

the enlightened leader

IMPROVING THE QUALITY OF WORK AND LIFE

This Newsletter is
Produced by the
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Reflections from Izzo



A few weeks ago I met a training team from a large organization in the Midwest. As part of their training program for leaders, the instructors tell the attendees that there is going to be a surprise retirement party for someone in the session. The suspense builds all week as everyone begins guessing and trying to figure out who is on the way out. In the middle of one of the sessions, a group bursts in to the room replete with horns, hats and party attire-Surprise!

Then the attendees are told that it is, in fact, their retirement party. They are all sent out with an assignment: Go write the speech you hope someone will give at your retirement party. Let it communicate what you hope you will be known for, the legacy you have left behind, and the impact you have had on others.

It got me to asking that question of myself-what do I want to them to say at my retirement party? More importantly, what would they say RIGHT now if the party were held tomorrow? Then I imagined my family holding a retirement party for me as a parent or a husband (there is a more final name for that kind of party) and what I would want them to say about me. Again, I wondered what they might say right now if the moment came sooner than I thought it would?

We only get one chance at this good life and our various roles, how wise it might be to write the retirement speeches now. Print it out, read it every day and before you go home at night. And in small steps every day, try to live up to the words you envision. Trust me—it's isn't as easy as you think.

National Appearance Schedule Book Launch Events

July and August:

Writing, Family vacation and these two appearances
Aug 26 National Association of Realtors—Chicago, IL
Aug 29 Unity Church of Chicago—Chicago, IL

September 2004

Sept 2 [University Of Great Falls](#)- Great Falls, MO
Sept 9 [Manulife Financial](#) - Halifax, NS
Sept 11 [Cornwall Hospital](#) - Cornwall , On
Sept 17 [Bowen Workforce Solutions](#) - Calgary, AB
Sept 20 [Credit Union of Ontario Assn](#) - Niagara Falls, ON
Sept 24 [Scotia Bank](#)— San Francisco, CA
Sept 25 [HR Records Association of BC](#)—Vancouver, BC

October 2004

Oct 1 [Association of Legal Administrators](#)—Seattle, WA
Oct 5 [Benjamin Moore](#) - Kelowna, BC
Oct 6 [HRMA](#) - Winnipeg, MN
Oct 8 [Washington Hospital Association](#) - Seattle, WA
Oct 12 [Northern Gateway](#) Whitcourt, AB
Oct 20 [L. A. Coaches](#) - Los Angeles, CA
Oct 21 [St Joseph's Health System](#)—Palm Springs, CA
Oct 22 [Association of Legal Administrators](#) - Atlanta, GA
Oct 28 [People Report](#) - Dallas, TX
Oct 30 [Toronto Law Office Mgmt Assn](#)- Niagara, ON

November 2004

Nov 3 [Liquor Board of Ontario](#)— Toronto, On
Nov 11 [Ontario Event](#)—Toronto, ON
Nov 12 [Ontario Event](#)—Toronto, ON
Nov 13 [Credit Union Central of Alberta](#)—Edmonton, AB

The list keeps going... to be continued.

Speaking Availability?

Please call us toll free at: 1-604-913-0649 or
e-mail your interest to leslie@izzoconsulting.com

Activities to Work On

Good Morning, Monday!

How do you start each day? Does the alarm blare, then it's jump in to the shower, gulp coffee and possibly fight traffic before arriving at the office? What if you created a "morning ritual" that set the day off on the right foot? What would that possibly be for you? Some ideas to help you develop you own best start:

- **Sit for 10 minutes** of quiet time, alone, thinking of how you would like to **Be** this day- confident, productive, peaceful, laughing, joyful, efficient? Imagine your day unfolding as you would like it to and bring these positive intentions to your workday.
- **Create daily affirmations** or "new truth" statements to counter negative internal saboteur thoughts or old beliefs that might keep you from growing and succeeding. Thought starters:

Saboteur/Old Belief

You're scattered and disorganized....

It's too late for.....

I can't....

New Truth Statement

I am focused and making progress on.....

