

AWARENESS IS POWER®

Insights for Business

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BAYLEY & BENDER, INC
SUCCESS THROUGH INSIGHT!

Attitude

It's such a simple word and sometimes it sounds very boring. Sometimes we take the word for granted. Sometimes people say – it's so trite to hear the words “*have a great attitude.*” It only has 8 letters. But they are very powerful letters – because when you add up the letters and the position they are in the alphabet it comes to 100. We need to live 100% of our lives with a GREAT ATTITUDE.

We've been teaching Attitude in our Team Building and Leadership Seminars for the past 18 years. We always thought we had a great attitude however now it has risen to a whole new level. Attitude has taken on a new and deeper meaning with us.

Bob was recently diagnosed with a large mass in his liver and it is malignant. When we heard the word Malignant – we were shocked and devastated, until we received an email from our very good friend Patty who instantaneously focused our minds and hearts in a totally different direction. “Pat, be at peace. Know that God is with you, and with Bob. And also know that whatever Bob is facing, you guys can overcome! A malignancy DOES NOT HAVE TO BE AWFUL! It can be treated!! He can be fine. Indeed, I feel very strongly that he will be! And I do know that one's attitude about a malignancy absolutely matters as to how that person will respond to treatment.

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More Than ‘Managing’ During Change

Change management is a hot topic. There are change management consultants, change management systems and coaches who help people handle change. With all of that expertise available, it can still feel like we are just barely managing during change. In some cases, those feelings are exactly right.

Recently, I conducted a workshop within a worldwide organization. The folks in this organization had been put through an endless roller coaster of change in a brief period. The top leader had changed more than once, vice presidents and director level leaders had changed multiple times. The direction of the organization had changed 180 degrees and then completely reversed within two years. Even the target market and preferred customers were constantly shifting. These folks had experienced change overload. Change overload occurs when employees spend 30% or more of their time on change related tasks. I imagine this company was way over that 30% mark.

Surprisingly, the groups treasured their organization, and were amazingly committed. They desperately wanted to succeed. Until our workshop, they didn't realize they had already won several key battles. The first battle of any change situation is harnessing a desire to succeed. These folks still were committed to success even after being spun around on a “*tilt o wheel*” of organizational change. They had the drive to move forward, the first big win!

The second big win was their sincere appreciation for their staff and a keen interest in supporting staff needs. Most organizations spend time planning for system changes and little or no time planning for the impact of change on people.

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So, it is absolutely imperative that both of you stay strong and positive! STAY POSITIVE!! You guys can do this. Bob can do this – just find a place in your heart that knows that you can do whatever you have to do to get past this nightmare, and I am confident that you will do just that. Love and many many prayers...” PB

We received another email from our dear friend Brooke and she said “The Devil is malignant – NOT GOD, NOT BOB! Focus on perfect health, perfect angels, strength, health and joy! Slam the door on the devil! Praise God! All our prayers and angels surround you! NOW! Love, Brooke!”

Then we received a 3rd email from our dear friend Jen. “Hi – Yes listen to Brooke’s message...she is right! She is saying what the Secret says...only attract to you the best, the highest, perfect health! Remember in the Secret the women who completely cured herself from breast cancer in 3 months... just focus on he is fine...there is nothing to find!!! Much love and prayers – Jen”

The minute I found out about Bob’s liver – our dear friend Michele said – “Bob is going to be fine.

Bob is fine.” Our friend Vi said the same thing. “Bob is fine.” Jennifer said the same thing – “I don’t have any bad feelings about Bob – he is fine.” We have heard this over and over from so many people. People have popped into our lives we have just met for the first time delivering this message to us.

We could not get through what we are going through now without our friends who are guiding us and keeping us on the path of a positive attitude. **Attitude** is truly believing that everything is going to be all right. Our subconscious doesn’t know the difference between what is real and what is imagined. Our minds are so powerful, they can heal our bodies, and they can help us have, be and do whatever we want in life.

