, commitment, and accountability is one thing: the achievement of results.

Based on the best-selling book *The Five Dysfunctions of a Team*  
Over 2.5 Million Copies Sold



# There are many reasons teams fail. There's one proven way to help them succeed.

## What does this program do?

The program helps teams understand how, as a team, they score on the key components of The Five Behaviors model: trust, conflict, commitment, accountability, and results. Each individual on the team will also understand their own personality style and their team members styles, based on the DiSC® model: D: Dominance, i: Influence, S: Steadiness, and C: Conscientiousness, and how their style contributes to the team's overall success.

## Who is it for?

The program is designed exclusively for intact teams and work groups. The Five Behaviors of a Cohesive Team harnesses the power of Everything DiSC and the clarity and simplicity of The Five Dysfunctions of a Team model.

## How does it work?

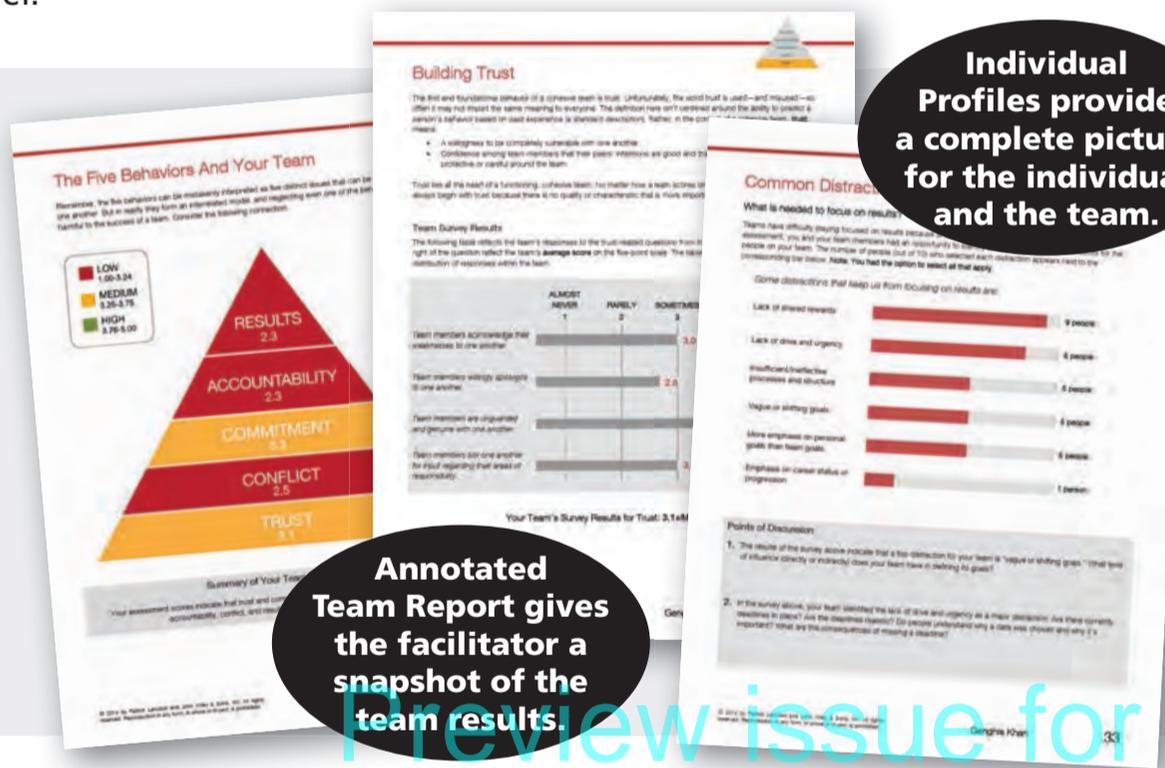
The Five Behaviors Model is used to help team members learn to work together more efficiently and effectively and become a more cohesive team. A productive, high-functioning team:

- ▲ Makes better, faster decisions
- ▲ Taps into the skills and opinions of all members
- ▲ Avoids wasting time and energy on politics, confusion, and destructive conflict
- ▲ Avoids wasting time talking about the wrong issues and revisiting the same topics over and over again because of a lack of buy-in
- ▲ Creates a competitive advantage
- ▲ Is more fun to be on!

Powered by **EVERYTHING DiSC**  
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## The program includes:

- ▲ Facilitator's Guide with 7 modules
- ▲ PowerPoint® with over 40 minutes of video
- ▲ Participant handouts with activities
- ▲ Take-away cards for each of The Five Behaviors
- ▲ Podcasts, online resources, and a research report
- ▲ Individualized Profiles
- ▲ Annotated Team reports
- ▲ Support directly from Patrick Lencioni through videos that help you work with the model



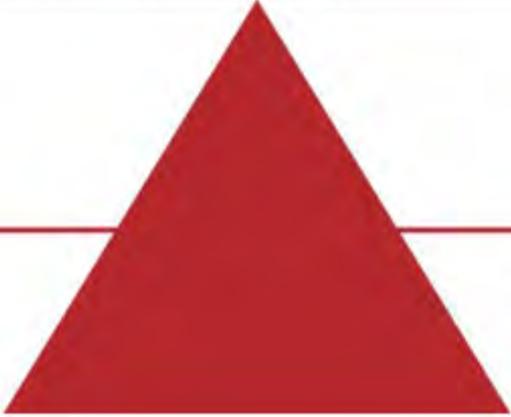
To get started, contact your Five Behaviors of a Cohesive Team Authorized Partner  
**Connie Podesta's List**



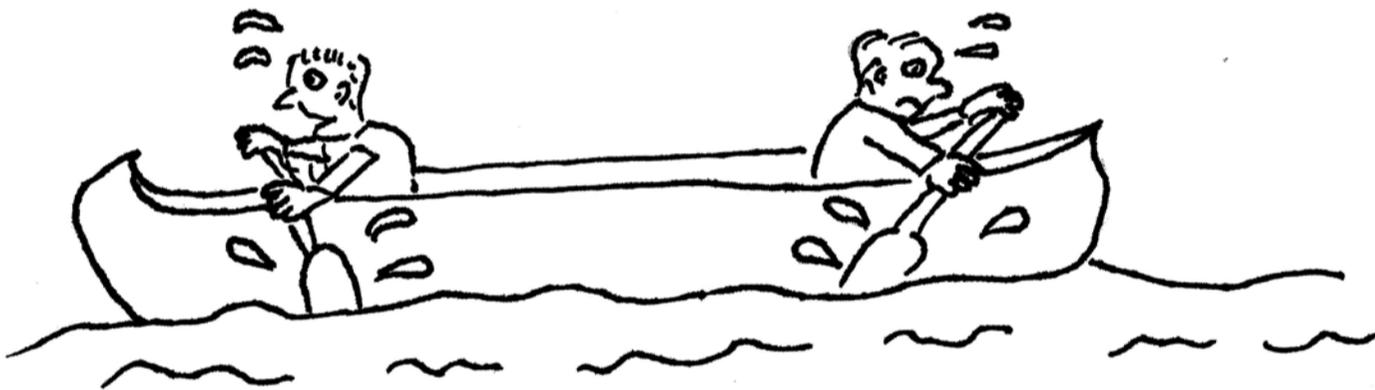
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**www.thelearningservice.com**

**Darryl Doane** and **Rose Sloat** are authorized to present the **5 Behaviors of a Cohesive Team.**

Please contact them at **330-456-2422** for additional information.



Authorized Partner  
**THE FIVE BEHAVIORS**  
**OF A COHESIVE TEAM**



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**"The Five Dysfunctions of a Team"**



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IN HER  
EXCLUSIVE ARTICLE:  
**TOP TEN THINGS  
TO QUIT NOW!**

TO BE A HAPPIER AND MORE  
SUCCESSFUL PERSON

THE RIGHT SELF

*Life's Journey - Book Excerpt*

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AUGUST 2015

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## EXCEPTIONAL CUSTOMER SERVICE - PART TWO WHERE DID IT GO? HOW TO GET IT BACK!

by Darryl S. Doane and Rose D. Sloat

*This new series of articles is brought to you from the Publishers, Authors, and Editors of the book **50 Activities for Achieving Excellent Customer Service** - Darryl Doane and Rose Sloat.*

### A New Revolution in Customer Service

Did you ever hear of someone throwing a party and no one coming? The revolutionary ideas that struck such a note of excitement and encouragement in the customer service arena for the past 15 years left many feeling just that way. So much was planned and strategized, making expectations high. Unfortunately, these expectations were not met and now the customer has raised the ante. Many expectations have now become demands.

This manual will help your participants respond to the following customer demands:

- Make my life easier.
- Focus on me.
- Help me to be more successful.
- Respond to my needs.
- Build a customer-responsive relationship.
- Know my problems and provide solutions.

### What This Resource Manual Will Provide for You

1. Activities that are sensitive to the new revolution taking place in customer service and meeting customer demands
2. Identification and creation of memorable experiences for your customer service representatives and their customers
3. A valuable treasure of resources whether you are a seasoned veteran, a trainer/facilitator with middle-of-the road years of experience, or a newcomer or occasional trainer
4. Fifty high-quality activities that may be easily aligned with the specific needs and identified competencies within your customer service area

5. User-friendly activities that take you step-by-step through the training process, allowing you to deliver high-impact training that makes a difference easily
6. Activities that are easily customized to your needs and include a number of variations and additional insights and ideas to make them the “right fit” for your programs

### A Memorable Experience

The relationships you build with your customers must become memorable experiences in the customer’s mind and perception. You want to develop a customer hunger for your style of service and caring that brings them back again and again.

Your training experience needs to be memorable for your customer service participants also, leaving them with the necessary knowledge and skills and ability to professionally transfer what was learned in the classroom setting to their normal, everyday behavior in the workplace while complementing and enhancing performance.

### Acknowledgments

At the conclusion of each customer service activity you will find the individual(s) listed who is/are responsible for that particular contribution to this resource manual. Pertinent information has been included as well as a brief biography for your reference.

It has been difficult to attribute all activities to particular sources. Every effort has been made to do this wherever possible. Colleagues were asked to submit their most successful, beneficial, and “best” customer service activity to us for consideration. Those selected have been credited and acknowledged. We thank everyone who contributed and whose submission(s) were selected for use as well as those who contributed and whose submission was not included in the final edit. It was a difficult and timely review of

materials. We believe that the final result is truly a reflection of the collected wisdom, gifts, and talents of all those who took part in this endeavor. We thank all of you for your time and talent and dedication to the continued quest to achieve excellent customer service.

## Customer Service Icebreakers

This activity area does just what it states: it breaks the ice to open the door to communication, involvement, and sharing. It taps the wisdom, talents, and gifts each individual brings to the workplace. This area also allows individuals to realize that they do not stand alone but are a critical component of the entire team representing excellent customer service. These activities will get your program underway and heading in the right direction.

## Team Task

### Activity Description

This is to promote immediate involvement and immersion into the learning process. Participants will demonstrate teamwork, understanding, and cooperation before they even sit down. It will reflect the importance of sharing the workload and delegating tasks to all involved in the process and will allow for a creative mix at each location within your training session.

### Learning Objectives

Participants will be able to:

1. Demonstrate the necessity to work together to accomplish a task.
2. Identify a leader and demonstrate the importance of being a cooperative follower.
3. Determine that it is easier to work together rather than “go it alone” to succeed.
4. Acknowledge that the program will be educational and enjoyable.

### Method of Instruction

Select an area in the training room where participants can form a single straight line. Instruct them to line themselves up according to the years of service they have within their organization, starting with the individual with the most years of service. Identify that individual and designate where they should go to position themselves. Instruct the rest of the group to communicate among themselves and to accomplish the task now.

When they are lined up, have them say the number of years of service aloud for all to hear. Thank them and then ask them to remember the number you assign to them. Depending on the number of tables (we prefer round ones), count off to that number. For example, 5 tables means you want to count off to 5 and then repeat the process in the line assigning one number to each person. When finished, announce that those with #1 are to sit at a particular table (which you now identify), #2's at this table, #3's here, and so on. Participants should now take their seats.

Now, ask them what they just did. “What happened? Why did we do it?”

Suggested answers:

- Divided up the years of service at each table with a good balance to promote a good mix of ideas
- Demonstrated good teamwork and cooperation to get the job done

Now, ask them to take a good look at the team members at their table. Instruct them to point at the most responsible-looking team member at the count of 3. Say, 1, 2, 3, go! Majority rules. Instruct the newly delegated team leader to delegate some responsibilities to the other members of their team. This is an excellent time to have each team get their own books, materials, whatever they need for your particular program. Each team member should be delegated a task.

Again ask, “What did we just do? Why did we do it? Then say, “In the world of customer service there is so much to accomplish. We can't go it alone. We can't do it all by ourselves. We desperately need each other to get the job done and fulfill the needs of our customers. Also, depending on our talents, knowledge, and skills, we will be called upon at times to a role of leadership. In that capacity we need to utilize the rest of the team. As followers, we need to cooperate and support the leader realizing we may assume that role at any given time and will request the support of the team at that time.”

### Notes, Insights, and Variations

When sharing the number of years of service, you may want to make note and add up the total to share with the group. No one can ever take away those years of work,

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dedication, and experience and it represents a tremendous amount of wisdom that we want to bring out in the program. Please allow yourself to share that wisdom.

This is such a great way to get all participants interactively involved, working together, and having fun right from the get go while making some critical points. It sets the stage for ongoing involvement and cooperation throughout your workshop. Everyone realizes that their participation helps the entire group succeed.

This could be a good way to begin discussing that excellent customer service should be everyone's job.

Ask, "What happens when an individual does not pull their weight or do their part?"

