

THE EXCHANGE

PASSING OR PASSION

By Ben Cairns, M.A.



Tony Robbins is one of the nation's premier motivational speakers. On October 16th, 2000, Tony Robbins was in Atlanta speaking to a crowd of 14,000 people. I was in the front row. The rest of our staff was right behind me in the second row. Tony's booming voice shook the floor and rattled the chairs. "I need a volunteer. Someone who has some enthusiasm and passion!! Let me see who has some *passion* and I'll pick a volunteer!!"



I was among half of the audience on their feet, shouting and waving arms. For a moment, time seemed to slow and then stand still. I was aware of my own level of energy and then that of the people around me. We all pretty much

looked the same, jumping and waving like fools. And then I realized that I was probably only at about 60% of what I was capable of. Could this be a mirror of how passionate I am about my life in all of the other areas? I continued to wave my arms and shout. I thought, "if most of us are only at 60%, who is going to stand out?" Tony was already pointing into the crowd away from where I was. My thoughts continued. "Who do I know that would go to 100% or beyond?" It was the guy behind me.

He jumped about four feet into the air and wriggled like a giant fighting swordfish caught on a steel cable. "Pick ME! Pick ME! Pick ME!" Tony stopped and looked over with a look of surprise. He smiled and pointed just past me. Yep, that was the guy that Tony needed. 100% plus. The guy behind me was my partner, Vincent.

Vincent did a great job in front of 14,000 people. He had some fun and got an autographed leather bound journal signed by Tony Robbins. Inside the front cover was written, "Live life with *PASSION!* Tony Robbins." If I had added forty percent to my performance, I could have been the one to go up on stage and win the prize. After all, I had the front row advantage!

So, what does 60% passion get you in the game of life? Second place to the quality you could have had? Safety in the crowd? Passable communication? Just doing "OK"? Why not have something better, something worth smiling about when the days of your life finally wind down? To paraphrase Theodore Roosevelt, "It's better to really go for it in life and hazard the chance of succeeding brilliantly or even failing miserably, as opposed to being one of the cold gray souls who tried nothing and got nothing special out of life."

I'm a slow starter in the mornings. The next morning I rolled out of bed and helped my five-year-old get dressed for school. My daughter put her hand on my shoulder, "Daddy, I don't want to go to school today. I want to stay home." Without even thinking, I told her "Today is a school day. Your mom and I have to go to work, and you have to go to school." That's when I thought again about the 60%. And I looked up at her.

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Nothing is so contagious as enthusiasm; it moves stones, it charms brutes. Enthusiasm is the genius of sincerity, and truth accomplishes no victories without it.

Edward Bulwer-Lytton

LOOKING AHEAD:

- ◆ Our March issue will focus on Sales.
- ◆ Spring into Action!

What Our Clients Are Saying

"I just wanted to say thank you for this newsletter. I find it very useful in my day to day operation of my funeral home. I have now made this available to my staff. I look forward to every issue."

Jeff G. Nielson, Penticton BC

"I just want to let you know how much I appreciated your presentation and exercise with our group... I came away from the conference feeling so much better about people understanding each other."

Beverly R. Harrington, Chattanooga TN



If you aren't fired with enthusiasm, you will be fired with enthusiasm.

Vince Lombardi

Flaming enthusiasm, backed up by horse sense and persistence, is the quality that most frequently makes for success.

Dale Carnegie



To learn more about it, click here!

Passing or Passion, continued from page 1

I realized, at that moment, that those times in my life when I truly connected with people in a meaningful way were the times I was really tuned in to them. Those were the times where I listened carefully and responded with a genuine part of myself. My best friendships and the best parts of my being a good husband and father also stemmed from that level of attention and caring. The best part of what I do as a communication coach also stems from that higher level of involvement and passion for communicating.

And today was starting out as a 60% day. The results would be second place fatherhood, safety with the fast pat answer, and simply passable communication. I stopped and looked into my daughter's shining eyes and smiled. 60% was just not good enough. "Of course you'd rather stay home. If we could all stay at home, we could swing in the yard and hike down to Rainbow Lake. I'd rather stay at home today, too. I have responsibilities at work, and today is also a school day. How about a hike down to the lake as soon as I get home tonight?"

