

Changing Dynamics

Volume 3, Issue 1

Spring 2003

Special Points of Interest:

- “Esprit de Corps”
- Book Review
- Brainstorming
- “Needs”
- Quotes

Inside This Issue:

Q.B.Q - Question ...	2
The Right Reason	2
E. Nightingale's Steps	2
Closed Doors - Open Minds	3
Change “Want to Need”	3
Beyond Customer Service	3
Develop Your Potential	4

MISSION: To help organizations and individuals to develop attitudes, skills and behaviors that will assist in achieving organizational goals, improving financial performance and facilitating personal growth.

The Necessity of “Esprit de Corps”!

Laura R. Novakowski

To make progress, profits, growth or ensure success, it is absolutely necessary to create “Esprit de Corps” - as Napoleon Hill defined as “a spirit of common understanding and cooperation.”

The leader’s most significant role in any situation is to help build cohesion and effectiveness in the team. Building an environment that continuously supports attitudes of harmony, commitment, discipline, and effort is more valuable than being able to do every job better than everyone else.

Tools and techniques such as planning with input from multilevel team players, encouraging goal setting and achieving, celebrating milestones and readjusting strategy as the situation, not the vision, changes are some of the most valuable strategies that ensure success of a company, team, committee or family.

Music to the Ear !

When the “troops” feel valued, there will be evidence of improved commitment and respect which leads to spectacular results!

When the group is asked for their opinion, rather than told what to do, there is new energy and ideas constantly flowing!

When the leader says “I need your help”, the team sees an opportunity to rise to the occasion and utilize their strengths, skills and knowledge to make changes and turn situations around!

When the leader realizes that the assets in the company are the human potential, then all of the products, widgets, buildings can be destroyed, but the organization still stands. The leader will discover a valuable strategy that ensure success of a company, team, committee or family. The leader will discover a strong “esprit de corps” is not just a want but an absolute necessity!

Laura R. Novakowski

Words that are music to the ear - “Sorry we don’t have what you need, but we do hope you return soon.”, that said with a sincere smile. Now, doesn’t that make you want to find something to buy?

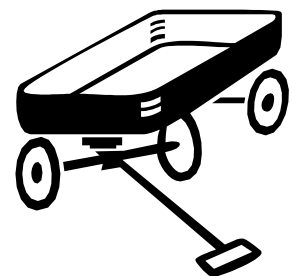
I don’t know about you, but I am becoming increasingly more sensitive to the company that is appreciative of my smiling face and my willingness to walk

through their door. I get the distinct impression that they are grateful for my purchase potential, my interest in buying something from them. These same people take an extra minute to look me in the eye and actual ask about my day and tell me to have “a good one!”

In fact one person, looked all over to find what I wanted, did

“If you do not believe in cooperation. Look what happens when a wagon loses it’s wheel.”

Napoleon Hill



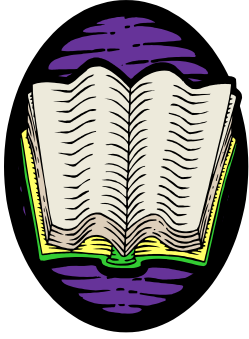
not try to sell me something different because they understood that I had my mind fixed on a certain item.

Do you think, I spend my money in that store? Do you think I return and become a steady client? You can bet on it!

Then the music to their ears is the *ka chink* of money in their cash register!

Book Review: Q.B.Q.! The Question Behind the Question

by John G. Miller



“Personal accountability is not about changing others. It’s about making a difference by changing ourselves.”

John G. Miller,
author of
Q.B.Q.! The Question Behind the Question



“If people are good only because they fear punishment, and hope for reward, then we are a sorry lot indeed.”

Albert Einstein

After reading John Miller’s book, the definition of accountability became very important to me. Accountability is defined as “an obligation or willingness to accept responsibility or to account for one’s actions.”

This book addresses success stories of “improved productivity, greater teamwork, reduced stress, healthier relationships and better customer service,” to name just a few.

By learning to make better choices and asking better questions, we shift our focus

back to each of us individually and start to ask questions such as “What can I do ...” or “How can I ...”.

Focus on taking action once we realize that the customer is not satisfied or the deadline is going to be missed. Mr. Miller offers solutions on how to avoid being a victim and picking up the ball to carry a project or concept to completion.

He elaborates on reasons to avoid the blame trap. To refrain from behavior that shifts to putting some one else down, wasting valuable mind power

and time, rather than getting on with the job.

Miller talks about how we help others by not covering for them but by helping them to discover their own roles and responsibilities in a company. This book also applies very well to family and social relationships resulting in healthier, less stress-filled lives.

The questions helped to raise my awareness of professional and personal accountability in work, home or in the community.

The Right Reason! Laura R. Novakowski

Often, there are many things that hold us back from achieving spectacular results. There are two sides to every coin. We fear failure - loss of recognition, status or position. We become immobilized and whiny because we are afraid of consequences that are superficial and demeaning.

On the other side, we often perform for the reward, the medal, the award. We know it’s a sure thing and that we are guaranteed success and entitled

to recognition. We’re the best and have the trophy to prove it.

Win or lose, we have set a standard and played to our best, coming out on top because we earned it or losing because someone else deserved it more.

The real champions are the ones with ready hand to congratulate the winner or to encourage others who didn’t come out on top for putting

forth a great effort.

We view participating in a competition or project as an chance to provide our support and expertise and learn something new from someone with different strengths, talents and approach.