Possible answer:

- Raises stress, anxiety, frustrations, workload of entire group

Ask, "What happens when each individual does their part?"

Possible answers:

- Lowers anxiety, stress, frustrations
- Makes for a better work environment

## Who Are You?

### Activity Description

This activity promotes group togetherness and the realization that there is strength in both their similarities and differences.

### Learning Objectives

The purpose of this activity is to get the participants working together, opening up, and sharing ideas—to create an atmosphere of functioning as a team while demonstrating individual differences.

### Method of Instruction

You will need four sets of 5" x 10" cards with the following words on them:

About a year ago, I went to a large department store in the evening. Although I realized it was 8:45 p.m. and the store closed at 9:00 p.m., I really needed to buy four director chairs. The chair department had only two on the floor, so I asked a member of the sales staff if they had two more of the chairs. She told me that nothing was left on the floor to match the color and style I wanted.

#### Set 1

- a. Competitive
- b. Compromising
- c. Collaborative
- d. Accommodating

#### Set 3

- a. Caring
- b. Care Giver
- c. Cared For
- d. Cared About

#### Set 2

- a. Talkative
- b. Quiet
- c. Outgoing
- d. Watcher

#### Set 4

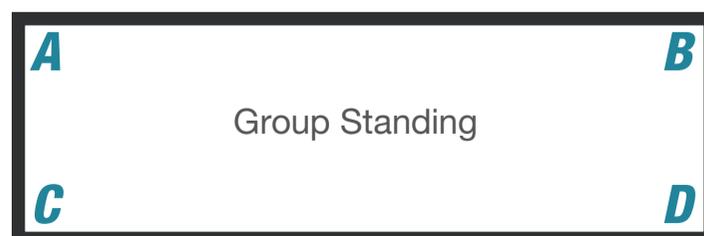
- a. Tired
- b. Confused
- c. Happy
- d. Eager

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Position the cards in advance. Place all the "a" cards, "b" cards, "c" cards, and "d" cards together and face down.

Example:

#### Room Setup



Have everyone stand. Tell them that their assignment is to walk over to the sign that reflects the word that is most like them. They must select one. This is a forced-choice activity.

Reveal the first set, saying: “Are you:

- a. Competitive?”
- b. Compromising?”
- c. Collaborative?”
- d. Accommodating?”

Have individuals move to the sign that is most like them now. As they finish, walk up to each group and select one individual. Ask him or her to please share why he or she selected that particular word. Do this with each group no matter its size.

Proceed with the second set. “Are you:

- a. Talkative?”
- b. Quiet?”
- c. Outgoing?”
- d. A watcher?”

From where participants are currently, they should now move to the word that best describes them. Again, once they have positioned themselves, go to each group and select one individual. Have him or her share why he or she selected that particular word.

Proceed to the third set. “Are you:

- a. Caring?”
- b. Care giver?”
- c. Cared for?”
- d. Cared about?”

Follow the same process.

Proceed to the fourth set. “Are you:

- a. Tired?”
- b. Confused?”
- c. Happy?”
- d. Eager?”

Follow the same process as before.

When finished, ask the participants to take their seats.

Ask them, “What did we just do and why did we do it?” Let them tell you. It adds value to the activity.

Typical responses include:

- Mixed up the groups
- Showed them they are similar in some ways, different in others
- Teams changed as assignment changed

Add the following comments:

“Customer service is not a spectator sport. It takes a fully functional independent individual or ‘I’ to be a fully functional interdependent member of a team or ‘We.’

“The words you choose to go and stand by for whatever reasons reflected both your independent uniqueness and your shared beliefs as team members.

“By the way, they were all correct. There were no wrong words to respond to. They simply represented our differences and our similarities. That’s normal; that’s part of being a human being.

“Customer service people experience all of these and more in working with customers everyday. The key to success, of course, is to display the appropriate behavior/feeling/attitude at the appropriate time. “We’ll be talking more about what being a real team member means and what other characteristics/words/behaviors are needed to be effective as a team member.

Thank everyone for their participation.

### Notes, Insights, and Variations

- You may wish to utilize this activity as a springboard to further work on effective teams. You may find the following definition useful.

**Team Member:** A person who deliberately sets out on a planned course of action designed to bring about the successful achievement of the team’s goals. A team member is an individual who gives her or himself permission to contribute both independently and interdependently to the success of the team.

- Have the participants add other words and characteristics they believe are essential to be an effective and efficient team member.

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## You've Got the Power

### Activity Description

A wonderful way to move discussion and interactivity along by having the participants themselves select the individual who will lead a discussion, answer the next question, and be a team leader, etc.

### Learning Objectives

The purpose of this activity is to have participants themselves select from their peers who will have responsibility to do any of a variety of tasks. It helps to share the workload, spread leadership responsibilities, and get everyone involved.

### Method of Instruction

This is a very simple, yet powerful activity. You will need a nerf ball or soft stuffed animal or some other soft creative item. It needs to be soft because participants will be throwing this around the room to each other and you don't want any injuries.

Hold up the item you have selected (for the purpose of this explanation, we'll call it a ball). Say this represents the power. Whomever is holding it has not only the ability but the responsibility to lead.

You select the first individual to turn "the power" over to stating that when they are finished with the task at hand, they may then select the next individual to turn over "the power" to. It is their choice and no one else's because they have the power. As you say this, throw the ball to the individual you have chosen.

### Notes, Insights, and Variations

This is a fun activity that easily complements many activities. It can be used for review of portions of materials already covered, running through a list of questions with each individual with "the power" taking one of the questions, etc. Be creative, have fun with it!

Next month we will focus on The Telephone, and Professionalism With No Excuses. Join us in September.

Excerpts from the book *50 Activities for Achieving Excellent Customer Service*

Darryl S. Doane  
Rose D. Sloat  
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# SMS/TEXT MARKETING



## A more personalised way to reach customers

Compared to other forms of advertising, SMS marketing provides the lowest cost and highest return – which makes it such an attractive proposition in today's shrinking economy and budgets.

## Achieve a higher ROI with SMS marketing

SMS marketing scales with your campaign and sales growth making the ROI higher the larger you grow. Because your recipient has opted in to receive information from you, he or she is more likely to buy from your SMS messages than from conventional forms of advertising.

## Increase Sales and brand exposure

Text SMS Marketing is perfect for retailers seeking to promote products or services, provide incentives, and increase customer loyalty and retention.

Retailers can send Text SMS messages to their opt-in subscribers with coupons code inserted directly into the message. Customers can come into the stores and present their coupons right on their cell phones for redemption.

## New revenue source for your business

Using Premium SMS (PSMS), a business can create a new revenue source by offering paid services to its customers. Common services range from custom ring tones and phone wallpapers, to specialized information, such as stock price alerts.

## Benefits at a glance

The benefits of including mobile marketing in your overall marketing strategy are numerous:

### Mass alert to everyone

Send out reminders – to parents about a school trip, patients for a dental appointment – without having to call people individually.

## Speed and flexibility

New campaigns and messages can be set up in minutes and blasted to targeted customers so they are read within minutes of delivery. If you need business that day, no other marketing has the power of text marketing. With this sort of flexibility, you can also use mobile marketing for ad-hoc purposes, such as driving traffic to your store on slow nights or clearing out overstock items before end of month.

## Promotions

Mobile marketing can be used for a wide range of purposes: announcing new product, one-day specials, new store openings, special events...etc. Subscribers can be treated as an exclusive group for offers and information that only they have access to, increasing loyalty, purchases, and speed of communications.

## Control

You have full control over your marketing. No waiting for sales reps, changing ad positions, rising costs. You control your subscriber list, timing and message without outside interference. Mobile allows you to truly shrink your advertising budget while boosting revenue. SMS has proved a great way to get closer to customers, particularly those in the youth market who are difficult to reach with other media.

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# FOCUS ON THE WHOLE YOU:

## THE PROCESS OF ACHIEVING WHOLENESS

Column by: Dr. Dorree Lynn

### therapy (n.)

**From Modern Latin therapia, from Greek therapeia "curing, healing, service done..." "a waiting on, service," from therapeuein "to cure treat..." literally "attend, do service, take care of" (see therapeutic). from Latin psyche, from Greek psykhe "the soul, mind, spirit; breath; life, one's life, the invisible animating principle or entity..."**

(Definition: Aspects of this definition are taken from: Online Etymology Dictionary)

I am honored to write about focusing on you---the total package. I've been privileged to spend four decades plus as a psychotherapist, skilled servant, and witness to the indomitable courage of the human spirit. A psychotherapist's original calling was to be of service to heal the soul. It has come to mean aspects, frequently mental or medical with healing the mind.

My personal and professional life has always been committed to the essence and boundaries of the original more integrative and holistic definition. That is one reason I sought out and learned from different master teachers, gurus, and fellow travelers. In the natural course of living my life I developed other skills as I strived to become a better teacher and mentor as well as student and mentee.

Though my journey is uniquely my own, just because I am considered a wise and experienced professional with achievements many consider a definition of success, I humbly submit that I am no different than you.

I believe that success defined by achievement is only one narrow view in the kaleidoscopic possibilities and ways to define personal wholeness. The title of this interactive column is one common path that cuts across almost all belief systems.

For those who reach for and achieve a sense of completion, the path is never linear. Plus, it requires constant evaluation and continually redoing your own process. (How exciting this can be!)

### RESOLVE>

The process of truthful change almost always involves a conscious or unconscious resolution to grow in new ways. Internal vulnerability and strength are required as are mastering or honing new skills such as taking on a new role such as going to college, working towards receiving a promotion or an award, getting married, divorced, parenting, or changing jobs, winning a race or achieving a worked for award.

Although this new growth requirement can come as a result of positive effort, there are at times unbidden events that occur requiring new learning or seismic shifts in values. The necessity to resolve to grow may be the result of the need to "sink or swim" that can come from many quarters. Devastation as with war, a natural event such as draught, tsunami, hurricane or even the results of climate change may force a new resolve.

### DISSOLVE>

However it comes, this period usually involves a period of change or the necessity to dissolve what is familiar and move towards some place new. This period of dissolution can be simple, but not necessarily easy to do such as learning to become aware, or deciding to live a life of service, accepting abundance or myriad other possibilities.

This aspect of your journey may also involve going through a bit of an internal roller coaster sometimes replete with feeling of fear, joy, desire, serenity, and numerous other possibilities. If maneuvered with commitment, perseverance, purpose, courage, grace, and possibility a touch of luck, one changes and has a new sense of personal growth and fulfillment.

**EVOLVE>**

I think that is exceptional and as we acquire these gifts and talents, we are really going through a process of evolving ourselves and learning and taking care of ourselves. I know that in an earlier discussion you had mentioned how critically important it is to begin by taking care of oneself because if I don't take care of me, how can I possibly give and take care of other people. This can be related to just about any field of business as well. If I don't take care of myself and my business, how can I possibly take care of my customers? If I don't take care of myself mentally, physically, spiritually how can I take care of my family and give to them in the manner that I need to? So, I think this is just an outstanding area to go on. Would you care to comment on this idea of thinking about it and taking care of yourself?

We can evolve into a new version of oneself. Well, not quite new. Most of us don't switch our core stripes for dots and become different animals. However, we can achieve a sense of personal wholeness. That's the good news. The other side is that life requires us to do this process in ways writ small and large as long as we breathe. And some believe forever after.

*"For everything there is a season, and a time for every purpose. . . ." (King James Version of the English Bible: Ecclesiastes 3:1)*

Conceptually, this theme is core to different cultural, religious and life beliefs. I invite you to consider that nature may be one of our best metaphors for the process of growth resulting in a sense of completion. Nature, as does humanity, continually goes through seasonal changes. This may be conceived of as happening every nano-second, moment, hourly, daily, annually, decades or more. When viewed as an essential necessity, it may become an enticing and welcome journey. Even the unbidden events may elicit the opportunity for movement and growth. As long as one doesn't give-up, there is always the possibility of hope leading to a more total and whole YOU.

It is vital to remember these essential facts.

1. Wholeness is defined in many ways.
2. Wholeness includes authenticity, a sense of inner peace and integration of one's mind body and spirit. When I speak of spirit, the definition can range from commitment to a particular religious path, a belief in the unity of all things, and ideas that range from those frequently associated with California "woo woo" to far more linear and rigorously defined systems. One aspect all paths have in common is an individual's personal challenge to follow their own path. This point is vital as it frequently results in moral judgments that help to shape every person's way of life.
3. A sense of what the total package includes is always different at different life stages.
4. However one defines and achieves their version of wholeness, it is not necessarily the same as everyone else.
5. What does remain the same is wholeness almost always includes authenticity, a sense of integration, community, the ability to love and be loved and ultimately have a solid sense of Self. Whether one is contemplative or lives out loud, there are some steps that can have helped me that I share with you as you focus on becoming the best whole YOU.

Suggested ways to achieve your personal goal:

1. Embrace change.
2. Ask for help.
3. Use positive affirmations.
4. Remember to live with gratitude and grace.
5. Whenever possible, treat yourself and all in the world with kindness.
6. When the going gets tough, persist and persevere.
7. Live with a sense that you deserve abundance.
8. Courage counts. Courage requires leaving the known and familiar and entering new vistas. This requires facing fear.
9. Believe in yourself. You can achieve.
10. Humility and pride are two sides of achieving. Embrace each appropriately.
11. Enjoy your life ride.
12. Cry, laugh, dance and love.
13. Keep your goal in sight.
14. Take each moment with awareness, as it comes.
15. Be proactive and choose your actions with care. ■

*Dr. Dorree Lynn is a S-AGE, well-respected psychotherapist, mentor, consultant, life coach, author, educator and international workshop presenter. Her lectures are peppered with humor and salted with wisdom. She is available for presentations.*



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Proctor Gallagher  
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# 3 Ways to Activate Your Wealth Potential

by Bob Proctor, Chairman and Co-Founder of Proctor Gallagher Institute

## You were born RICH

Now, this is wonderful news. It means that you already have what it takes—ALL it takes—to become wealthy. No matter where you come from or what you've done so far, you inherently possess the source from which all wealth is generated. You were born rich, quite literally. You have a veritable bank in your brain!

