

the enlightened leader

IMPROVING THE QUALITY OF WORK AND LIFE

Volume 8 Feb 2004

This Newsletter is
Produced by the
Izzo Consulting Group

200 Isleview Place
PO Box 668
Lions Bay, BC
Canada, V0N 2E0

Ph: (604) 913-0649
Fax: (604) 913-0648

Subscribe /back issues
E-mail:
nfo@izzoconsulting.com

Web:
izzoconsulting.com



Thoughts from Izzo

How important is it to give regular performance feedback and to get your annual performance reviews completed? A recent survey of net generation workers showed that over 70% of these younger workers (under 30) look forward to their performance appraisal. Considering how most people traditionally view performance

evaluations this is a fascinating finding. So why do these younger workers look forward to it?

Well, because they really do want to know how they are doing. Many younger employees have told me that getting regular and consistent communication on how they are doing and what they need to improve is one of the keys to their satisfaction at work. Recently when I hired a new person (and yes he was in that generation) to our team, I asked him what really mattered to him at work? What really helped him experience satisfaction on the job? (And by the way this is a great question to ask someone when they first start working for you—what is important to you to love your job). He immediately told me—“I want to know how I am doing, on a regular basis.”

All of this suggests that we need to take our performance feedback a lot more seriously. Giving regular and consistent feedback is not just a way to improve job performance but a way of letting someone know they are important enough for you to let them know how they are doing. And remember, we may dread giving it to them, but 70% of our younger employees are look-

Give Everybody a Title:

One of our clients in the retail business had a great idea. In one of their stores every employee has a title and some area of the business that they have primary responsibility for. The titles may be as simple as—director of customer service, head of inventory, director of store design, etc. They are then responsible for keeping the store focused and successful in their particular area of focus. The front line people love it and each person feels that they have an important position in contributing to the success of the store.

Celebrate Your Company's Purpose:

One of our clients recently instituted an annual event called Purpose Week. At IVP Care, their purpose is “to promote wellness and improve the human condition. As the model for hi-tech pharmaceutical delivery systems, they provide quality service, striving to exceed the needs and expectations of their customers and employees”. Their Purpose Week is a Mardi Gras like affair. There are presentations, great food and lots of fun all focused towards their purpose. They try to involve their customers in the celebration too. Last year, they collected toiletries and calling cards to send to US troops in Iraq in support of their service. President Von Best, says that he got the idea from John's new book *Second Innocence*. The event has become such a success that they have a purpose week committee that works throughout the year preparing for the weeks events. What can your company do to celebrate its purpose?

Upcoming Programs and Book Launch Appearances Go to www.secondinnocencebook.com

February 2004

- Feb. 23 – Corporate Event – Edmonton, AB
- Feb. 24 – Corporate Event – Calgary, AB
- Feb. 26 – Corporate Event – Rochester, MN
- Feb. 27 – Corporate Event – Rochester, MN

March 2004

- March 1 - Corporate Event- Vancouver, BC
- March 3 – Speaker's Showcase – Toronto, ON
- March 6 – American Dental Association – Las Vegas, NV
- March 15- Catholic Chaplains Conference – Kansas City, MO
- March 21- Amer. Operating Rm. Nurses Conference – San Diego, CA
- March 22-The Centre for Organization Effectiveness—San Diego, CA
- March 31-Vancouver Public Library Book Event – Vancouver, BC

April 2004

- April 1 – Learning Annex – Vancouver, BC
- April 8 – Corporate Event – Regina, SK
- April 12 – Chicago Coaches – Chicago, IL
- April 13 – Transitions Bookstore – Chicago, IL
- April 14 – Learning Annex – Calgary, AB
- April 15th – Toombs-KWA Book Event – Calgary, AB
- April 15th– Calgary Coaches Book Event – Calgary, AB
- April 21—Corporate Event—Toronto, ON
- April 24th – Corporate Event – Edmonton, AB
- April 28th – HR Conference – Calgary, AB
- April 29th – Corporate Event – Regina, SK

Want information On Dr. Izzo availability and fees to speak to your corporate group or an association that you belong to?

Speaking Availability?