Whatever the reason, we chose to play the game or take on the competition or do job, it’s for more than the medal or the recognition, it’s for the right reason!

Earl Nightingale’s Steps for Brainstorming

One of the best techniques for problem solving rather than worrying is “Brainstorming” Earl Nightingale’s Technique from The Essence of Success.

- “Define the problem;
- Write down everything you know about the problem;
- Decide who to see;

- Make note of everything that is germane to the problem;
- Conduct a personal brainstorming or Individual Ideation;
- Consider Group Brainstorming;
- Rate your ideas for effectiveness and facility;
- Try rating your ideas for time and money;
- Evaluate your ideas and take action on them;
- Create an ‘Action Plan’;
- Give yourself a deadline to putting your plan in action.”

It’s better than worry any time!

Closed Doors - Open Minds! - Laura R. Novakowski



Times slow. Business is in a slump. Family in a crisis. Are you in a panic and don't know where to go?

Now is the time to place your intention on what you can control and where you have the greatest impact and look at what is causing your fear.

If your nights are sleepless because you're in a cold sweat then do something. Brew a cup of tea, find a great book or article, one you've been thinking about reading and read. You just took a successful step

toward replacing your fear - you were either entertained or learned something new.

Your phone stopped ringing and appointments are infrequent - pick up the phone. Set up a lunch date with a friend or with someone who you would like to get to know better - you now saved a friendship or built a new one.

No customers or clients! Debts are mounting and the want ads are starting to look pretty good, start giving. Volunteer for an organization or help with one of

your children's programs. Start networking with new people

Your overwhelmed, torn by being pulled in a million directions and getting absolutely nowhere. Sit down with a pen and paper (napkins work) and start a list. Keep it short. Make an action plan - you are "Now Here" and have a starting point.

Every time you feel fear settling in, start your list, set some goals and replace all those paralyzing feelings with an open mind!

"A coward dies a thousand deaths... a brave man dies but once."

Viktor Frankl

"Change 'Want' to 'Need'"!

Og Mandino, motivational speaker and writer, felt that "needs are the deeper currents of one's life existence. They are meaningful, worthy and not as capricious as wants.

- People want sympathy, they need empathy.
- People want riches, they need fulfillment.
- People want big cars and expensive homes; they need transportation and shelter.
- People want fame, they need

recognition.

- People want power, they need support and cooperation.
- People want to dominate; they need influence & guidance.
- People want prestige, they need respect.
- Children want freedom and permissiveness, they need discipline.
- People want make-believe relationships, they need

honesty & reality.

- People want ease and comfort; they need achievement and work.
- People want adoration, they need love."

Rather trying to meet those "greedy wants," try applying Mr. Mandino's "need's formula" to build the best relationships and partnerships :

"To the degree you give others what they need, they will give you what you need."

**"Tell me and I'll forget.
Show me and I'll remember.
Involve me and I'll understand."**

Confucius

BEYOND CUSTOMER SERVICE - Laura R. Novakowski

I am a person who believes:

that behaviors and practice must contribute to meeting Customer needs.

that while Customers aren't always right, however, I will treat them so they feel as if they are.

it is important to control my

attitude.

that respect and common courtesies are amenities everyone needs and deserves and always gets from me.

in knowing my company's standards and living by them.

in treating Customers fairly and with respect.

that customer service is practicing "render more service than that for which you are paid."

in putting myself in my Customer's "shoes" so that I may clearly understand their needs.

my attitude will influence the attitudes of my Customers.



"Your resistance is not in the way it is the way."

Rod Newton

Positive Power Strategies, Inc.

For more information regarding corporate and individual facilitation contact:

Laura R. Novakowski, President

3 Thorny Apple Drive
Hunlock Creek, PA 18621
Phone: 570-477-3388
Fax: 570-477-2636
Email: lnovakowski@aol.com

PERSONAL & ORGANIZATIONAL ALIGNMENT SERVICES/ COACHING

Creating change through executive leadership, management & supervisory development & coaching, strategic thinking & business planning, customer service, team building and goal setting & achieving.

Develop Your Potential!

Laura R. Novakowski



“No matter what the level of your ability, you have more potential than you can ever develop in a lifetime.”

James T. McKay

Potential, according to Merriam-Webster, “*something that can develop or become actual.*”

There are 9 ways to develop your potential:

Passion - pour all of your energy behind achieving your purpose. Take intense compelling action to achieving goals and moving forward.

Opportunity - seek favorable circumstances or at least respond favorably to challenges and obstacles that are placed in front of you.

Transcend - go beyond the limits of expectations from your family, employer or customer. Overcome the negative and restrictive aspects of your life.

Extra - give more than is required. Become something of superior quality, that added touch that is required for invitations to projects, events, positions.

Nurture - be there with new ideas or further develop others' plans or projects. Be supportive and enhance ideas and tasks with creative and fresh approaches.

Teach - be the guide, serve to provide instruction and support! Be an example and allow others to learn from you. Build a reputation that others can call on you and leave feeling stronger and more competent because they partnered with you.

Invest - commit time, money and resources in your own

personal and professional growth and development! Take advantage of any experience to add to your repertoire and expertise.

Achieve - carry out successfully each endeavor to the best of your ability. Make the best of each outcome and attain the best possible results.

Laugh - inspire joy and pleasure. Produce positive sounds rather than grumbling and complaining. Find humor in even the most overwhelming situations and chuckle away.

We already possess these strategies to develop ourselves. Instead of wasting our lives, let's spend our time achieving our potential!