So... how do you unlock it?

The first step is to understand what it means to say that wealth begins in your mind. It's not a mere matter of thinking positive thoughts or simply wanting to be rich. It's an immutable law of the universe that you must first have something mentally before you can have it physically. In other words, you have to actually create, in your imagination, the money you want. It has to be as real to you there as anything you can see and touch on the outside.

Here are 3 of the most powerful ways to do so:

# 1

## Identify your money programming

Almost everyone consciously wants to be rich. Only a fraction of them actually are. Part of the reason is deep-seated negative programming about money: ideas like, "Money is the root of all evil," "Money can't buy happiness," or, "There's nobility in poverty," – or a general feeling that wanting to be rich is somehow bad or greedy.

How comfortable are you stating, right out loud, your desire for wealth? How comfortable would you feel stating that desire to your parents, your grandparents, your siblings or close friends? If you feel any hesitation, any squeamishness or guilt, then you need to look within, find out why and start changing the script to reflect positive beliefs. A great one is: "Money is a tool which allows me the freedom to enjoy life and give generously."

# 2

## Live in an economy of one

Another thing that can "get inside your head" and block your ability to attract and generate wealth is negative chatter about money. Headlines and news reports that bemoan the state of the economy; people who bombard you with stories of lack and limitation. The truth is, plenty of men and women get and stay wealthy in economic downturns and bad markets—in large part because they simply do not allow those external circumstances to penetrate and disrupt their internal mindset and vision.

Choose to turn away from and tune out these kinds of fear-based influences. Focus on your own personal economy instead, and always see it as vibrant, healthy and limitlessly abundant. If you do, then that's exactly what it will be!

# 3

## Think rich

As I said before, you must first have something mentally before you can have it physically. If rich is what you want to be, this means you must imagine yourself to already BE rich, vividly and in great detail, at all times. This simple and very fun exercise has an enormously powerful impact. Because your subconscious mind can't distinguish between actually doing something and simply visualizing it, it will accept your imagined reality as true, and begin navigating the world accordingly.

What are some of the things you'd do if you had great wealth? Think of a few, then—in your mind—DO them. Practice this game consistently, and take note of the results. I guarantee that if you do so faithfully, you'll begin seeing the opportunities a wealthy person would see, and taking the actions a wealthy person would take. And very soon, you'll find yourself reaping the financial rewards they reap.

[Download Bob Proctor's "You Were Born Rich" for Free](#)

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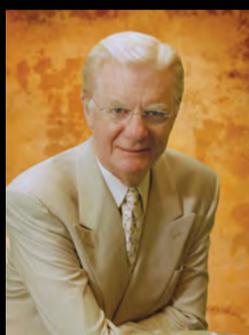
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# Life's JOURNEY

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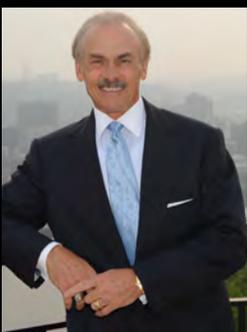
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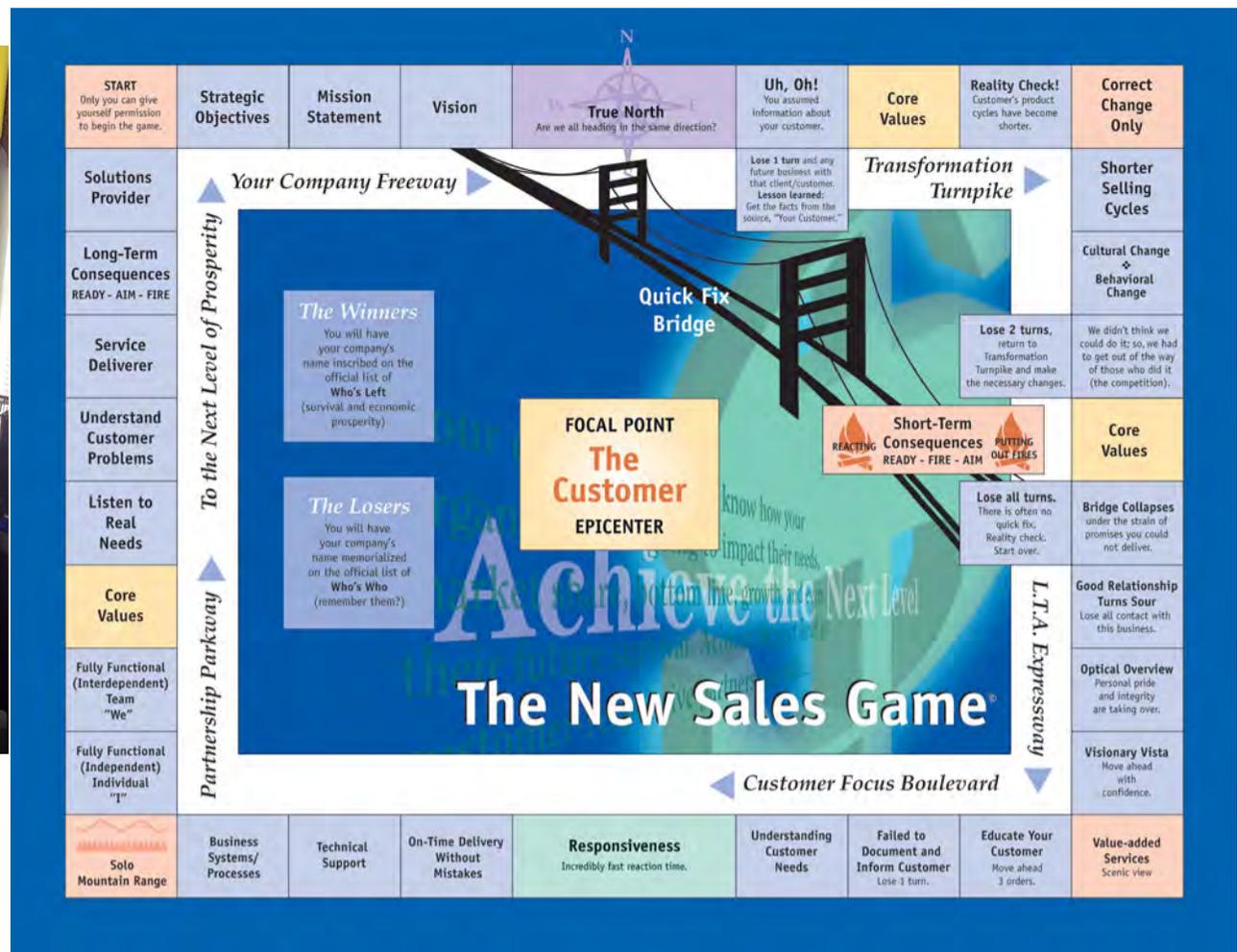


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## Is your sales force placing you in the book of 'Who's Who' or in the book of 'Who's Left'?

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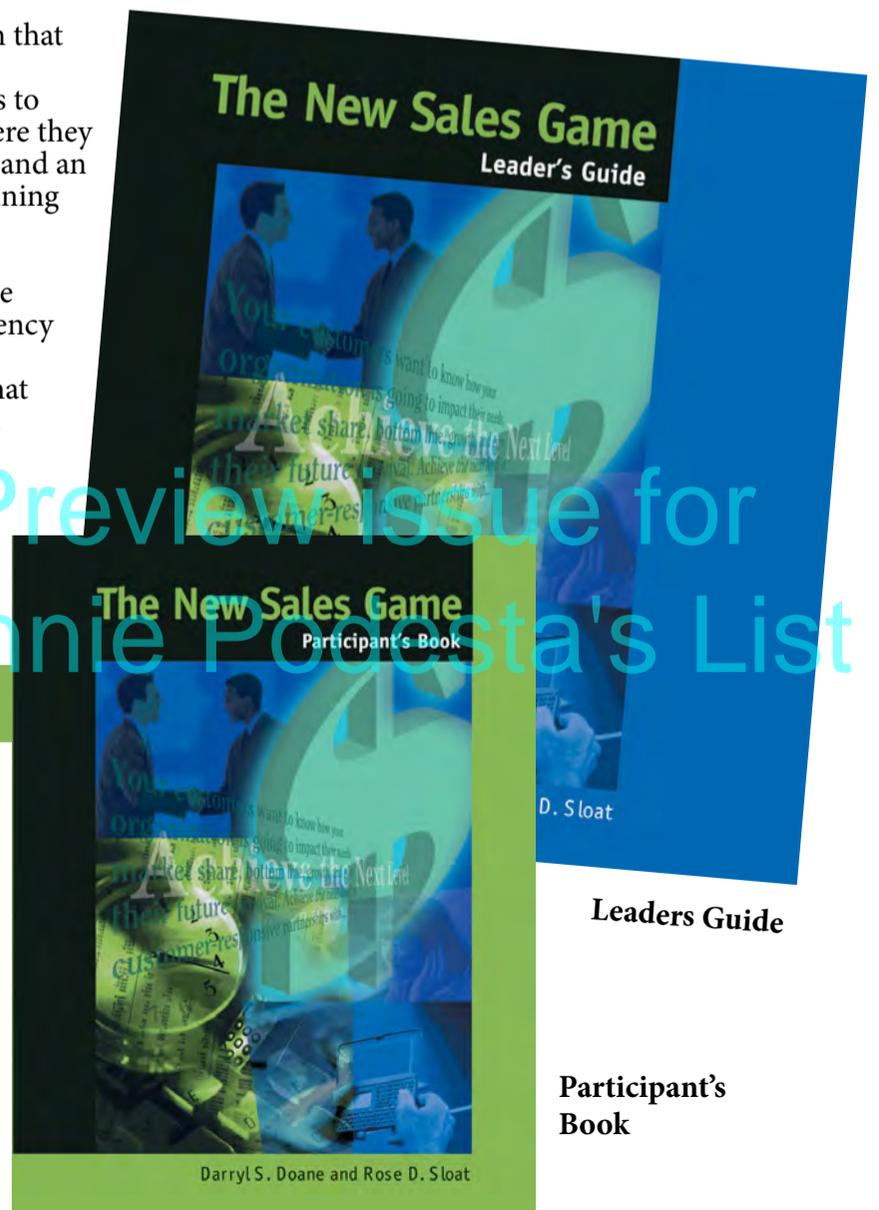
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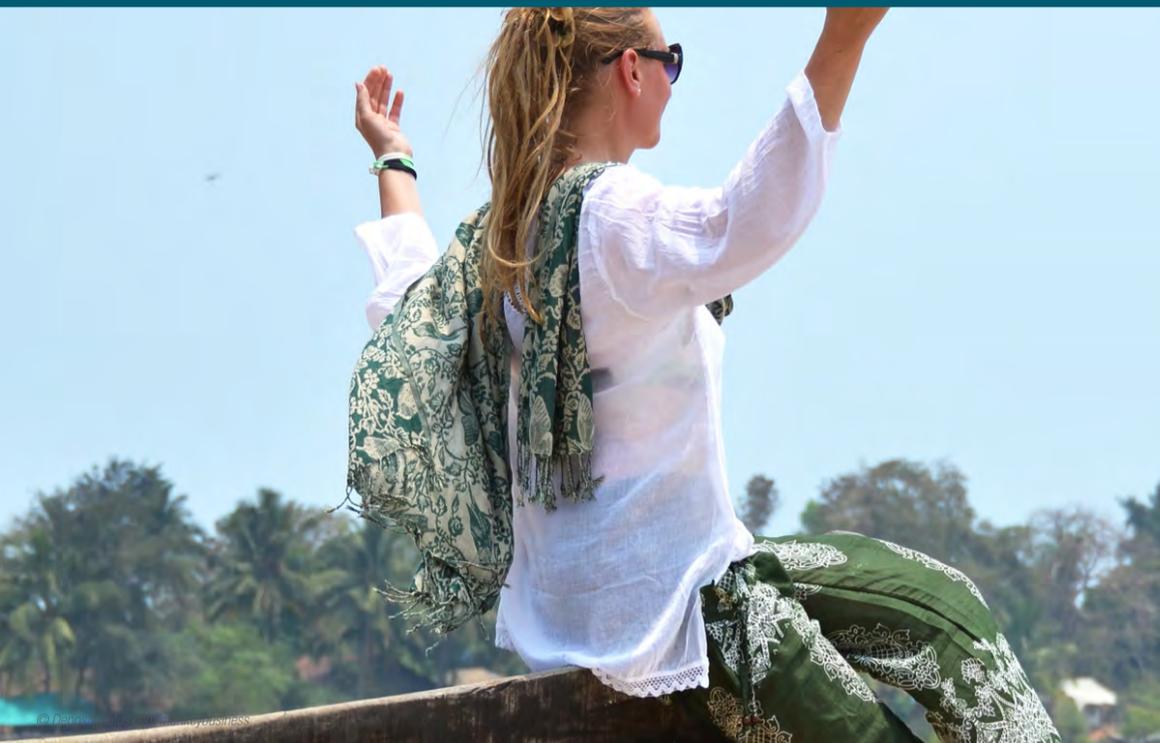
Participant's Book



**If YOU don't like where you are,  
then CHANGE it!**

**You're not a tree.**

R. HOLLIS



## Truer Than True

Who aren't you?