Please call us toll free at: 1-877-913-0645 or
e-mail your interest to leslie@izzoconsulting.com

Twelve Ways to Rediscover Wonder

Print and Post

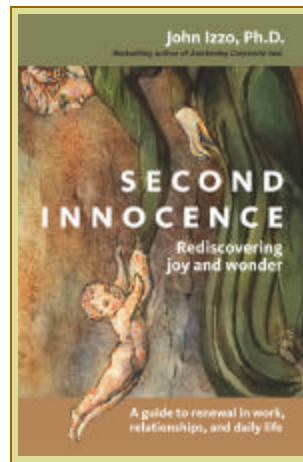
1. **Approach life from a place of hope:** There are two basic ways to approach life; from innocence and optimism or with cynicism. And at any given moment, each of us makes this choice many times. The path of innocence promotes renewal while the path of cynicism slowly erodes our spirit.
2. **See life with fresh eyes:** Make a choice to see life again with a new set of eyes, be aware of the joy all around you, believe that the universe is friendly, affirm the beauty in all things, see in your marriage possibilities, know your work makes a difference, choose again the possibilities of your vocation and once again reclaim your ideals.
3. **Find out what really matters most to you:** Take time to reflect and do some intentional digging to get more in touch with rediscovering your ideals and sense of purpose. When you fail to become aware of what really matters to you, when you fail to notice the rhythms of your life, you can easily wind up feeling as if you are going at full speed in the wrong direction.
4. **Remember what you loved to do when you were young:** Find those of parts of your childhood you left behind. Explore hints from your childhood about your natural 'loves'. Is there a way to recapture that child who mastered baseball cards, the explorer who searched the rocks for fossils, the child who loved to dress up in costumes Incorporate these elements back into your adult life and watch some of the innocence of life return.
5. **See life detours as neither good nor bad experiences:** Innocence is possible when we recognize that detours are signs and opportunities as opposed to obstacles. Rather than curse the detours, try opening your heart to them when presented by saying "Isn't this interesting that I have come to this possibility. I wonder where this road may lead?"
6. **Choose the courage to live:** Courage is a choice not to lose heart in spite of disappointment and the loss of ideals in life. Take a look at the areas of your life that you are tempted to lose courage in right now, in what realms do you need courage to hold onto your ideals, to take the risk of love and goodness in spite of the risks?
7. **Enjoy the experience of awe and wonder:** Begin by keeping your eyes and senses open, be willing to stop in the middle of 'important' stuff to breathe in the 'little things' that life has to offer. Choose to see the mystery that is alive around you, the 200 year old tree, the raindrops hitting your face, the 6 legged bug your daughter brought home. Choose to see that innocence and joy are almost always waiting just outside your window ledge.
8. **Realize your job is bigger than you think:** See your work with more possibilities, never stop looking with innocent wonder at what your job might produce if you bring more of yourself to it. It is possible that whatever you are doing, your true work is nobler than you think. See the possibilities in every moment, in every interaction you have and in every role you play and then watch it unfold in mysterious and wonderful ways.
9. **Cultivate an ability to be truly present:** The only real power we have to do anything is in the present. The past is behind us and the future is ahead of us. To have our mind focused on the past or the future has only one power over us: it robs us and robs others of our full attention.
10. **Remember that faith is a choice to act anyways:** Faith is a way of seeing the world, a choice we make to take action even when we cannot our results. It is to trust in the unseen and to believe in the goodness of life and others. To act in caring ways, believing that life is good even when you can find lots to justify that it isn't.
11. **Know what life expects from you:** Ask yourself "What can I give to life and the world today?" Many of us ask "What can life do for me today?" Asking the first question keeps us from boredom and connects us to meaning and purpose in life.
12. **Live as if:** Live as if it matters what you do with your life, as if your life could truly impact the world around you. Ponder these questions: How would you have to be different today if you believed you could change the world? How would you have to be different in your job if you thought it was noble work? How would you have to be different in your primary relationships if you believed it could be a great romance?

**new book—is now available in
stores and on the internet!**

**The Book is now in
stores!!!**

"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



**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 opportunities to host book launch events.

If you belong to an organization, association or have connections or ideas on where to hold a book launch event contact craig@izzoconsulting.com or (604) 913-0649

We are open to out of the box thinking ideas on making this book a success! Feel free to share any and all ideas you have with us, we are happy to hear from you!

As we all strongly believe in John's message, we want to share it with the rest of the world and are looking at innovative ways to make this book a huge success and create lasting change in our world!

Thank you in advance for contributing to a world full of more joy and wonder!

**Be Part of the
Second Innocence Movement
Join us in spreading Joy and
Wonder on March 3rd.**

As you all know by now, Dr. Izzo's newest book *Second Innocence: Rediscovering Joy & Wonder* will be in bookstores by early March. We have set a goal to become the #1 best-selling book on Amazon.com on March 3rd. As part of that effort, we will be e-mailing all of you asking for you to purchase the book on that day and help us achieve this goal. Going #1 on Amazon the first week the book is in stores will be a great jump start to the message of the book getting out there. We will also offer over \$175 of bonus gifts for those who purchase books that day. As you know we don't normally send additional e-mails to our newsletter subscribers so please indulge us this one time. If you do not want to receive the e-mail promoting the Amazon campaign, let us know at