We earn the benefit of good communication with every single interaction that we have with others. We have the opportunity to create passion with every thought. It's easy to lapse into 60% thinking. In life, 60% is a passing grade. But passing is not passion. Improving the quality of our lives and relationships is a function of going beyond passing to passion. Pay attention to the world around you, tune in and turn it up, and make a real difference for others and yourself!

FUN-FILLED RETREATS FOR YOUR GROUP!



Plan ahead for Spring and Summer. Don't just get your team away – get them together. TLC has some passionate trainers who thoroughly enjoy creating activities that build camaraderie, people skills, and are just plain fun! Call Beverly to begin the process that will leave you and your people smiling!☺

ASK THE EXPERTS



Dear TLC,
I have a communication question about a co-worker. She analyzes every petty little detail. I'm a people person who's comfortable with making spontaneous decisions. She takes forever to decide on anything because she reads everything three times and has the warmth of a penguin's nose! How can I get along with her?

Speedy

Dear Speedy,
Here are a few tips:

- **Don't take it personally:**
Acknowledge that some people are very task-focused. Save your charm and remain focused on the task. As your level of task focus increases with her, you'll begin to see an improvement in her warmth towards you (But don't expect a bear hug or a high five!).
- **Demonstrate patience:**
Allocate more time when you meet with her. Instead of rushing her with ambiguous words like, "quickly," "in a hurry," or "as soon as possible," request time frames or deadlines.
- **Be organized:**
Before sharing an idea, resist the urge to just blurt out the first thing that pops into your head. Instead, be thorough in thinking out your plan and then put your ideas in written form. Task-oriented introverts relate better with graphs, charts, and diagrams (you know, those petty little details).

QUICK TIPS:

- When someone asks how you are, don't just say "Fine." Rather, get your energy up and be creative. Tell them you're, "Great!", "Fantastic!", or as one client said over the phone recently, "I'm doing so great I'm going to have to take a nap to calm down!"
- Two good ways to show your enthusiasm towards people is to (1) look them in the eye and (2) firmly shake their hand.

HAPPY AS A CLAM

By Vincent Ivan Phipps, B.S.

What idiom expresses passion and enthusiasm more than "Happy as a clam"? If you are familiar with this term, you know it means to be excited or joyous about something. Let's look at the history of this expression.



The oldest record of using this idiom dates back to 1834. "Happy as a clam" is really only half the phrase. The entire expression is, "Happy as a clam at high tide." If you are from, or have visited the northeast coastal region of the United States, you might have heard this one quite often.

Clams are collected at low tide because clam pickers can easily gather numerous clams with minimal effort. If you are "happy as a clam," it means it is high tide, and you will be left alone. Knowing you will remain a clam and not the main ingredient in someone's chowder should give you reason to be happy!

This month, remember to practice positive and open communication with that special someone in your life. Do something wonderful for your sweetheart this Valentine's Day to make him or her "happy as a clam at high tide!"

PERPETUAL PASSION

"Every person is enthusiastic at times. One person has enthusiasm for 30 minutes; another person has it for 30 days, but it is the person who has it for 30 years who makes a success of life." – Edward Butler George

Remember the excitement of rooting your team to victory? What is the reason thousands of fans crowd into stadiums and arenas to cheer for the home team? They want to feel the passion – the excitement that releases endorphins into the blood stream and brings with it euphoria. Fans do not observe the game, they participate in the best part – they get the rush for the price of the ticket.

There is a risk associated with getting so involved. Some times your team loses and the result is the opposite. For this reason, many sane people avoid the lows and highs and ignore the sports industry. Most, however, feel the reward is worth the risk.

Can you recreate the rush of adrenaline of a past event that brought you tremendous enthusiasm? You bet you can! Science tells us that visualizing positive events while we attach positive emotions is just as potent as though the event is actually happening in the present.

So how does one become a 30-year perpetually passionate person? To make the magic last, put these tips to good use:

- Reserve 30 minutes a day for yourself. Spend that time doing something you enjoy and enjoy it guilt free.
- Keep your mind alert by doing things differently. Travel a different route home. Move your toothbrush. Put some variety into your life.
- Re-install your sense of wonder.
- Ask yourself positive questions. Since your brain is programmed to find answers to all of your inquiries, make sure it is focused on the good by carefully selecting the question. Instead of asking, "What's wrong with me?" ask "What do I do that is really good and that I need to do more often?"
- Write down your personal mission statement.
- Include movement in your daily work routine. Clap your hands! Jump! Re-energize yourself!
- Make a list of interests and then pick one to begin immediately.
- Lose weight and tone muscles.