By: Patti L. Auber

**"TODAY YOU ARE YOU; THAT IS TRUER THAN TRUE. THERE IS NO ONE ALIVE WHO IS YOUER THAN YOU."**

(DR. SEUSS, *HAPPY BIRTHDAY TO YOU*, 1959)

**In my bedroom** I have a smallish side table that I purchased from a local art gallery. It has been painted in black and white and gold with blocks and stripes and blotches and flowers and swirls in the artist's exuberant style. And on it he included this quote, "Today you are you, that is truer than true. There is no one alive who is youer than you." This quote, I learned, comes from Dr. Seuss's book, *Happy Birthday to You*, published in 1959.

Dr. Seuss, aka Ted Geisel, aka Theo LeSeig, aka Rosetta Stone, was, I'm sure we all know, an accomplished and much-beloved children's book author. I read a bit about his life recently and I am of the opinion that he was "youer than you" in his own right.

What you may not know about Theodor Seuss Geisel is that besides being an author of children's books, he also was a political and editorial cartoonist, a commercial artist, a writer and illustrator for various literary and humor magazines, who also worked in advertising for several large corporations. During WW2 he drew posters for the War Production Board and the Treasury Department. He joined the Army and was commander of the animation department of the First Motion Picture Unit of the United States Army Air Forces. While in the Army he created a propaganda film and a series of Army training films. After the war he released

a documentary film, *Design for Death (1947)*, a study of Japanese culture, which won an Academy Award.

In his sixties, he began an affair with the wife of his best friend. The affair resulted in the suicide of his wife of 40 years, and his ultimate marriage to the object of his affection less than a year later. His second wife, 18 years his junior, came into the marriage with two daughters that the couple promptly sent away to school.

This man, who captured the minds of hearts of children with his books, had no children of his own. Indeed, he didn't really like being around children. When asked about this, he would say, "You have 'em, I'll entertain 'em."

Dr. Seuss lived a full and rich life. He worked to earn a decent living and expected no rewards, although he received many. He lived his life on his own terms, even when it meant he didn't meet others' expectations. He made no apologies for his choices.

Fancy that. The iconic Dr. Seuss was a flawed human being. But he embraced who he was and lived his life with gusto and purpose. His life was a success in spite of his foibles. He was human—his was simply a *human* life. What can we learn from his story?

I think that Theodor Geisel shows us that in order to be who we truly are, and are thus able to play to our strengths, we first have to accept who we are not. It may not be easy to let go of who we are not without guilt or apology. For many of us, the compulsion to live up to others' expectations is

too strong. I have a friend who told me in frustration one time, “What other people think of me is none of my business!” It was a startling idea to me, but after some time to think and digest it, I began to understand what my friend means. If I am honest with myself about who I truly am, I needn’t dwell on what others may think of me. Doing so will only get in the way of me being the best “me” possible. I think Theodor Geisel could have said that, too. Because he was focused on being himself as he was, he was able to accomplish a great and worthy body of work. We all benefit from his insistence that he was who he was. Maybe that was why he started out one of his most famous books, *Green Eggs and Ham*, with the affirmation of Sam-I-Am.

Insisting in your right to be who you are, and only who you are, is not selfish. It is self-preserving. History is full of famous people, like Theodor Geisel, who had to make hard choices in order to be their own version of “Youer than You.” Here are two more examples.

Gautama Buddha spent the first 29 years of his life as a prince with a wife and child and every luxury. He felt the calling to leave that life and live as an ascetic among the poor. He accomplished his life’s purpose in doing so, but he abandoned his family in order to achieve it.

Mahatma Ghandi was born into a comfortable merchant-class family and was the best educated of his brothers. He left a pregnant wife and widowed mother to study in

England. He became an attorney but was merely lackluster in his ability and enthusiasm for the job. It was only when he became a civil rights activist that he found his life’s passion and calling. This work eventually led him to lead the momentous struggle for Indian independence. He turned his back on much of his early life in order to become the person we know him to have been today.

Putting aside the need to conform to someone else’s ideals allowed Buddha, Ghandi, and Dr. Suess to define themselves according to what made them who they were. They learned who they weren’t and then went about being who they were.

The message for all of us, dear reader, is that only by learning who we are not—indeed, who we will never be—is the only way to clear the fog that obscures who we are. We must embrace and be grateful for who we truly are—all of it—with all our foibles and flaws. And that, dear reader, is truer than true. ■

*Patti Auber lives and creates in Canton, Ohio at The Studios at L’Auberge where she pursues various artistic and musical endeavors and interests. She designs greeting cards under the Queen of Ohio Designs label, and helps promote the art of a local artist and friend. Her website can be found at*

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*and she can be reached at*

[pauber0311@yahoo.com](mailto:pauber0311@yahoo.com).



**Patti Auber** putters, but she’s also an accomplished artist who should not listen to those negative voices because they’re wrong.

## Preview issue for Connie Podesta's List

# YOU..... ARE SIMPLY YOU

BY JAIME BRENKUS



© Depositphotos.com/monkeybusiness

**You've seen commercial** products advertised on TV, Radio, Catalogs, Magazine ads, and Billboard ads----and the media message is CLEAR:

- LOSE WEIGHT and BE SEXIER!
- LOSE WEIGHT and BE HAPPIER!
- LOSE WEIGHT, HAVE MORE FUN!
- LOSE WEIGHT, HAVE MORE FRIENDS!

What's the message here? Whatever you do...DON'T GET FAT! Keep in mind, most of this is Hollywood fluff...these models are air brushed, and they don't represent a realistic standard. So, try not to compare. We know it's human nature to compare; however, you and everyone on this planet will always fail by comparison. There's always going to be someone better looking, better body, more financially fit, etc...you name it.

Remember this about YOU:

- YOU are not "inferior."
- YOU are not "superior."
- YOU are simply "YOU."

YOU are not in competition with any other person simply because there is not another person on the face of the earth like YOU.

YOU are an INDIVIDUAL.

YOU are UNIQUE.

YOU are not like any other person.

YOU are not "supposed" to be like any other person, and no other person is "supposed" to be like you.

Like who YOU are ...right now. Your health depends on it.

Visualize what you want yourself to look like. Take a look at your picture each day. Everyone's ideal self is different. When you look in the mirror to check out how your thighs are shaping up, you may not be seeing yourself accurately. Try to draw your attention away from your problem part and take PRIDE in your whole body.

If you feel that you will fail no matter what, what do you think the outcome will BE? With just a little change in attitude YOU can find good in any situation. The beauty of this is that YOU have complete control. You can change your self image. You are the director of your own movie. Those "big hips" have now become "not bad" for someone who works as hard as you do, or has 3 kids, etc...You're doing the BEST you can do for yourself at the present moment. You need to find a realistic view of yourself. Somebody you're comfortable with—you're creating a new YOU.

***This new YOU is .....  
Someone you can trust and believe.  
Someone you can be proud of.  
Someone who has unlimited self-confidence.  
Someone who has a positive self-outlook on himself  
and others.***

What you believe determines your relationships, not just with others, but also with YOURSELF. ....so be nice.

I have found throughout my career, that the only way for you to become healthy is to spend time working on yourself. However, this isn't always a simple objective.

It's so easy to let the demands of family, work, friends, and other commitments take precedence in your life. For example, time for working out may get replaced by the need to become a taxi cab for your kids to and from their soccer matches and dance classes. Or, time for preparing healthy meals may get nixed because that work project requires extra hours — leading to more last-minute trips to the drive-through.

While shortchanging ourselves and our goals to meet the needs of others often seems like the right thing to do, it isn't a good long-term strategy. Eventually, without your own needs being met, you get depleted and when you're empty, you can't fill up anyone else. You need to keep your energy up.

Making yourself a priority isn't selfish — it's necessary to keep you from burning out and becoming ineffective.

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# Life's Journey

## Find Your Place to Stand and Build the Right Future

by Darryl S. Doane, Rose D. Sloat,  
and David S. Doane

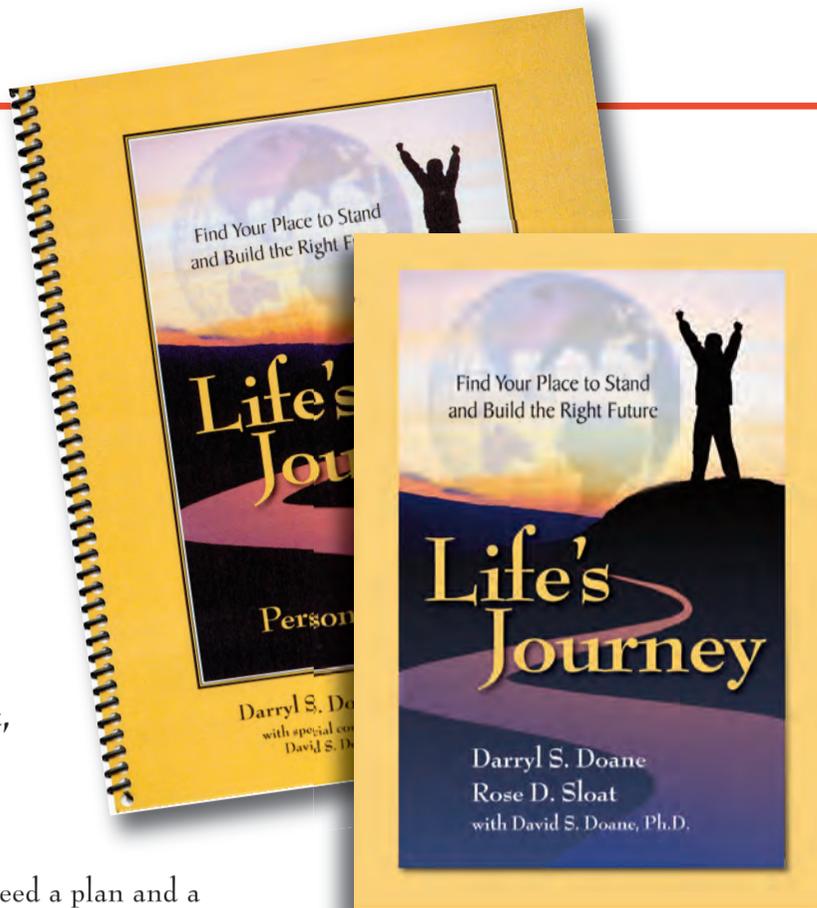
To truly succeed in business and life, you need a plan and a process. *Life's Journey* guides you in developing both. It is packed full of practical ideas, tools and action steps both individuals and organizations need to take stock of where they currently are, set their goals and priorities and achieve them.

The book will systematically help you:

- Identify forces in your life that are significant factors right now
- Encourage you to take charge of your life
- Direct you to make specific decisions that positively impact your life
- Empower you to take action for positive change
- Provide the means to take control of your own future

The book is organized into 27 life units that represent the steps in your journey. They focus on values, partnerships, passion, creativity, dreams, confidence and 21 other areas of life. Each life unit includes three sections. Insights are thought-provoking and fundamental questions we never take time to ask ourselves. Musings from the Doctor are comments from Dr. Doane that will give you additional insight. Life Unit Discoveries will help you determine the actions, behavior, knowledge, and skills that will move you to your future.

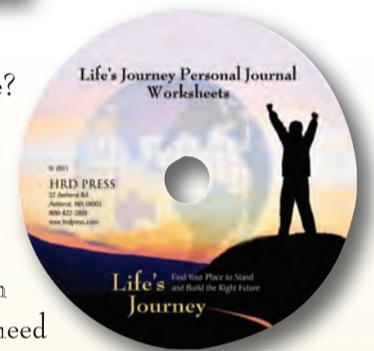
Designed to stimulate self-inquiry, *Life's Journey* asks the tough questions: What do you really care about? What do you value about yourself? Do you listen to others? Communicate your feelings? What is your attitude toward change? Easy-to-read and practical, this guide to business and life success from the inside out will be valuable to people of all ages and occupations, especially supervisors, managers, and leaders who want the deeper self-awareness required to advance in their careers.



# Life's Journey Personal Journal

You've read *Life's Journey: Find Your Place to Stand and Build the Right Future*. You've created a master plan and action steps for creating your own

future. Where do you go from here? Take the next steps with *Life's Journey: A Personal Journal*. This companion book draws on all you learned about yourself in the authors' first book to take you even farther along your journey. If you need an extra dose of motivation, this journal is just the thing to help you stay focused and committed.



A journey begins with one step at a time. This journal provides more than 65 lined pages which you can date and use to record your daily, weekly, monthly and yearly progress. Use it to document your questions, concerns and feelings and you'll have an insightful and revealing record you can go back to and review from time to time. The authors introduce a unique "wheel of focus" which is important. It will help you figure out what tools, knowledge and skills will be required to successfully make your trip. It also will help with one of the most difficult parts of the process—taking specific actions. Interspersed throughout the journal are quotes from famous thinkers—such as Ralph Waldo Emerson, Benjamin Franklin and Socrates—that are motivating and interesting and add depth to the pages.

Dedicate yourself to using this journal and you'll gain a visual awareness of:

- Where you are right now and where you want to be
- Your strengths
- Opportunities for improvement and growth
- Your pros and cons, pluses and minuses
- The total package that makes you who you are

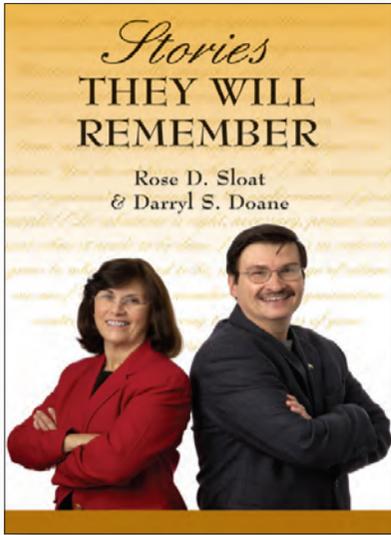
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Have you ever needed just the right story to drive home your message in a speech, presentation, training session or meeting? Then this book is for you.

