

the enlightened leader

IMPROVING THE QUALITY OF WORK AND LIFE

Volume 7 2004

This Newsletter is Produced by the Izzo Consulting Group

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Holiday Reflections

In this busy time of year, the last thing most of us need is one more thing piling up on our desk, so we decided to do a briefer version of our monthly newsletter for December. In January we will be back with a full version full of all the features so many of you have said you like.

This has been a great year for us at Izzo Consulting. We have added two new people to our team, both of whom have brought a wonderful energy and commitment to the work we do. I wrote my third book and now await its entry into the world in just eight short weeks. I spoke to over 30 associations and 40 corporate events. One of our clients won an award for their work on re-spiriting an entire organization. I began coaching an eighth grade girl's basketball team. We had some health scares, a few minor challenges, and mostly another year for which we are very grateful.

It is also a wonderful time to look back with gratitude for the many ways we have been blessed this past year. The holiday season is a great time for leaders to take the time, however briefly, to celebrate that which has gone well. There will be plenty of time in the new year for bold new plans and goals that must be accomplished. But it sure is nice to have your leader or colleague simply take the time to say "great job, thanks!" And to say it with no "and or but" that says what must be done still.

As many of you know, my wife Leslie had a brief hospital stay this past month and we appreciate all the well wishes we have received from so many people. While she was in the hospital I met some wonderful people, faced with the hardest of things. Many of them have likely lost the loved ones they were there to visit. I was struck by the courage I saw in these people. It was a great reminder that life is short and we have only so many of these seasons to enjoy. So we here at Izzo Consulting wish you and yours a wonderful holiday season. We challenge you to take time at home and work to celebrate that which is going well. We hope you bring all of your heart and presence to the time with loved ones. We hope you take the time to act with kindness towards others. And may you find again in this season, whatever your faith or philosophy, a reason to celebrate the joy of being human.

Horn of Success

Recently Dr. Izzo did a series of corporate leadership events for Telus, one of Canada's largest telecommunications companies. At one of events he met a leader who shared two of his leadership techniques. One of them is what he calls the Horn of Success. It is one of those old fashioned horn blowers that he blows every time something good happens in his department. Upon hearing the honk, employees gather round to hear what success is cause for celebration. He also told us that he has a set of Figments (figment being a pink dinosaur of Disney creation). In the Disney movie, Figment appears to inspire people to believe in what is possible. He appears as a pink dinosaur because "if you can believe in a pink dinosaur you can believe in anything." The figments come in different sizes and whenever his team faces a challenge he will bring in a figment (the bigger the challenge, the bigger the figment he brings in). Now before you start thinking that this is a bit over the edge, remember that some of the best leaders, the ones we follow gladly, are leaders who dare to be different. Leaders who dare to inspire us. So what is your horn of success?

Upcoming Programs:

January

Jan. 20—Corporate Event—**Toronto**
Jan. 21—Corporate Event—**Toronto**

February

Feb. 2—Corporate Event—**Toronto**
Feb. 3—Learning Annex—**Toronto**
Feb. 5—Corporate Event—**Edmonton**
Feb. 12—Corporate Event—**Ottawa**
Feb. 14—Canadian Tire Assoc.—**Winnipeg**
Feb. 27—Mayo Clinic—**Rochester**

March

Mar. 1-2—Corporate Event—**Vancouver**
March 3—Speakers Showcase—**Toronto**
March 6—American Dental Assoc.—**Las Vegas**
March 15—Catholic Chaplains Conf.—**Kansas City**
March 21—American Operating Rm. Nurses Conf.—**San Diego**
March 31—Vancouver Public Library—**Vancouver**

Speaking Availability?

Please call us toll free at: 1-877-913-0645

or

e-mail your interest to
info@izzoconsulting.com

Twelve Sure Ways to Create a Kinder Workplace

Print and Post.

During this holiday season we would like you to take a moment and reflect about a simple yet profound question that has the ability to change lives both in our work and life. The question to consider is “*what does kindness mean to me and when was the last time I committed a random act of kindness?*”

Kindness can take on many forms as C. Neil Strait suggests “**kindness is more than deeds. It is an attitude, an expression, a look, a touch. It is anything that lifts another person**”

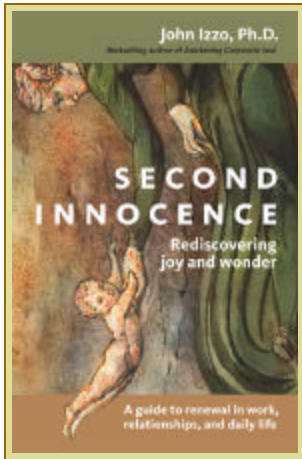
Here are a few ideas to get you started changing the workplace one kind act at a time