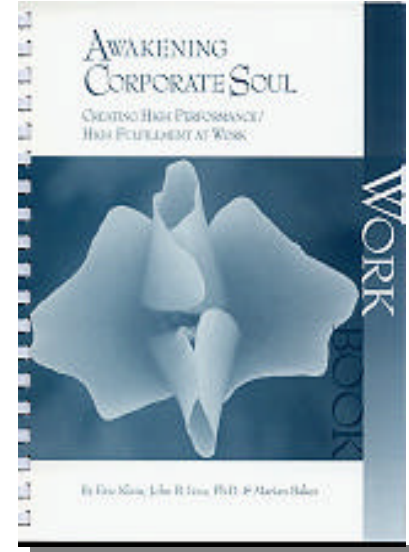
Now is the right time for.....

I am open and willing to.....

- **Have fun with "Post-it Notes"** on your mirror or 3x5 cards that you read aloud each morning and carry with you through the day.
- **Read a "thought for the day"** or other inspirational reading you truly enjoy. There are many little daily reading books available in bookstores everywhere. Go browsing and purchase the one that grabs your soul.



- **Start each day with a question** relevant to the four paths, such as, "How can I be of more service today? What small things could I do to make today more fun. How will I bring more of my whole self to work today?".
- **Listen to tapes** during your commute that will nourish you and fuel some positive energy for the rest of your day.
- **Stretch your body.** Move to stimulate the life energy in your system. Take a Yoga class for ideas on morning stretches, such as a Sun Salute.



From...Awakening Corporate Soul: The Workbook"

Want Great Service: Tell a Story

In our experience, one of the best ways for organizations to create great customer service is to consistently tell stories that reinforce what “you want to be known for.” When we tell these stories again and again, they reinforce the kind of service we aspire to. Here is a great example. At a hotel client of ours, they tell the following story to new hires:

A man rushed up to the front desk of the hotel at 7:45 in the morning looking desperate. “Do you know where I can buy a tie?” he inquired. The clerk at the front desk said “I am sorry sir but there is no men’s store open before 9:00 am.” The businessman then told the clerk that he had an 8:00 am meeting, a very important meeting for which is must have a tie. Excusing himself for a moment, the clerk came back moments later with three nearly perfect ties and held them up next to the suit until the man chose the one he liked . best. After thanking the employee the man turned a bit sheepish. “I hate to admit this, but I am not a guest at your hotel and never have been but am staying at a nearby hotel. My meeting isn’t in your hotel and I leave right after my meeting and can’t get the tie back to you.” Without hesitation the clerk said: “Not a problem sir, we hope one day we have the privilege to be of service to you again.”

The tie belonged to the general manager, it cost a lot of money, and the employee had no doubt at all about what to do. The story has been told hundreds of times and it reminds people-this is what it means to work here. **What are your stories and are you telling them?**

Comments or
Suggestions?
Do you know someone who
might benefit from our
newsletter?
Please feel free to
contact us at :
info@izzoconsulting.com
You can also contact us if
you wish to have your name
taken off our
mailing list.

Organizational Rituals: Keeping the Magic at Work

One of the questions we are often asked is how do organizations keep the magic? How do they keep growing? We have discovered that many great organizations use “rituals” to keep employees focused on making work better. Here are some examples of rituals: Motivational moments at the beginning of every day where people get excited about the day ahead (Umpqua Bank); Topic of the Day where staff gather at the beginning of the day and talk about one way they will wow customers today (Park Hotel); Appreciation at the start of every meeting;



A Weekly Note from the Commanding Officer:

One of the challenges leaders face is keeping people in their organization “in touch” with what is happening and the challenges they face. What’s more, how can we keep people inspired about the deeper purpose of the organization’s work? One step leaders should consider is a regular, timely, personal report from the person at the top letting people know what is happening. At the Naval Health Service in San Diego, California, the commanding officer sends out an email to the entire staff every other week. In it, he reports the current challenges, some recent moments of pride throughout the organization, and personal reflections on what is happening in the organization. At St. Joseph’s Hospital in Chipewewa Falls, Dave Fish (the CEO) sends a similar message each week called The Agenda. It is sent via e-mail to all stakeholders (and posted on bulletin boards) and reports his reflections on what is happening in the industry, the community and the organization. If Dave is out of town, people always ask, “Where’s the agenda?” which is a great indicator that people are reading it. What a simple and profound idea. Try it (whether you are a CEO, a division or department director, etc.).

New Newsletter Format and Our Commitment to You.

We have tried to be responsive to the many requests over the past two years. Many of you would like this newsletter longer, some shorter. Some have asked for a printed version and many of you still want it e-mailed. You want more *post it* sheets and many want more books recommended. So, we decided there was a perfectly good way to do it all!