*Stories They Will Remember* contains a collection of 40 powerful stories gathered by training and development specialists Rose Sloat and Darryl Doane over 30 years of personal and professional experiences.

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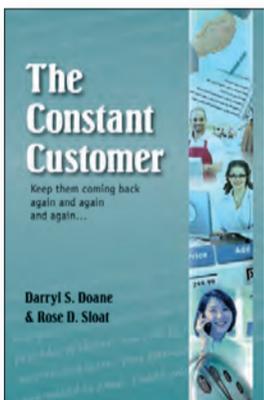
Storytelling is a recognized and established tool to build recognition and ownership of “what is right” within an organization... increase the cohesiveness of teams... and touch the hearts of others. Yet many professionals don’t take full advantage of storytelling because they are unsure how to tell the right story—at the right time.

In this practical book, the authors discuss each story and its various applications to help make it easy for you to select the best story for your situation. They also include guidelines for developing your own personal stories.

Each of the sections is organized as follows:

- Applications—suggestions for using the story, including three key applications
- The actual story
- Other insights—questions, comments, ideas and food for thought designed to spur your creativity as you apply the story

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## Excuses, Excuses, Excuses...

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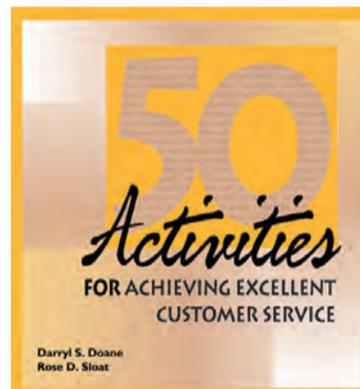
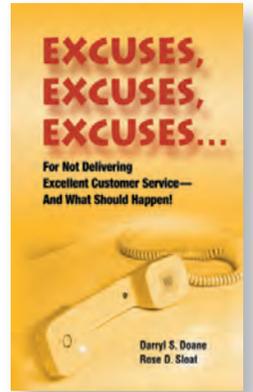
This insightful and funny handbook identifies everyday excuses for why customers don’t receive first class service—and suggests what reps on the front-line should do or say instead.

The authors—both established experts in customer service—highlight 117 excuses commonly heard and used, including:

- Excuse #1: My computer is down
- Excuse #4: We’re short-handed
- Excuse #13: I haven’t had time to get to it yet
- Excuse #49: It’s lunch time
- Excuse #52: The salesperson is with another customer
- Excuse #117: If you would bring up our Web page you would find that information.

The easy-to-reference format puts alternative responses within fingertip reach, making this a highly practical guide you’ll use over and over.

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“To be nobody but yourself in a world that is doing its best, night and day, to make you like everybody else means to fight the hardest battle which any human being can fight, and never stop fighting.”

– e.e. cummings

**You are a system of interrelated and interdependent parts:** body, mind, and spirit working together. And you are part of larger systems of interrelated and interdependent parts, starting with your marriage and family and increasing in size to your community, world, and cosmos. The total package is huge and complex. Can you live it in harmony and happiness?

On the body level, you probably do pretty well. Most of the hundred trillion cells that make up your body are coordinating their efforts so you can live healthily without even thinking about it. Maybe that is the trick, to not think and let nature take its course. No doubt we do too much thinking and not enough being. All we need to do to support the process of having a healthy body is to embrace a few good habits such as to eat well, exercise, and get enough sleep, and those few practices are too much for us at times.

You're not your body, but you are in body, and it's important to pay attention to this body. It's important to listen to the ongoing feedback your body gives not only about how you are as an individual but also how you are in the world. Ignoring the signals from your body is like ignoring the signals coming from the dashboard of your car – it can be disastrous. On a bigger level, Deepak Chopra points out that all that is, animate and inanimate, is made of the same material and comes from the same source, making your body part of the field that is the universe. What is happening in your body, says Chopra, is also happening in the universe, and

## THIS ONE'S ALL ABOUT YOU WHAT DOES IT MEAN TO BE YOU?

BY: DAVID S. DOANE, PH.D.

by listening to your body you are in tune with the universe. That sort of unitive thinking starts to make sense in this age of global communication and connection.

Another aspect of you is your mind, which refers to your mental processes including ability to think. The brain is usually credited with being the seat of the mind, the center of thought, the intellectual control room. Ambrose Bierce defined the brain as the apparatus with which we think that we think. Science seems to be discovering that there is thinking in every cell of the body. Your stomach cells think differently than your brain cells, but apparently they do think, constantly making adjustments to deal with all that comes their way in order to keep the entire system working smoothly. Your heart thinks in its own way. As Pascal said, “The heart has its reasons which reason knows nothing of.” To be sure, your mind is another miracle, available for you to use or lose. Use it well.

You also have a spiritual self. That statement is probably more controversial since many people don't believe in the spiritual, but I think your spiritual side can be defined broadly enough to be acknowledged by most everyone. The spirit is the life force, the awareness or consciousness, the spark without which you aren't alive. To the ancient Greeks, the spirit was the psyche, which was the breath of life, the uniqueness, the aliveness of a person, which actually is present in every cell of your body. When that pilot light goes out, you go out. Actually, the other way around is more true. According to the tradition of the far East, it's

when you drop your physical body that your spirit is free. In the words of Pierre Teilhard de Chardin, “We are not human beings having a spiritual experience, we are spiritual beings having a human experience.”

Another consideration is that there are many yous. For example, there is the funny you, the serious you, the hard working you, the sad you, the troubled you, the playful you, just to name a few. Some people are locked into being one way, ie, always the funny self or always the hard working self. But there are many yous, and there is a time and a place for each one of them. You are also a different you with different people, that is, there is you with your spouse, you with your children, you with your parents, you with your employer, you with your employees, you when by yourself, and you with others. How do you manage with all these yous?

It helps to realize that the many different yous are all you. You can be many different ways, display a wide range of different moods and behaviors, have many different desires, and they are all different aspects of one you. There are no separate or independent yous. You are one. At the deepest level, you are the consciousness that is aware of all these expressions of you and orchestrates the whole symphony. There are enough aspects of you to explore and incorporate into the symphony to last a life time.

Though there are many yous, they are all roles except for the real you at your core. It’s okay that there are many yous, as long as you don’t lose the real you. That is the you

to hold onto, stay grounded in, and always be able to go back to. That is the you to protect and not destroy or let be destroyed. That is the you that ee cummings says to never stop fighting for.

Sometimes it’s difficult to protect you. Life can be dangerous as well as complex. Life does many things to you. Sometimes you feel knocked from pillar to post. Sometimes you are so busy and stressed that you neglect your own self. That can be costly. Remember that you are the instrument with which you accomplish whatever you do, and you’re of little good to any one or any thing if you aren’t in good shape. Make it priority to take good care of you – body, mind, and spirit.

Not only are there a hundred trillion cells within you, but there are a hundred trillion planets, stars, and galaxies outside you. On the one hand, you are insignificant, only a speck in a massive cosmos. On the other hand, you are very significant, being the only you that there is. Just as the ocean is what it is due to every wave and every molecule in it, the cosmos is what it is due to your unique presence, and it would be a different place without you. Who you are and what you do makes a difference. That’s the law of karma.

Gandhi said, “Happiness is when what you think, what you say, and what you do are in harmony.” I want to take that further. Happiness is when your body, your mind, and your spirit are in harmony, when the many dimensions of you are in harmony, and when you are in harmony with the cosmos of which you are a part. That’s the total package, and accomplishing that is the challenge of life’s journey. ■



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[dsdoane@hotmail.com](mailto:dsdoane@hotmail.com).

"There is only one corner of the universe you can be certain of improving, and that's your own self."

- Aldous Huxley

"Make the most of yourself...for that is all there is of you."

- Ralph Waldo Emerson

"You are essentially who you create yourself to be and all that occurs in your life is the result of your own making."

- Stephen Richards

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It's all up to you to carry on!  
Give yourself permission to win from within!