When Bob and I met with his oncologist on June 6th, he asked Bob “how do you feel?” and Bob said Terrific. He said “if you didn’t know I was an oncologist – would you be wondering why you are here?” And Bob said yes.

He asked Bob – “what do you know?” and “Bob said I have 2 tumors that have come from different places in my body and I am going to be treated with chemo and then I will be healed. I have a good attitude and I know this chemo is going to work for me.” He told Bob he had three different chemo options and Bob didn’t have to make up his mind right now.

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He had a week to think about which option he would like to choose.

I asked the Doctor “what option would he take?” and he said – “I am different. I am 40 years younger than Bob and I have a 21 month old Baby”. I said “Bob acts 40 years younger, and he has me?” The doctor said “I would choose option two. I would take the heavy duty chemo and take a risk”.

Bob’s doctor started to talk about the side effects of each of the options. I told Bob’s doctor we don’t want to know about the side effects. We don’t want to focus on that. We are in the people development business. We teach the Universal Laws to our clients and we live our lives by the Universal Laws. And one Universal Law is the law of Expectation. Whatever you expect with confidence will become a reality. So if we expect Bob to have these side effects – he will and we don’t want to bring that into reality for Bob. He isn’t going to have any side effects. Bob’s doctor said, “You are absolutely right!”

When Bob and I were driving home he said – “I just don’t know what to do” – I said – you don’t have to worry about it right now. We have several people who will help us – don’t think about it right now. One week later Bob announced he was going to do Option two – the most aggressive treatment.

Synchronicity has been happening for us. People are calling and sending emails – saying just the right things when we need to hear them the most.

Bob’s Doctor – Dr. William Welches called from the Cleveland Clinic four days before Bob was going to begin his chemo. I had been trying to reach him since we found out about Bob’s liver. We played telephone tag – and Thursday was the day we were meant to receive the word from Dr. Welches. I told him everything that was happening and he said you are intuitively doing everything right. He said “you are asking the right questions and your intuition is taking over.” We told Dr. Welches that Bob is playing golf every week and he said that is great.

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Bayley & Bender

“We help organizations around the world increase their Growth, Profitability and Productivity by helping them Hire, Develop and Retain Top Performing Sales Talent. We also provide Leadership Development and Team Building to drive Organization Effectiveness.”

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These mid-level managers did not have the authority to stop the roller coaster, but they had a sincere desire to minimize any unnecessary damage. They had a vital quality for leaders in change, a genuine concern for people.

The third victory was their realistic yet hopeful attitude. There was no pretending that the environment was easy. They had a no-nonsense understanding of their pain and the pain of their staff. At the same time, they had a driving optimism and were confident that perseverance would bring success. An important attitude in change success is “*realistic optimism*.” Having a realistic but hopeful view during change is a potent yet practical motivator. These folks were already there.



Finally, they had adopted a powerful change leadership attitude. These managers understood the power of their influence. Instead of whining about what “*the leadership*” should do, they pumped me for information on how they could lead their staff through the mess. They were true change leaders. Change leaders create positive influence at all levels in the organization.

This group had achieved key victories even before I reached them. It *felt* like they were just “*managing*.” In reality, they were a long way toward success. I tried my best to bring some first aid to these embattled change warriors. During our time together they learned additional skills for the final push forward. Equally important, we celebrated their success in “*managing*” the turmoil of the last years.

Change is not easy. Dramatic and repeated changes are especially challenging. When you think that you are barely managing, take stock. You may be doing much better than you realize. Are you committed to success and moving forward? Are you caring for your team and minimizing their disruption as much as possible? Are you being a positive leader from your position in the company? Do you have realistic optimism about the future? If so, pat yourself on the back! You are doing much more than just managing. You are well on your way to succeeding. Keep going and add more skills to assure the win. Finally, celebrate every success! It will help you and your team feel better and creates energy to drive forward to change victory.