**Greenleaf Conference On
Servant Leadership 2004**

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

Many of you are familiar with the work of Robert Greenleaf who founded the concept of servant leadership. His work influenced the thinking of many great leaders and many leadership gurus. Every year, the Center for Servant Leadership holds an annual conference in Indianapolis. Many people have said it is one of the most inspiring and thought provoking conferences that an enlightened leader can attend. This year's conference will be in Indianapolis June 10-12 and will feature keynotes by Dr. Izzo, Laurie Beth Jones (Jesus, CEO), John Carver and many others. Dr. Izzo will also be doing a full-day pre-conference session in addition to his keynote. If you have ever wanted to hang out for three days with a group of dedicated and enlightened leaders (including the CEO's of some of Fortune's top ten companies to work for), then this conference is for you. Check it out at www.greenleaf.org

Join us at these events to hear John Speak on Second Innocence

February 26—Barnes & Noble Downtown—Rochester, MN

March 22—The Centre for Organization Effectiveness, San Diego, CA

March 31—Vancouver Public Library, Vancouver, BC

April 1—Learning Annex, Vancouver, BC

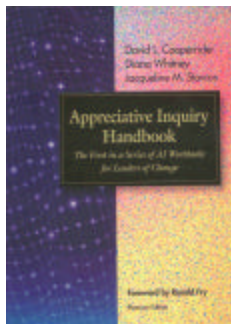
April 13—Transitions Bookstore, Chicago, IL

April 14—Learning Annex, Calgary, AB

the book corner

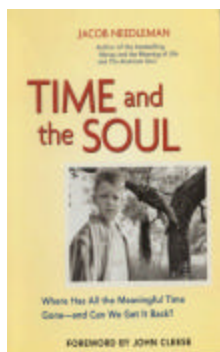
All available on Amazon!

Appreciative Inquiry Handbook: The first in a series of AI Workbooks for Leaders of Change.



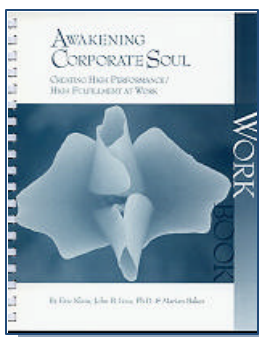
This book is a great hands-on book for integrating Appreciative Inquiry into your business. It integrates theory and practice in a highly detailed, and immediately useful way. This handbook offers information on what AI is and how it works, and offers sample project plans, designs, agendas, course outlines, interview guidelines, participant worksheets, a complete slide presentation, a list of resources and more. The authors have amassed in one place, in workbook form, all of the introductory concepts, examples and aids necessary to engage yourself and others in Appreciative Inquiry.

Time and the Soul: Where has all the meaningful time gone-and can we get it back?



A deeper level of how we spend our time. Through intriguing stories-of a middle-aged psychiatrist going back in time to encounter his younger self; of a mysterious meeting in the Central Asian desert; of the mystic master Hermes Trimegistus; as well as stories from the Bhagavad-Gia, the Bible, and other wisdom traditions- Jacob Needleman illuminates the great mystery of time and helps us resolve our increasingly dysfunctional relationship to it.

Awakening Corporate Soul: The Companion Workbook By John Izzo, Eric Klein and Marion Baker



This workbook is a companion to John Izzo's bestselling 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. This Manual can only be ordered through Izzo Consulting Inc.

Awakening Corporate Soul: Four Paths to Unleash the Power of People at Work by John Izzo and Eric Klein



Our 1996 bestseller, this book helps leaders and individuals explore four paths to more soul at work. Based on the spiritual traditions of east and west, it has sold over 50,000 copies to date. With a nice mix of personal development for leaders, ideas for creating spirited, engaged workplaces, and exercises to rediscover the purpose of your own work/life, **Awakening Corporate Soul** is an indispensable tool to discover more of what

you should at work.

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.

be the dog column

Do you know someone "Being the Dog"?
Write to bethedog@izzoconsulting.com



Every month we feature a leader who has demonstrated the perseverance to "be the dog" at inspiring people. This month we feature Mike Warnock, a leader at the Liquor Board of Ontario. A few months ago after hearing Dr. Izzo, he wanted to find a way to bring more fun and celebration into his department. So he went back to the facility and hung

a cow bell. He then announced to his people that he really didn't know what they would do with the bell but that he wanted to use it to bring more fun into the workplace. Within a few short days employees started suggesting all kinds of reasons why the bell should be rung. From team accomplishments to individual accolades, the team decides each day reasons for the bell to be rung. Now each day the bell is rung and the team is having great fun celebrating the good things that are happening. Why not hang a bell in your office?