1. **Take the time to actively listen to a colleague:** When someone is seeking your input practice non-judgment and being fully present with the conversation and the person that you talking with.
2. **Leave kind notes around your work environment:** Place positive messages and words of appreciation on the water cooler, desks, computers, countertops or lockers with suggestions such as “take a deep breath and move gently through your day” or “feel appreciated because you are!” Give a compliment and watch it grow!
3. **Help a colleague raise money for a favorite charity:** Get to know what’s important to a colleague by giving of some of your time to support their cause or helping them raise funds or conduct re-search for them.
4. **Give the gift of mentorship:** Share your skills, knowledge and abilities with those around you by lifting them up with your wisdom and experiences. Be proud of what you know and give it away
5. **Make your managers feel appreciated:** How about telling your manager that you appreciate how he/she supports and encourages your development.
6. **Extend a helping hand:** Give a friendly invite to a shy or new colleague by asking them out for coffee or lunch. Offer to switch shifts, drive a colleague home from work or walk them to the bus stop.
7. **Find ways to spread enthusiasm:** Find positive newspaper articles and inspirational messages and place them on your staff bulletin boards or place great books in the lunch room
8. **Be kind to yourself:** Take a course you have been putting off, buy yourself a gift, nurture your health and well-being, drink more water, visit a friend, read a book, take a well earned vacation.
9. **Contribute to the whole:** Share in the ‘not so’ pleasant tasks at work and if someone feels overwhelmed ask how you can support them in their success.
10. **Finds ways to celebrate:** Bake a cake for a colleagues birthday and share it with everyone, create and celebrate an annual ‘**Kindness to Colleagues**’ day and support committing random acts of kindness in the workplace
11. **Practice good etiquette:** Demonstrate good manners in the workplace by saying ‘please’ and ‘thank you’ even for the smallest tasks, our words say a lot about how we respect others. Commit to not supporting gossip in the workplace
12. **Be the change you want to see:** undertake a community project by finding a need and championing the cause

Olivia McIvor
Izzo Group
www.izzoconsulting.com



Second Innocence : Rediscovering Joy & Wonder



[Pre-orders available on Amazon Now!](#)

"This is a wonderful book of modern parables, stories that remind us of what it takes to live a life of hope and joy in an age of cynicism. It will rekindle your love of life and your desire to make the world a better place."

-Laurie Beth Jones, author of *Jesus, CEO, The Path*, and *Teach Your Team to Fish*

By the bestselling author of *Awakening Corporate Soul* (more than 60,000 copies sold)

Inspires readers to reclaim their idealism and find their sense of wonder again—without surrendering their critical faculties. Full of witty and compelling real-life stories.

Second Innocence describes a unique philosophy for turning life's corners with more enthusiasm, less cynicism and more faith in each other. The innocence that John Izzo advocates is not the naïve innocence of childhood. This innocence is a chosen one, one that breathes freely despite the scars from life's mistakes and failures, despite the harder truths that become apparent to us as we become adults.

"What might happen," Izzo writes, "if we began to think of innocence as a quality we bring to our lives, a perspective and a way of looking at the world, which is not replaced by experience but which influences our experience? When we choose innocence as a frame to experience the world, the qualities of hope, idealism, openness, and faith nurture the experience of wonder and joy in our lives."

In the tradition of Robert Fulgham and Richard Carlson, Izzo uses his experiences as a son, husband, father, employee, minister, author and organizational development consultant to inspire readers to see the world from this new, rejuvenating perspective. Chapters with titles like *Full Speed Ahead In The Wrong Direction*, *Choose Your Glasses Carefully*, *Getting Past Your Expiration Date*, *The Burned-Out Buddha* and *The Power of Not Now* explore how to reclaim our innocence in four realms—daily life, faith, work, and relationships.

"It is not that experience should not shape our idealism", Izzo tells us. "In fact, our initial innocence must be shaped by our experiences. To hold on to our innocence is a life long process and it is our ability to foster the quality of innocence that continues to bring us to the edge of what is possible in our lives and in our communities. That we may choose innocence and idealism while incorporating the harder experiences of living is the core premise of this book."

Both practical and inspiring, *Second Innocence* combines wonderful stories with a inspiring philosophy to help us maintain our idealism and enthusiasm throughout our lives.

public events in 2004

ASTD: American Society of Training and Development—April 22, 2004 in Washington DC.

This program is a full-day pre-conference workshop on: **Work Journey in Midlife:** Visit the website and make a commitment to be there. Go to: www.astd.org.