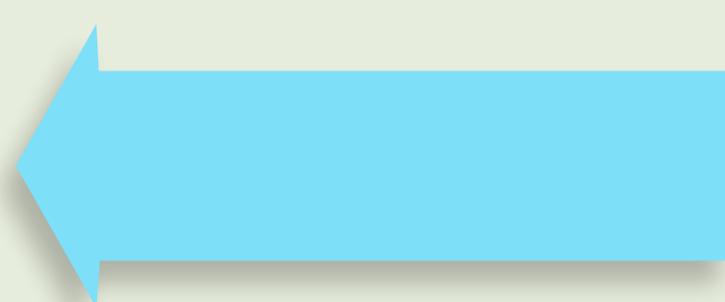
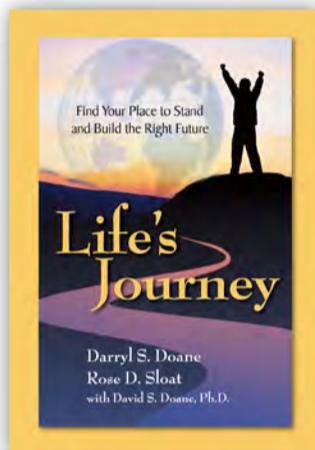
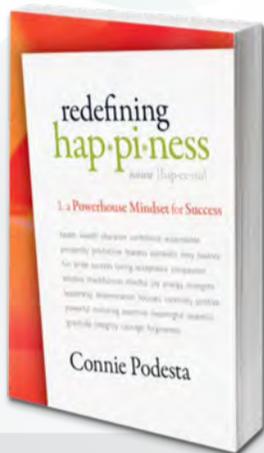
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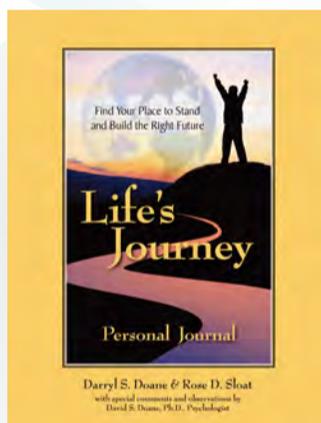
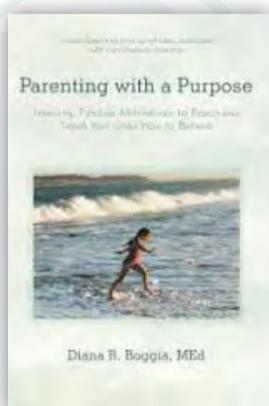
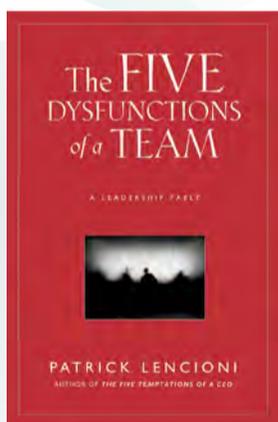
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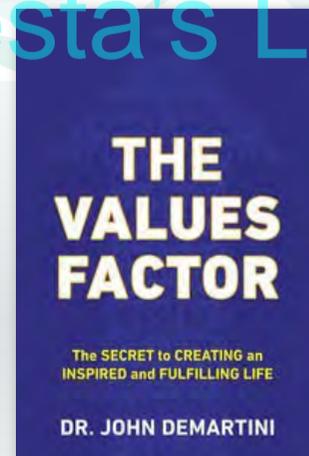
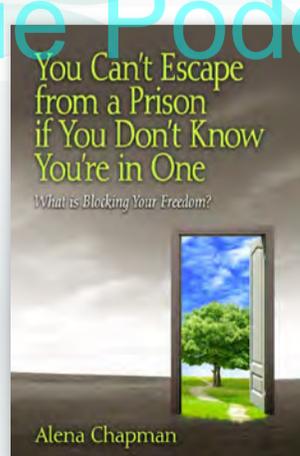
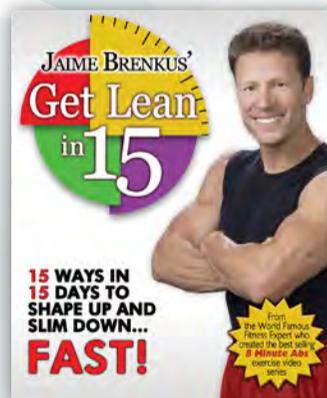
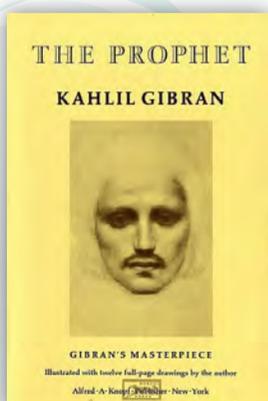
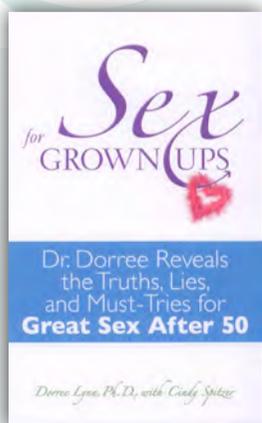
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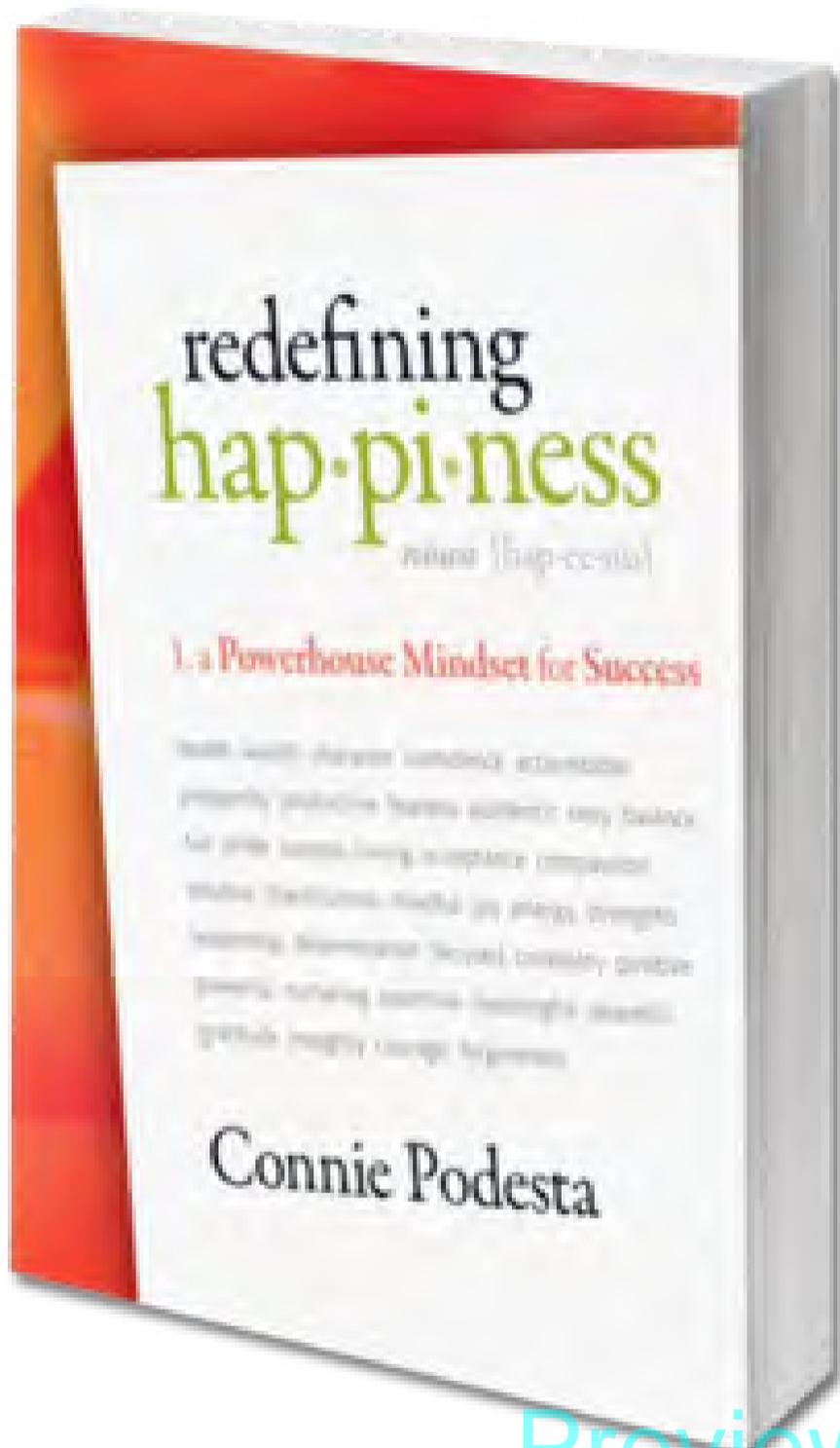
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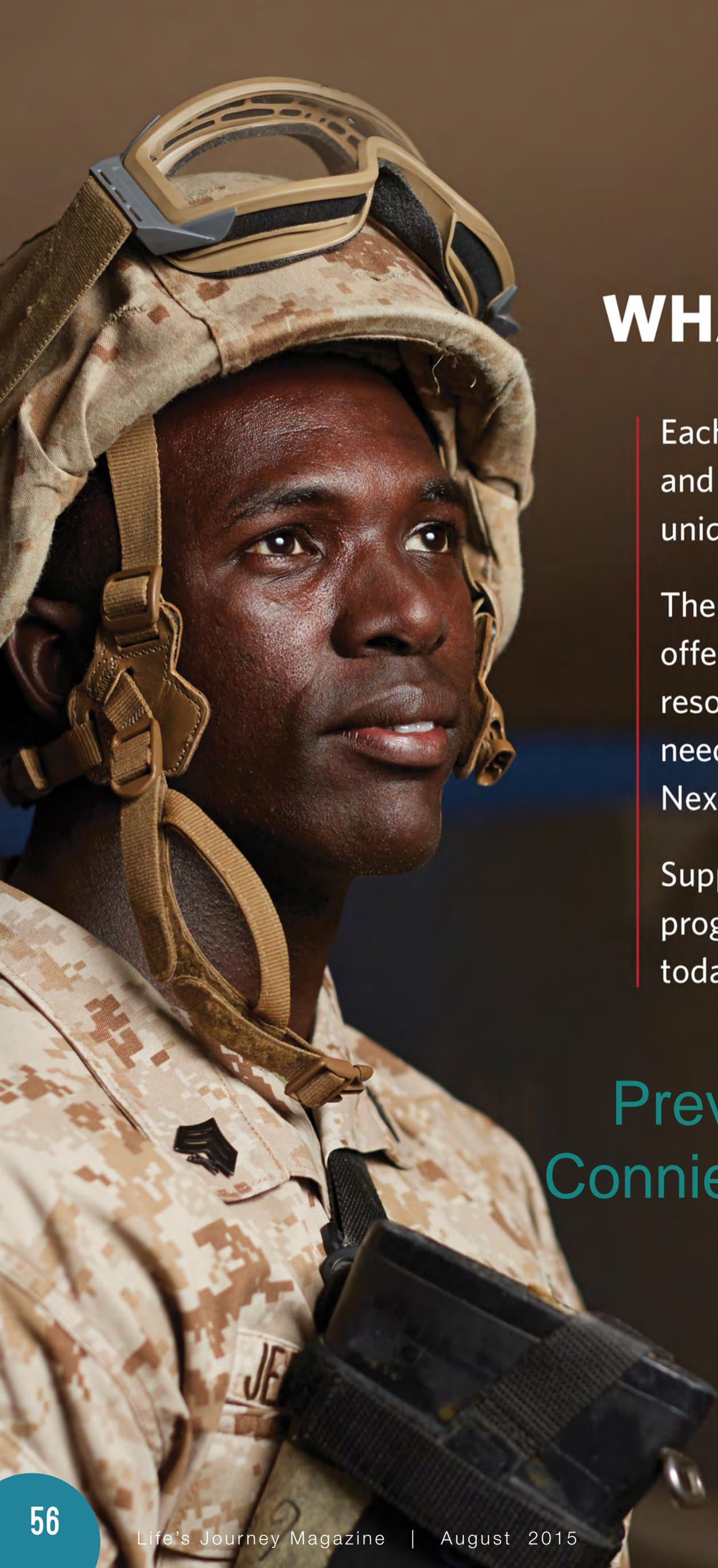
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- **Marguerite Kirst**  
*VP, Marketing USO*

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*Life's* **JOURNEY**

Professional & Personal Wholeness™



## The Right Self

You are the master of you if you so choose to be. However, you must allow yourself to face your own reality and your own truth in order to achieve true mastery. Where better to begin as you discover your place to stand than to delve into your own life. Someone once said that you will always be the best you that there is on the entire planet, but you will always be the second best anybody else. It certainly is worth taking the time to focus on you. Your experiences, family, friends, education, faith, and influences have all contributed to the sum total of who you are at this moment in time. You do not have to accept whatever life throws your way. You can push your own boundaries and set your own limitations and parameters if you allow yourself that choice. You may have greater control over your own destiny by giving yourself permission to accept control over the direction your life will take from this moment in time forward.

“I give up all hope of a better past.” You cannot go back five or ten years in your life and change things that have already taken place. You cannot even go back to yesterday or one hour ago for that matter. What you can impact is every moment going forward—your future.

When you take account of yourself by identifying not only your strengths but your weaknesses, this awareness is knowledge, and knowledge is power, providing you with the thrust to make a difference in your own life.

You will notice that these items concerning you are not presented in any particular order because people are not laid out in a particularly uniform manner. What a web we have each woven. In the Journey of Self-Discovery section, we have thrown all sorts of combinations of thoughts at you. Remember, no one else is going to read or view this information without your permission or knowledge. To build on your designated place to stand, please be blunt. Tell it like it is! Don't hold back your true and sincere feelings. You want and need to build upon a structure that is the real you. Don't paint a portrait of someone else. This is a self-portrait, and you want it to be a true reflection of all those things that together equal you.

*“Know thyself.” – Socrates, 470–339 B.C.*

### A Journey of Self-Discovery

You must look at the total package that makes you, you—not just the positives, but the negatives as well to locate your true place to stand.

**NOTE:** Consider each of the following as it relates to you. Be as specific as you possibly can.

#### **My most embarrassing moment(s):**

Describe each moment. Why was it embarrassing?

#### **Stressful situations (good and bad):**

Meeting deadlines, marriage, birth of a child, graduation, new job, divorce, daily pressures: Traumatic times in my life: Accidents, deaths, divorce, losing a job, sickness, financial problems, end of a relationship:

## Failures:

Not making a team, not getting a job, not accomplishing a goal, not being chosen:

## Negative feelings:

Being left out, not being respected, not being treated fairly, feeling unworthy, unloved, inadequate:

## These are the gifts that I personally bring to:

Family:

Friends:

Relationships:

Workplace:

Organizations I belong to:

## These are items that have influenced me in my life. I feel they have truly had an impact on me:

Books:

Songs (lyrics):

Music:

Poetry:

Plays:

Sermons:

## People who have made a difference in my life:

Who are the individuals who have had a significant impact on me?

Teachers/Professors/Sages:

Mentors:

Coaches:

Religious/clergy:

Parents:

Brother(s):

Sister(s):

Spouse(s):

Significant Other(s):

Coworkers:

Friends:

Others who have made a difference in my life:

My dearest friends—those who have a special place in my heart:

Qualities I have observed in others that I have admired:

Experiences I have had that had a major impact on my life:

Faith—moments of spirituality that moved me:

Meaningful organizations I belong or belonged to:

Political events or moments that have influenced me:

Sports events or moments special to me:

My heroes—past and present:

My leaders—past and present:

Here are the things for which I would personally take a stand for:

I feel that these are my greatest accomplishments in my life thus far:

These are my dreams and my hopes—the items I want to accomplish on my own personal journey:

## Me:

I must recognize my limitations or opportunities for growth as well as my attributes.

- Is the level of education I now have adequate for my goals?
- What is my current job status?
- What goals do I currently have for myself?
- What will it take to accomplish those goals?
- What is my financial situation?
- How can I improve financially?
- How do I feel about my spirituality?

## Family:

What impact do my personal thoughts, ambitions, goals, and feelings have on my family?

- Am I married? Am I divorced or single?
- Do I have children? Do I want children?
- Do I rent or plan to own a home?
- What kind of car do I want? Is it appropriate for my family situation?
- Do I have a pet or want to be responsible for one?

## Business/Occupation:

- Am I self-employed?
- Partnership?
- Small business?
- A member of a large company?
- Here's how I feel about the company I work for.
- What perks do I receive: benefits, travel, retirement, other?
- Do I have a passion for what I'm doing?

Preview issue for  
Connie Podesta's List

You will always be the best you that there is on the entire planet, and you will always be the second best anyone else. So, it is worth spending the time to focus on you.

We each live in a mass of roles. Roles are the parts we play and the function provide. There are personal roles such as parent, spouse, grandparent, brother, sister, and so forth. There are social roles such as friend, neighbor, customer, club or organization member, and many others. Then there is your professional role such as business owner, salesperson, administrator, teacher, professor, counselor, manager, supervisor, etc. Some roles are superficial, short term, or easily put on and taken off like a coat. However, your professional role is a consuming role. It is a challenge to not get lost in your professional role because it is such a huge part of all that you do.

We were talking with a lady who had her own business in her home for 30 years. For the first time in all of those years, she decided to move her office out of her home and into a commercial location. Her 23-year-old daughter was livid. When the mother asked why she was so angry, the daughter said, “All those years when I was growing up I didn’t live in a house, I lived in an office. When I brought friends over, they didn’t come to my home, they came to your office. Now I’m graduating from college and you finally move the office out of our house.”

As life is, you often cannot be much of your own person while in your role. You’re not supposed to because you have a job to do. If you break role and be much of your own person on the job, you can easily lose necessary focus of attention, cutting your own throat so to speak. So what do you do? How can you hold on to your person as you are consumed by your professional role? The first thing to understand is that personhood and role-hood are two different phenomena. Each is important. Each has its place. A balance must be struck between the two. For most of the challenge is to not let the role over run you. What you do in your career is your role. It is not you. It is what you do. It is not who you are. Behind the role is the person and the person is the primary—the core and foundation upon which all else is built. The person has the role, not vice versa. Someone once said that thinking makes a fine servant and a poor master. Likewise, a role makes a fine servant but a terrible master.

How often have we heard of people who retire, and shortly after, they die? With no purpose they are lost. They have no sense of direction or foreseeable continuation of their journey.