Barbara A. Kay, Co-author – *The Top Performer’s Guide to Change*.

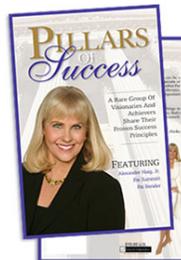
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He said “I want you to continue to golf because there are two things that are very important that you do while you are going through chemo – blood flow and oxygen and golf will help you with both.” It was so encouraging to hear these words of wisdom from Dr. Welches. Bob said – “OK – I will get through this chemo.” Dr. Welches said, No Bob – you need to unclench your fists and go in on Tuesday with open arms. This medicine is going to be your friend and cure you. Think of this as a gift.” So once again – Bob’s and my attitude shifted.

July 3rd Bob had his first round of chemo. He had a long and peaceful sleep the night before. Bob was listening to soft, gentle and relaxing music we brought and quickly fell sound asleep. He had not even started the chemo yet. Rachael – Bob’s nurse woke him and said – it’s time for lunch. Bob was sitting in his bed with a huge smile on his face – we were giggling and Bob said – this is a picnic. I said we can tell everyone we go to Georgetown University Hospital to take a nap and have a picnic. Then Rachael was ready to give Bob his Chemo infusion. Bob held both bags of chemo in his hands and said, “Thank you God for this wonderful gift that you are giving me to nourish my body. Give me no more or no less – just the right amount I need to nourish my body. I honor this medicine.” Our friend Lainie Wrightson who is Feng Shui Practitioner coached Bob to say this. She said it is very important. Then Rachael came back and said I want to talk to you about the side effects and we said – We don’t want to hear about any side effects. Bob isn’t going to have side effects. Rachael said – well ok... I will give you this book and if you have any problems – look them up in the book and then call us. We told her about the law of expectation. We don’t want to expect the side effects.

So back to **Attitude**. What does this story have to do with Attitude? We were with our dear friend Brooke this past weekend. I was telling her we only want to be around positive people right now. Several people have been calling Bob and telling him things he doesn’t want to hear. “Don’t be surprised when you start to have difficult times, chemo is so awful. I am sure you are having a nightmare of a time with this chemo, isn’t it awful. Aren’t you having terrible side effects?” And Bob’s response is “No, I am not having any problems at all.” It is so draining to hear negativity. Brooke said “It is hard work to stay positive. It’s a big job to keep a *positive attitude*.”

And she is so right. When your life seems to be falling apart – it’s easy to talk about your life falling apart. It’s hard to get on the happy trail – but once you are there – it’s much easier to stay there and have much more energy. Even if we aren’t terrific or fabulous, when people ask us how we are – we say we are terrific or fabulous – because our subconscious doesn’t know the difference and then we will start to feel that way.

So what does Bob’s liver story have to do with Business and your organization? *Attitude is everything!* Did you know that over 50% of the people do not like their jobs? People are hired for their intelligence, education, experience and expertise and they are fired or derailed for their inability to get along with other people. Once we identify, understand and appreciate what each member of our team brings to the table, then we have the power to win in every single situation because we are able to adapt our behavioral styles to what the situation is calling for. Check out your co-workers attitude. Perhaps you can help them the way Patty, Michele, Brooke, Jen, Jennifer, Vi, Dr. Welches and so many of our friends have done for us.



Have a great day and keep on smiling. My father sang this song to me years ago – “*When you’re smiling, just keep on smiling – Because the whole world smiles at you.*”

By the way, Bob did not have any side effects after his first chemo treatment. He is walking faster and longer than he has in the past three months. His appetite is tremendous. He has a smile on his face, he golf’s at least once a week has a milkshake every night and if you call and ask him how he is doing – he will respond – “*Terrific!*”

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The thing always happens that you really believe in; and the belief in a thing makes it happen.

– Frank Lloyd Wright

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