Greenleaf Center for Servant Leadership June 10-12, 2004 in Indianapolis!

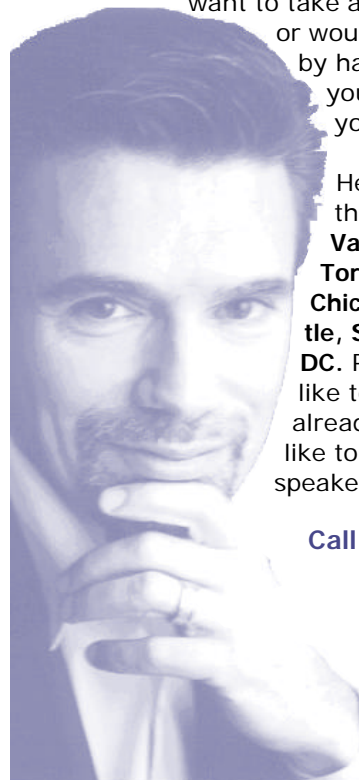
Dr. John Izzo will do a Keynote on the second day. Pre-conference workshop on *Creating the Engaged Workforce* and the Keynote Presentation on **Innocence, Idealism and the Servant Leader.**

Learning Annex— Dr. John Izzo will be doing a 3 city book launch tour across Canada. Join us for an evening that will inspire you to realize that we can choose to fight cynicism and reclaim our idealism and innocence. Whatever age you are, you still can rediscover the joy and wonder in your work, relationships and daily life. Register on-line www.learningannex.com

book launch speaking opportunities needed!

We need your help! John Izzo will be embarking on a large book launch across North America starting in February 2004, and we are looking for individuals or associations who would like to host a book launch event and offer John Izzo's expertise to their client base or membership.

If you belong to an organization or association that may want to take advantage of his travel schedule or would like to add your city to the list by having him speak at an event in your city we want to hear from you!



He is already scheduled to be in the following cities:
Vancouver, Edmonton, Calgary, Toronto, New York, Dallas, Chicago, Atlanta, Las Vegas, Seattle, San Francisco and Washington DC. Please let us know if you would like to host an event or if you are already planning event and would like to have John as the keynote speaker.

Call Leslie @ 604-913-0649

new to Izzo

We are proud to introduce to you **Janice Smith**, our new office assistant. Her varied background includes experiences in radio, office management, personal empowerment coaching, parenting, recreation, photography, decorating and healthcare.



As you can see, Janice has many interests and is a dynamic and multi-faceted individual.

We are excited to have her here in the office with her positive attitude and shining light. She will be fielding enquiries and taking care of what needs to be done.

We hope you will enjoy speaking with her and getting to know her as we move into

2004. Welcome Janice to our team!



Thoughts of Mankind at the Holiday Season

by Mother Teresa

People are often unreasonable,
illogical, and self centered.
Forgive them anyway.

If you are successful, you will win
some false friends and some true enemies
Succeed anyway.

If you are honest and frank,
people may cheat you.
Be honest and frank anyway.

What you spend years building,
someone could destroy overnight
Build anyway.

If you find serenity and happiness,
others may be jealous.
Be happy anyway.

The good you do today,
people will often forget tomorrow.
Do good anyway.

Give the world the best you have,
and it may never be enough.
Give the world the best you've got anyway.

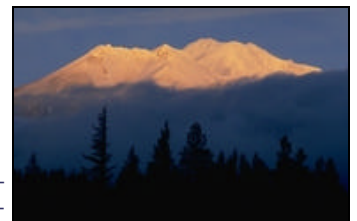
You see, in the final analysis,
it is between you and yourself.
It was never between you and them anyway.



The Best Things in Life, Are Not in Your Daytimer

John Izzo

Ski season get away?



Are you feeling the need to "Get Away?" How about a stay in the world renowned Whistler Village? Stroll through the pedestrian only streets and shop or browse at the wide variety of shops and specialty stores. Try one of the many distinctive restaurants, cafes, lounges or nightclubs in the area, and during summer watch as the village comes alive with clowns, musicians and presentations on the streets. If you're into skiing, Whistler Blackcomb mountains have over 7,000 acres of ski and snowboard terrain, with 12 alpine bowls, 3 glaciers, 200+ marked trails and 33 lifts.

Available only to our clients is an opportunity to stay in Whistler in a one bedroom condo at the Lost Lake Lodge for a reduced rate of \$130 Canadian (\$100 US) per night. Summer rates of \$90 Canadian (\$65 US) per night start May 1. If you are interested, please contact us. Both of these offers are only valid with a two night minimum stay.

E-mail us at info@izzoconsulting.com for available dates!