Also helpful in holding on to your person is time alone—time with yourself and for yourself. We were talking with a lady who related to us that she had been a wife and mother for 30 years. She had completely dedicated herself to her family. That had been her role, her identity. Now it was time for her to focus on herself and have a life. We have all the time there ever is going to be. There will never be any more time. We must strike that balance between person and role all along the journey, not near or at the end of it—time with you and for you. There are people who take time from the busyness of their roles to relax, reflect, meditate, take a quiet walk, stretch, take a few deep breaths, and smell the flowers. Western society says, don’t just sit there, do something. Eastern philosophy says don’t just do something, be there!

Your time with others can also be nourishing if it is the right kind of time. Social time with colleagues that helps the most is when you are out of role and relating personally rather than participating in shop talk or public relations. The most helpful social situations are those when you are present as “person” and not kept in “role” in some way. We are most our truest person when we are most “role-less.”

What nurtures person-hood the most is time with intimates. An intimate is someone with whom we are free to be our real self. That typically means a sibling, a real friend, a spouse, or a significant other. Those moments with a spouse or significant other are usually the most personally nurturing because that is the relationship in which a person has the right and actually the responsibility to get fully out of role and into being a real whole person. So when you do have those moments to be your real whole self, cherish those moments. Remember that your role is an extremely important and special role. It is a blessing. It can also be all consuming if you let it. Our strengths can often become our weaknesses. Don’t let it consume you. Do the role the best you can each day and then let go of the role and be the person that you are. Our prescription for good health is for each of us to spend more time with self, more time with real friends, and most importantly with your spouse or significant other. Cherish and nurture those relationships—they are lifesavers.

## Respond to the questions that relate to you.

- If I were my spouse, would I marry me at this time in my life?
- If I were my boss, would I hire me?
- If I were my friend, would I continue the relationship?
- If I were my child, would I be proud to be a member of my family?
- If I were my coworker, would I enjoy working with me?
- If I were my counselor, what advice would I give to me?
- If I were my mentor, what wisdom would I share with me?
- If I were my priest/minister/spiritual advisor, what council would I give to me?
- If I were my brother, would I be pleased to have me as a brother/sister?
- If I were my sister, would I be pleased to have me as a sister/brother?

**Based on all that I have taken into consideration, this is the complete picture of me and where I am right now in my life. ■**

## MUSINGS FROM THE DOCTOR

**"AND NOTHING, NOT GOD, IS GREATER TO ONE THAN ONE'S SELF IS."  
- WALT WHITMAN**

A person uses the word "self" many times every day. Yet, self is vague and difficult to define. Carl Jung said self is indescribable. Yet, we try.

Self is a person's core, a person's most basic identity. Thomas Malone pointed out in *The Art of Intimacy* that self is different and separate from "I." He noted that many writers have used the concept of self as a synonym for soul. If it is important to save one's soul as most people believe, it must be important to save one's self. However, a person is not always together with his core or soul and is not always integrated. A person can be beside his self or up against his self. He can even be his self's own worst enemy.

A person needs integration. He needs to get himself together and be with his self rather than beside or against his self. A person's self warrants attention and nurturing. Each person has the challenge and responsibility to nurture self. A person is meant to learn and grow throughout a lifetime, not avoid self-growth and the work it requires. Nothing removes that responsibility—not age, not marriage, not chil-

dren, nor position in life. And, when a person uses any of those realities to avoid self-work and development, he is doing his self, his soul, and his life a disservice.

Each experience in life is an opportunity to learn more about self. In learning more about self, in growing, a person becomes more fully alive. For those who are religiously oriented, learning and growing are a person's religious responsibilities. As St. Irenaeus stated in the second century, "The glory of God is a person fully alive."

Be careful in comparing yourself to others. Find yourself and be your self. Don't be an imitation of someone else. "This above all: to thine own self be true," wrote Shakespeare in *Hamlet*. The more you find your self, the more you be your self. The more you be your self, the more you find your self. As the best athletes say, compete against your self, and become the best self you can become.

A person learns by listening and expressing. Listen to your own inner self. Listen to the interests, yearnings, feelings, and thoughts of your self, and express them. Writing them down may help. Give your "self" the chance to be. As found in the Talmud, "If I am not for myself, who will be for me? And, if I am only for myself, what am I? And, if not now, when?" ■

## GIVE YOURSELF THE CHANCE TO FOCUS ON YOUR "SELF."

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## A READER COMMENTS:

### Dear Life's Journey Family,

Help, I'm lost! It seems like after graduating from college and landing my first job things seemed to be going pretty well. However, I now seem to be at a standstill with my life. I am uncertain as to where I am going and for that matter how I am going to get there. I feel like I have been wandering aimlessly about with no real purpose. Life's Journey Magazine has awakened me once again! Any additional advice?

*Laura M.* - San Diego, California

Hi Laura,

You have already made a great move in the right direction by being involved with Life's Journey Magazine. The guidance and advice you receive each month is priceless. We recommend that you check out the January 2014 issue where Bob Proctor was the Featured Guide. Bob is a master on Purpose, Vision, and Goals and his two part exclusive article contains incredible advice. One item that is so important is performance. After you listen, read, and think about all the good advice and literature you must give yourself permission to act. You can't just be a goal setter but a goal achiever.

Just as a ship must have a course to properly plot out its journey, arrive at each port of call on schedule, and proceed on its way at the appropriate time, always focused on its direction and "the big picture," so, too, must we.

We have included one of our stories which relates to vision, mission, strategic objectives, sense of direc-

tion, core competencies, and core values, which must all support and complement the identified direction relating to an individual's concerns. You need to know where you are going and these are the critical elements that once identified will greatly assist with your sense of direction. These should all be in alignment with each other or they can produce (as you are experiencing) such things as confusion, chaos, catastrophe, and a sense of being lost. When your goals support your mission, which in turn complement and support your vision, you will successfully chart your course.

Many years ago we ran across a poster that said: You need to discover your purpose, vision, and goals to get that directional beacon working for you. ■

### The Story: Where are You Going?

Remember the story of Alice in Wonderland where Alice is wandering down that road that is taking her on her journey? She comes to an area where the road divides and goes off in two directions. "I don't know which road to take," says Alice. "Where are you going?" asked the Cheshire Cat in the tree nearby. Alice responds, "I don't really know." "Then it doesn't matter which road you take," says the Cheshire Cat. "It will take you there."

Back in the 1960's there was a poster that said:

Crossroads Café is here for you to tell your stories as if we were sitting together in a sidewalk café. Share with us those moments that you laughed & learned something. Ask questions and see what you get for answers. This page is here for you, the readers, to interact and learn from each other.



"Chances are if you don't know where you are going, you're probably going to end up someplace else and don't be surprised when you get there."

Each of us needs to have our own personal compass, our sense of direction, as to where we are going and how we are going to get there.

Having that identified direction is so important. One does not usually plan a trip without a destination, a planned itinerary, or a map to make certain we make the best use of our time. Our life's journey needs similar attention to enhance our chances of a safe, meaningful, and joyful trip. ■

Journey on!

*Darryl S. Doane*

*& Rose D. Sloat*

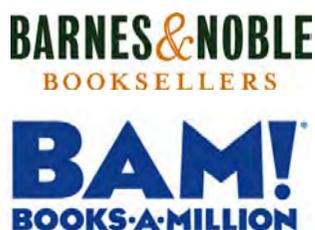
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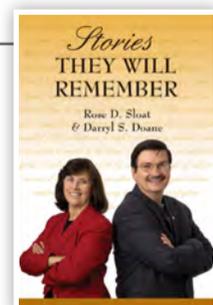
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**Stories They Will Remember®**  
Darryl S. Doane and Rose D. Sloat

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We consider this to be an absolutely critical portion of the magazine for this is where you take the guidance that has been shared and incorporate it into your normal everyday behavior. Remember that this is a performance-based magazine with the primary goal of assisting you in the creation of your right future while having a purposeful journey! It is up to you. It is your choice! Please give yourself permission to make a difference!

**Featured Guide: Connie Podesta**

**Top Ten Things to Quit Now!**

**- To Be a Happier and More Successful Person**

As Connie states in her article, "You don't need money, time, or a degree to QUIT. Just need determination, perseverance, and the deep desire to make your life better. So QUIT procrastinating and wasting time. There's a whole world of happiness just waiting for you." Here are ten "action items" to ask yourself right now!

**Ask yourself.** What are you waiting for to be totally happy? Whatever it is, can you see how your unhappiness can be the reason it's out of reach or even pushing it away? Can you change that and give yourself a better shot of getting what you want? Start now!

**Ask yourself:** "Do my feelings about my past affect the quality and happiness in my life today?" If so, what can you do to change that?

**Ask yourself:** "Do I take ownership of my choices and their consequences?" If not, begin today to step up and be responsible for your own life. Others will treat you better the minute you do and your happiness and success quotient will skyrocket.

**Ask yourself:** When things don't go as planned, do you let negative emotions take over making it impossible to find solutions? If so, rethink your choices, put your brain to work exploring new options, creating new opportunities, and discovering the power that happiness can provide.

**Ask yourself:** Are you happy with yourself and with your choices? If not, do whatever is necessary to figure out why. Fix yourself first. Then others will follow your lead.

**Ask yourself:** What scares you about stepping out and discovering new things? Does that fear push you forward or paralyze you to maintain status quo? Tip: Just go for it and let the fear push you to greater heights.

**Ask yourself:** How often do you communicate assertively—without game playing? What emotion are you most likely to resort to when you want your way—hurt or anger? Avoid game playing and people will trust and respect you more.

**Ask yourself:** What kind of choices are you making that contribute to your stress, unhappiness, and unhealthy relationships? YOU have to change YOU first. You'll love the results when you do.

**Ask yourself:** When life doesn't go as planned do you fight for your right to be happy as hard as you fight for your right to be sad or angry?

**Ask yourself:** Are you waiting for happiness to find you? Do you believe you deserve to be happy without working as hard to get it as you would anything else important in your life? If so, reassess your thinking and re/evaluate your options. Happiness is there for you but you have to want it bad enough to go after it! Starting now!

Note: Please read the complete exclusive article by Connie Podesta in this issue.

**(Psychological Wholeness) David Doane, Ph.D.**

This One's All About You – What does it mean to be you?

1. Remember, there are many yous – embrace them all.
2. Be your real you, not someone else's you.
3. Take good care of you – body, mind, and spirit.

**(Family Wholeness) Diana Boggia, M.Ed.**

Become inspired! - And rekindle your parent power

1. Listen quietly, but when you do ask questions, ask what (s)he could do differently, or did (s)he feel good about the outcome. This gives your child the opportunity to problem- solve, and take some pressure off from you to resolve all the problems.
2. When you feel your children aren't listening, get within close proximity and use an "I message." Start your sentence by saying, "I was surprised (or disappointed) to see that..." "I messages" minimize defensiveness and create a neutral environment for resolution.
3. Make a list of what you will do the following day to reset and reenergize.
4. Be always mindful of the parent you wanted to be.

## (Transitional Wholeness) Patti Auber

Truer than True - Who aren't you?

1. Part One: Decide for yourself who you aren't. Make a list, or journal entry, or personal statement, or whatever inspires you, that starts with the words: "I am not..." Add to the list adjectives that you know do not describe you, even though you may wish they did. This will be a personal reflection, not to be shared with anyone, so you can be brutally honest with yourself.
2. Part Two. After you have accomplished the list of what you will never be, then create a heading thus: "...but I am..." Here is where you can give thought to what you are. Please note, I don't mean that you should answer what you will never be with a reason; for example, I will never be graceful, because I am clumsy." This is where you define what makes you the unique person you are. All the funny, quirky, happy, sad, important, simple, difficult, passionate attributes that make you "Youer than You." Need some help coming up with words that describe you? Try this site: <http://www.compatibilitycode.com/book-resources/personal-qualities-list/>, which lists 555 personal characteristics. Surely you can come up with a couple dozen or more that you know to be descriptive of you.
3. Part Three: Keep adding to both lists as other items occur to you. Don't judge the attributes that occur to you. The qualities that you may feel are negative ones are often the flip side of our strengths when they are misused or overused. Don't judge! It is what it is! From time to time look over your lists. Remind yourself of who you are in your own mind.

---

## (Relationship Wholeness) Dr. Dorree Lynn

New Column!!!

Resolve>Dissolve>Evolve

Focus on the Whole You - The Process of Achieving Wholeness

Suggested ways to achieve your personal goal:

1. Embrace change.
2. Ask for help.
3. Use positive affirmations.
4. Remember to live with gratitude and grace.
5. Whenever possible, treat yourself and all in the world with kindness.
6. When the going gets tough, persist and persevere.
7. Live with a sense that you deserve abundance.
8. Courage counts. Courage requires leaving the known and familiar and entering new vistas. This requires facing fear.
9. Believe in yourself. You can achieve.
10. Humility and pride are two sides of achieving. Embrace each appropriately.
11. Enjoy your life ride.
12. Cry, laugh, dance, and love.
13. Keep your goal in sight.
14. Take each moment with awareness, as it comes.
15. Be proactive and choose your actions with care.

## (Financial Wholeness) Brian Bowers

Dream a little for YOU! – The will to do it!

You cannot take on everything in your life you want to change all at once. I would suggest taking these 6 steps to begin working on a new you:

- 1) Set one physical goal for yourself and take action on achieving it.
- 2) Set one spiritual goal for yourself and take action on achieving it.
- 3) Set one financial goal for yourself and take action on achieving it.
- 4) Set one occupational goal for yourself and take action on achieving it.
- 5) Set one family goal for yourself and take action on achieving it.
- 6) Set one intellectual goal for yourself and take action on achieving it.

Make sure your goals include the following elements: a time element; measurability; achievability; and a clear definition. For example: "I will practice a whole body stretching routine, for 30 minutes, twice a day for 30 days." Even if you haven't worked out for years, at the end of 30 days, you will feel better and can set a new goal that continues your stretching routine and incorporates walking or yoga or some other form of exercise. What you want to do is build a good foundation and add to it.