While there is nothing wrong with the passion that a great game brings, strive to be more than a 30 minute enthusiast. Prolong the excitement. Make it happen for you every day. To paraphrase Henry Thoreau: Whatever you choose to do, do it with passion!



Remember to:

- Spread enthusiasm by giving informative compliments when someone does something you appreciate and want repeated.
- Use your PowerWords to keep you focused on the positive. Nothing builds enthusiasm and passion like positive thinking!



Genius is initiative on fire.

Holbrook Jackson

People ask how can a Jewish kid from the Bronx do preppy cloths? Does it have to do with class and money? It has to do with dreams.

Ralph Lawren

Practice being excited.

Bill Foster

No one keeps up his enthusiasm automatically. Enthusiasm must be nourished with new actions, new aspirations, new efforts, new vision. Compete with yourself; set your teeth and dive into the job of breaking your own record. It is one's own fault if his enthusiasm is gone; he has failed to feed it.

Papyrus



Most salesmen try to take the horse to water and make him drink. Your job is to make the horse thirsty.

Gabriel M. Siegel

Enthusiasm is the most important thing in life.

Tennessee Williams

Enthusiasm is life!

Paul Scofield

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STOP THIEVES!

By Beverly Inman-Ebel, CEO

Many years ago when I was in graduate school, I lived alone in a one-bedroom apartment in a very nice all-adult complex. I came home one Sunday evening and found my front door ajar.



Upon entering, I was greeted with the draperies of the sliding glass door blowing into the living room. That was my first clue (should have been my second, eh?) that something was very wrong.

My portable television was not on the table. Had I moved it into the bedroom? I looked down the hall and noticed the bedroom door was closed with a beam of light shining from underneath it. My brain, a bit fuzzy, alerted me that I had left during the daytime and there would have been no reason for the light to be turned on. Since 9-1-1 was not in existence yet, I quickly called my friend who advised me to get out of the apartment immediately and call the police from another phone.

If you have ever had a thief enter your home, you may be able to identify with the rage of injustice. Although I could not begin to value the experience when it happened, I am grateful I was robbed. It has helped me to identify other thieves in my life, especially those bandits that rob me of my passion and enthusiasm.

Since my initial experience with crooks, I have arrested fatigue, procrastination, poor work ethics, and depression as would-be criminals. Here are some of my guidelines for holding onto my enthusiasm:

- Get enough sleep.
- Exercise daily.
- Make a "do" list rather than a "to-do" list and then do it.
- Start early.
- Reward yourself for small victories.
- When feeling down, quickly move to chemically change your body.

If you see that you are coming unhinged, or you have no more control than a curtain in front of an open window, if things seem missing from your life, and doors are closed, move! Get out of your doldrums. Change what you are doing. Run into the fresh air and take deep breaths. Embrace enthusiasm. Restore the sense of wonder.

Find the child within and bring him or her to work with you. Tackle old tasks with new vigor. Know the reason you are doing something and do it with passion. Feel the enthusiasm. Stop the thieves. Live your dreams.

**FEATURED SERVICE:
RETREAT FOR WOMEN**

TLC is proud to present "Pass It On," a weekend retreat created by women, for women. It is a time to reflect on our journey in life, to assess where we are now and where we want to be, and to share the wisdom and insights we have gained with other women in order to "Pass It On."

Reserve your weekend today:

- February 16 – 18, 2001
- March 9-11, 2001
- April 6-8, 2001
- April 27-29, 2001

The cost is \$295 per woman and \$255 for a friend registering with you. This includes all events, lodging at Spring Creek Retreat, meals, gratuity, and materials. Check, Visa, or MasterCard accepted. Call 1-888-BECAUSE for reservations or a brochure. Visit www.springcreekretreat.com for a virtual tour of a great get-away spot.



TLC establishes long-term relationships with our clients. If we have helped you or if you believe our approach to change would work for someone you know, please communicate with us by email [tlc@talklisten.com] or phone [1-888-232-2873]. We work with individuals and groups on the following subject areas: attitude, listening, body language, voice, leadership, compliments and corrections, behavioral style, teamwork, effective meetings, public speaking, accent reduction and much more!