What we have done is create a schedule that fits with most people's requests. We have designed a format that will be responsive as well as informative. Having said all this I am pleased to present to you the new 2004-2005 **Enlightened Leader Format.**

The Enlightened Leader Newsletters—minimum 8 pages - twice per year. This newsletter will arrive in your inbox in **January** and again in **July**. It will be designed to cater to your reading availability and to the windows in your work and life schedules—Summer and New Years.

Shorter Biweekly Enlightened Leader - "Horizons"

(We thought it was nicer than "Hump-day thoughts") delivered to you on Wednesday mornings every two weeks—the first and third Wednesday of every month. One page of useful tips, quotes, happenings to use during your days at work or in life.

Post-it pages have been incorporated into the bi-weekly mailers so that you take 'em out and post 'em up. The point of these post it pages is not to market us but to help your workplace. Use them—that's what we hoped you would do. In the upcoming year we have incorporated more of these "**post it pages**" - please send them, use them and make a difference in your work and life. When to look for these?

March, May, September and November.



What is the cost? - Because many of you have asked we want you to know this newsletter **is free !** We do not charge for this service and we do not sell, trade, barter or even consider parting with your e-mail addresses. The catch? You have to read it and hopefully make a good change in your life. That's the only catch.

Want to write an article for us?

Simply e-mail us your article—we allow for a maximum of 500 words and we do reserve the right to correct, edit and check any facts contained in the document.

Book Ideas?

Have a great book you think readers should look at? Let us know we'll spread it around!

Know of a great workplace?—let us know—we'll feature them in an upcoming edition on best workplaces.

Know of a great individual who deserves recognition? Write us and tell us about them—we're dedicating an edition to all those we don't recognize enough!

Thoughts, ideas or letters to the editor

you can contact us at:

Info@izzoconsulting.com

Please write and tell us.

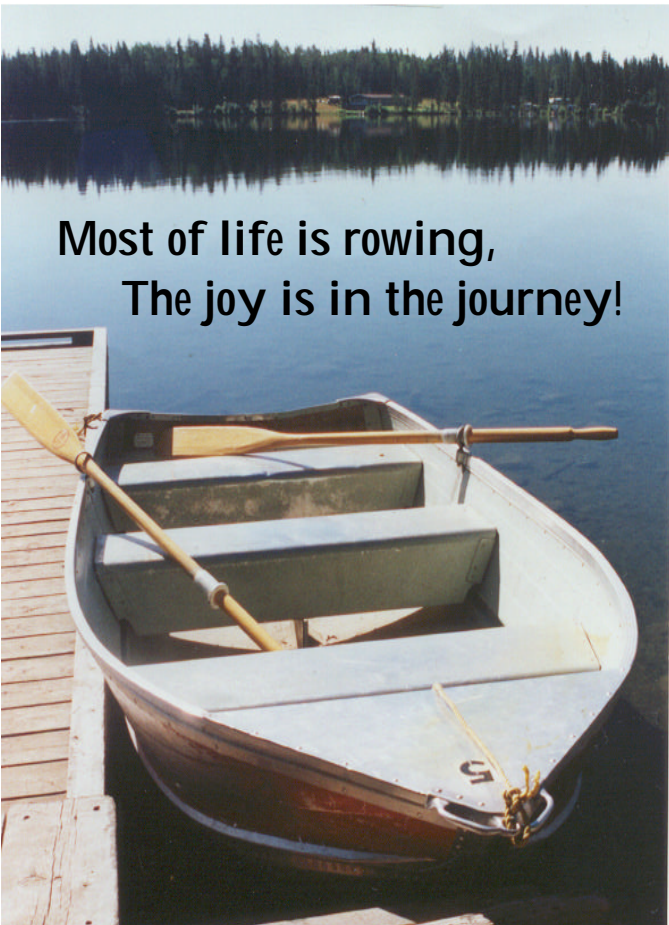
What are you Eating, What's Eating You?

What you eat for breakfast Monday morning and digest in various ways throughout the week has an impact on the paycheck you collect on Friday and your overall satisfaction.

Fueling your soul to enhance performance includes healthy eating habits. You know what a basically healthy diet looks like.

How are you nourishing your body lately? Make a commitment to your personal well-being. Increase fresh fruits and vegetables and decrease fried, processed foods. Consult a nutritionist or other health expert. Notice how you eat. Snarfing down a cheeseburger at your desk or while watching violent television is contributing toxins to your system. Get out for lunch, eat a nutritious meal, go for a walk in the sunshine and you'll feel recharged.