---

## (Fitness Wholeness) Jaime Brenkus

YOU - Are Simply You!

**1. Circle your workouts.** This week in your day planner make sure that you write down what time and what day you're planning your workout sessions. No one gets that time --its reserved for only you--and don't cancel on yourself.

**2. Set Limitations.** One of the best ways to safeguard time for yourself is to learn to set limits. That might mean turning down other people's requests for your time. Saying no can be difficult at first—we all want to please the people we love or the people we work for—but it's a necessary skill.

**3. You First.** Spend some time this week finding ways you can put yourself first. It's good for you—and good for everyone who depends on you.

**4. Compromising Position.** Even in situations in which you don't feel you can say no, there may be room for compromise. You may not want to keep your kids from doing the activities they love, but that doesn't mean you have to be the one to drive them back and forth each day.

**5. Learn to say No.** Saying NO to a work project may not be the best idea for your career, but you could talk to your boss about your needs and ask for some control in sched-

uling those extra hours. Be assertive. This is the only way people will understand your frustrations and

**6. Don't be a 'Yes' man.** Rather than immediately saying yes to everything, you could consider stating, "Let me think about how I can participate and get back to you." Then, rather than take on the whole job, you could take a piece of it. For example, saying, "I can work with the caterer if you can find someone to handle renting the tables and chairs."

Learn it, Live it, Lose it...you'll Love it !!

---

**Rose Sloat and Darryl Doane (Your #1 Guides for Professional & Personal Wholeness)**

*Presented the excerpt from their book Life's Journey - Find Your Place to Stand and Build the Right Future!*

**Focus on the Right Self**

Respond to the following questions with that reading in mind.

What actions must I take to achieve this movement from where I am currently to where I want to be concerning the right dreams?

- What behaviors will move me from where I am to where I want to be?
- What knowledge must I acquire to achieve this new level?
- What skills must I acquire?

As you focus on these action items you will discover and be in a position to Focus on You - The total package! ■

Journey on!

*Darryl S. Doane & Rose D. Sloat*

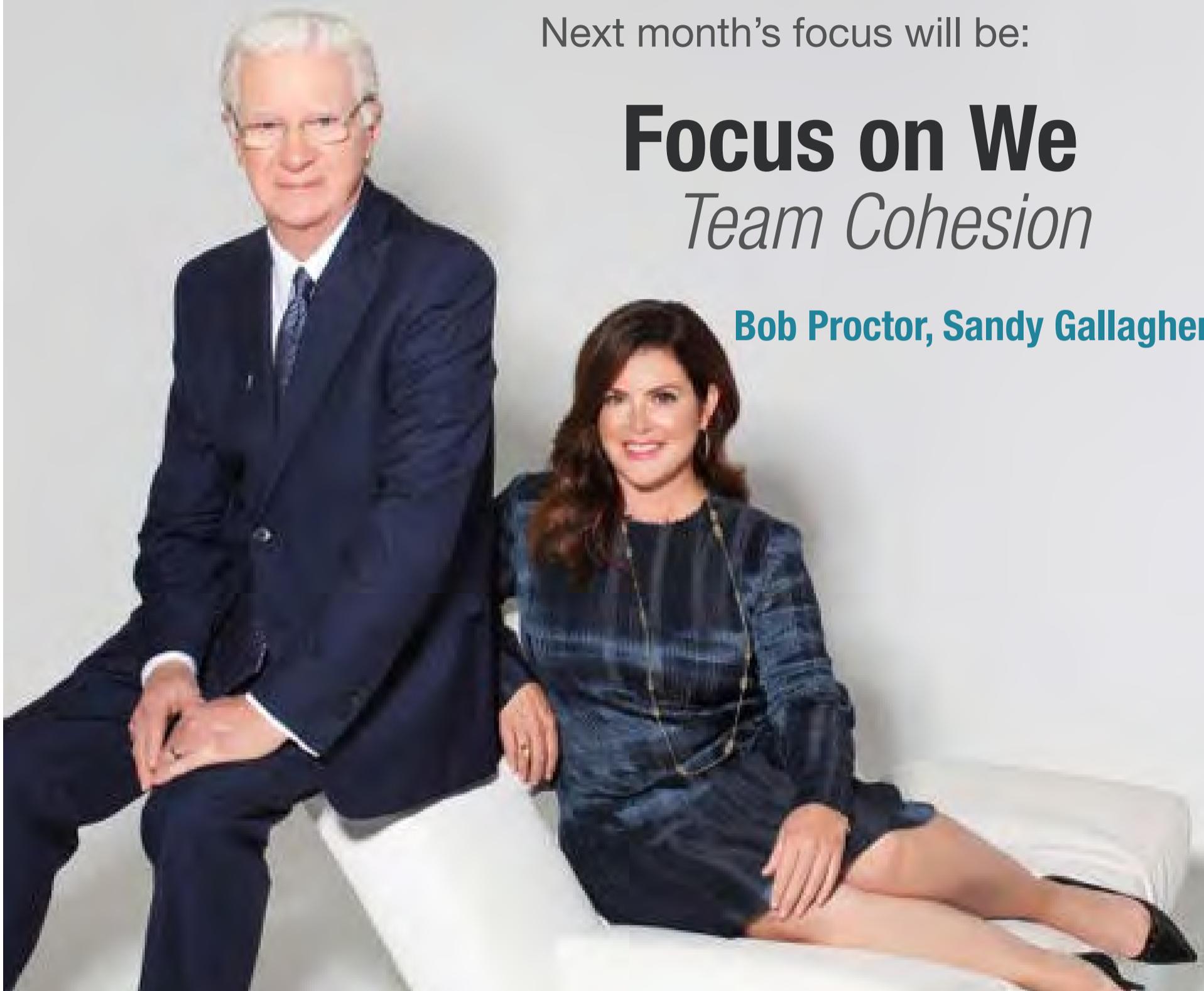


Next month's focus will be:

# Focus on We

## *Team Cohesion*

**Bob Proctor, Sandy Gallagher**



We feel like we have won the lottery and that our number has come up! When you are able to have not one but both leaders of the Proctor Gallagher Institute as your Featured Guides together in one package you have hit the jackpot!

What a dynamic duo they are and they will, of course, be accompanied by all of "The Life's Journey Family" to assist you to Focus on We - Team Cohesion!

Journey on!

*Daryl S. Doane & Rose D. Sloat*

Preview Issue for  
Connie Podesta's List



## BOB PROCTOR

CHAIRMAN & CO-FOUNDER



To millions of people across the globe, the name Bob Proctor is synonymous with success. Long before his role in the movie *The Secret* sent him into the realm of superstardom, he was already a legendary figure in the world of personal development. His insights, inspiration, ideas, systems, and strategies are the dimes on which countless lives have spun — the sparks that have ignited career transformations, personal epiphanies, inner awakenings, and the creation of million-dollar fortunes the world over.

Bob is the heir to the legacy of the modern science of success that began with the financier and philanthropist Andrew Carnegie. Carnegie's great challenge to the young reporter Napoleon Hill to discern a formula for success fueled Hill's creation of the renowned book *Think and Grow Rich*. Upon discovering this book at the age of 26, Bob's life changed in an instant, leading him on his own quest for the secrets of success. That quest led him to Earl Nightingale, the famed "Dean of Personal Development" who soon became Bob's colleague and mentor. Today, Bob continues to build upon and spread the remarkable teachings of these three giants.

As a speaker, author, consultant, coach, and mentor, Bob Proctor works with business entities and individuals around the world, instilling within them not only the mental foundations of success and the motivation to achieve, but also the actionable strategies that will empower them to grow, improve, and thrive in today's ever-changing world. Through the Proctor Gallagher Institute, Bob, Sandy Gallagher, and their team teach the principles, strategies and fundamentals that help people and organizations create the results they want in life.

Preview issue for  
**Connie Podesta's List**



## SANDRA GALLAGHER

PRESIDENT/CEO & CO-FOUNDER



*"What do I want to do with my life?"* Not long ago, anyone looking at Sandra Gallagher would have thought she had that question definitively answered. As an esteemed attorney with a successful career in banking law, Sandra regularly handled billions of dollars in mergers and acquisitions, IPOs, and other big-ticket transactions, and was an advisor to boards and top executives of Fortune 500 firms. She epitomized success in the classic corporate mold.

Yet an encounter with Bob Proctor set Sandra on an extraordinary new path — one that would ultimately change not only her life, but countless others. Through Bob's teachings, Sandra finally understood the "why" behind her lifelong success. Without realizing it, she had spent her life practicing the very principles Bob espoused, and exemplifying their power. She knew then that her next mission in life was to teach others how to do what she had done. And she became determined to join forces with Bob in order to fulfill that mission.

After their first collaboration, Thinking Into Results — Sandra's brainchild, which is widely acknowledged as the most powerful corporate transformational program of its kind — she quickly became CEO and President of Bob's organization. Today, as the co-founder, CEO, and President of the Proctor Gallagher Institute, Sandra shares international speaking stages with Bob and works closely with him and their team of professionals to provide coaching, training, and consulting on the most profound, powerful, and transformative concepts and strategies humankind has ever known.

Preview issue for  
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## FEATURED GUIDE

*Dr John Demartini*



### FEATURED GUIDE

*Dr John Demartin*

→ June 5, 2015

Dr. John Demartini is a leading authority in human behavior and leadership development. He is also a business consultant, an educator, and ...



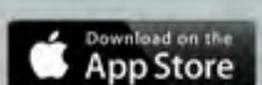
### June 2015 feat. Dr. John Demartini

Available on Apple Ipad's and Google Android Tablets

### Daily Words of Inspiration

Step Forward! #888 The significance of the choices we have made along our journey will often not be realized for some time, even years. However, the meaning will eventually be revealed as we stay our course, journey on D & R.

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### Our Life's Journey writers



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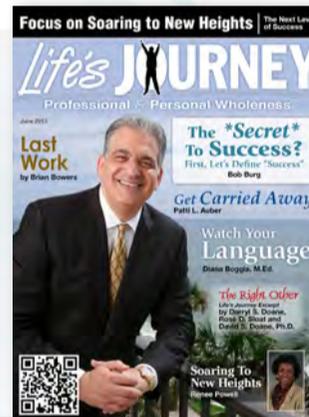




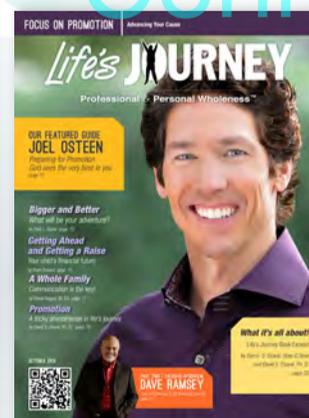
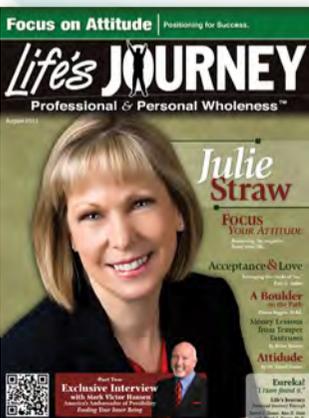
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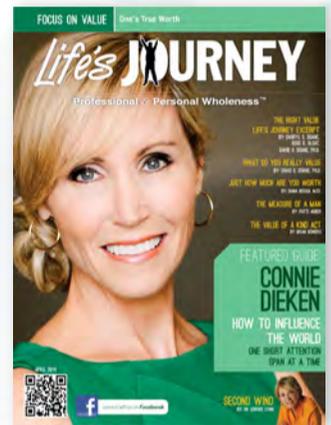
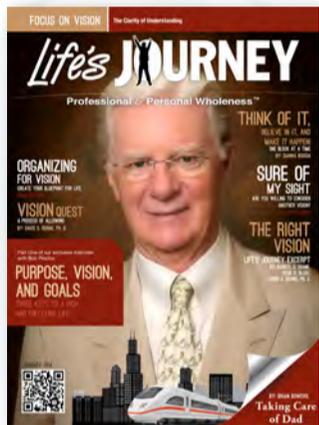
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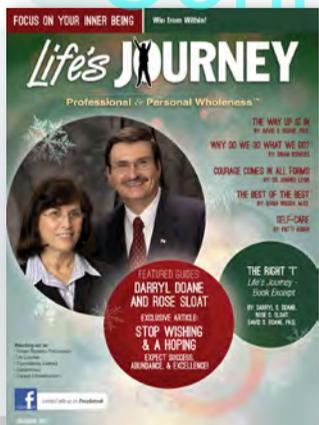
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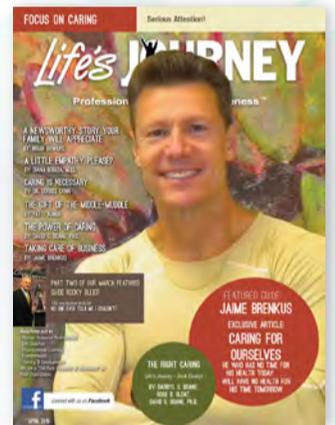
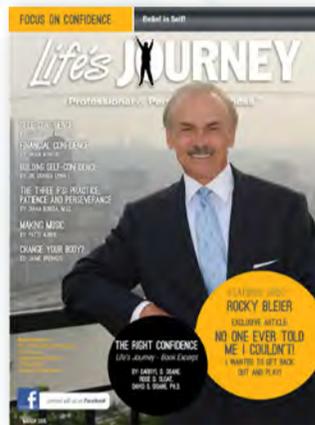


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