

- 1. Ask questions and always listen to the answer.**
- 2. Solve problems by leveraging other peoples knowledge.**
- 3. Invest 2% of your gross annual income on your own development.**
- 4. Be authentic and learn to respond not react.**
- 5. Eliminate mental terrorism. You control how you think.**
- 6. Focus on positive outcomes vs. catastrophic outcomes.**
- 7. Remember the T.L.C. when making choices. So what is your plan?**
- 8. Keep an open mind and create your own opinions.**
- 9. Give feedback by using the Liked Best - Next Time technique.**
- 10. Stay optimistic, forward thinking and realistic! Learn from the past.**
- 11. You are accountable for building relationships and diffusing conflict.**
- 12. Success is simple. Take total personal responsibility!**

**STEAMROLLER:** Kim, as I was saying, I have a solution for this problem!



**KNOW IT ALL:** Al, you're the expert in this case and you may be right. Help me understand...

**BACKSTABBER:** That did sound like you were serious. Do the rest of you feel that way? Is this becoming a problem?



**ZIPPER LIP:** I expected you to have responded by now and you haven't. I'd like to know how you feel about this.

**NEEDY WEENIE:** Let's make a wish list of pros and cons to help clarify this.



**WHINE & CHEESER:** Are you looking for some specific solutions to this or do you want me just to listen to the problem?

If you can't be a good example, then you'll just have to be a horrible warning.

Self-respect is the root of discipline: the sense of dignity grows with the ability to say no to oneself.

Personal satisfaction only comes when you rise above the need for approval from others.

The extra mile is rarely crowded.

Do not be angry if cannot make others as you wish them to be, since you cannot make yourself as you wish to be.

We often make people pay dearly for what we think we give them.

Our names are labels, plainly printed on the bottled essence of our past behavior.

A fool may always find a greater fool to admire him.

Light travels faster than sound. This is why some people appear bright until you hear them speak.

Most people pursue pleasure with such breathless haste that they hurry past it.

If you don't believe in the organization you work for QUIT - and find one you do believe in.

Don't argue with an idiot; people watching may not be able to tell the difference.

Blessed are the Flexible for they shall not be bent out of shape

The greatest mistake you can make in life is to be continually fearing you will make one.

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