Beyond food, become more aware of all the things you digest—the air around you, conversations, sights, sounds, relationships and environments. Notice what is nourishing and what is potentially toxic or just neutral. Make healthy choices in all that you



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Amazon.com

Canada

Chapters

Indigo Books

Amazon.ca

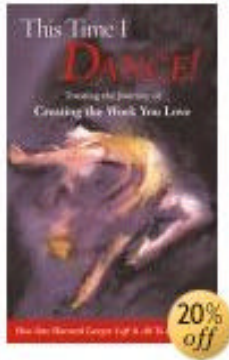
Or order from us at info@izzoconsulting.com

Reader Wisdom

Sarah wrote to tell us, since reading *Second Innocence*, I have become more aware of how I view life. Things I once complained about I am learning to accept as part of my journey. The other morning while I was on my way to work, as usual the traffic was heavy and I had to slow to a crawl many times. Previously, I would have been upset by the delay but this day, I decided to change my viewpoint. I noticed many things that I had never taken time to notice before. The beauty of the trees and the flowers, the other people in the cars and on the streets, I smiled at the others and they smiled in return. By the time I reached the office I was feeling in a much better mood than normal. I realized it pays to look at life differently. Thank you for sharing your wonderful stories.

This Time I Dance: **Creating the Work You Love**

Tama Kievies



In the days of layoffs, cutbacks and tough competition in the job market, Kievies reminds readers that life may be better outside the boardroom. When the Harvard-educated lawyer took a rare vacation from her job at a corporate law firm, she realized that she couldn't bear the thought of returning. Watching the sun set over crashing waves, she resolved to lead the life she'd always been longing to live—that of a writer, teacher

and creativity coach. This book of short, lively essays that Kievies wrote over the course of her journey of discovery and self-fulfillment includes anecdotes of embarrassing run-ins with former coworkers; disappointment or disbelief from relatives and mere acquaintances alike; and the challenge of paying the bills on an artist's salary ("Could I rent an apartment and buy Starbucks coffee on divine benevolence?"). Kievies triumphs again and again by trusting herself and not giving up. Undaunted by her own experiences with self-doubt and rejection letters, Kievies encourages her readers to "live unreasonably" and "step into the river" of their dream lives. This is not the most elegantly written book—Kievies can be a little breathless, a little cutesy—but it's an inspirational and honest guide to crafting a more creative life.

Revised! **Awakening Corporate Soul:**

The Workbook

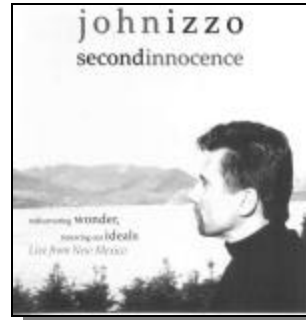
This workbook is a companion to John Izzo's best-selling book **Awakening Corporate Soul**. It is an effective "field" book that helps leaders with scores of practical tools and ideas for creating an engaging workplace. In addition to helping create better teams, it contains a 12-week process for creating more fulfillment in your own life and work.

Numerous organizations have used this manual as an ongoing management development guide.

Order your copy today from info@izzoconsulting.com

Second Innocence **the CD**

Live from New Mexico



Listen to John while you drive or just simply take the time to refresh your memory of the wonderful message that you heard John give at your conference or workshop. This CD will inspire you to look at your life in a deeper perspective, releasing cynicism and creating joy and wonder.

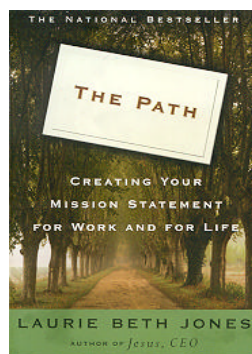
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The Path: **Creating Your Mission Statement for Work and for Life**

Laurie Beth Jones

Individuals and **companies** have been learning what history



has demonstrated all along—that people or groups with carefully defined missions have always led and surpassed those who have none. Yet the process of outlining that mission statement has been, up to now, an arduous one that all too few have committed the time, energy and resources to undertake.

In "**The Path**" best-selling author Laurie Beth Jones provides inspiring practical advice to lead readers through every step of both defining and fulfilling a mission. With more than ten year' experience once in assisting groups and individuals, Jones offers clear step-by-step guidance that can make writing a mission statement take a matter of hours rather than months or years.