

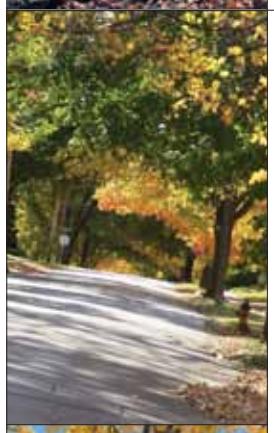
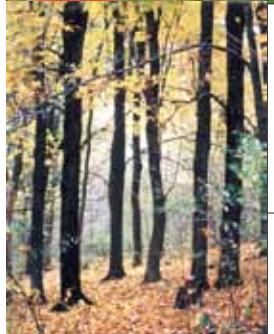
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## The Power of Change



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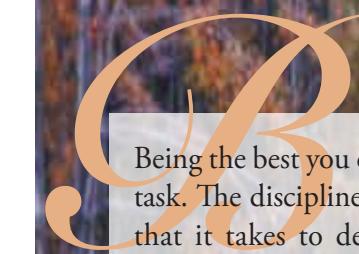
## Power of Change

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We always hear it, we always face it and it still seems like nobody likes change. But being the best you can be will always involve constant change. The opportunity to continue to grow yourself and develop your potential throughout life will take change. Change can be intimidating and it takes strength to face down your fears.. Embrace it, master it and encourage it to generate even more in your life. Change is a good thing and you can use it to generate controlled growth.

*"You are what you think about all day long.  
- Dr. Robert Schuller*

# Being the Best You Can Be



Being the best you can be is not an easy task. The discipline and determination that it takes to develop a new habit or upgrade an old one is a challenge in itself, let alone integrating the new change to make it a habit. To help you, I have included a list of ten suggestions that will help you boost yourself along your road to the top:

1. **Discontentment.**  
You know, that restlessness that lets you know that all is not right and that change is necessary.
2. **Define the change needed.**  
Identify what is needed and what it will take to improve the situation.

3. **Delay gratification.**  
Delay gratification in order to listen to the inner wisdom that can provide the answers you need.

4. **Plan.**  
Formulate a plan of action that will propel you towards your goals.

5. **Take action.**  
It's important to begin the change once a plan of action is identified.

6. **Review.**  
Stop what you are doing, on a consistent basis, to evaluate whether your action is working. If not, make the necessary changes.

7. **Navigational changes/flexibility.**  
Be ready to make small shifts along the way to your goals; flexibility is crucial.

8. **Acknowledge the small stuff.**  
Give yourself credit for the small changes that are taking you to the finish line!

9. **Persevere.**  
Stay the course. Don't quit, whatever you do - you're too close now!

10. **CELEBRATE a job well done!**  
You have achieved a new goal and birth of a new habit that will help you be the best you can be this year.





# STRATEGIES IN CHANGE

The survival and success of a business depends on its ability to adapt to its changing environment. How

can we equip ourselves and our organizations to deal with the world that is transforming right before our very eyes? The key is to understand the NEW rules of change.

Today's change is not just more rapid, more complex, more turbulent, and more unpredictable. Today's change is unlike any encountered before. The surprising fact is that change itself has changed! By looking to our greatest teacher, Mother Nature, we can understand the natural change process. The ceaseless process of change takes on unique characteristics at different points in time.

The rules governing change shift dramatically and almost without notice. These "breakpoint" shifts follow the same master pattern, whether they occur within a single atom, one's personal life, or an entire organization.

Three phases of growth, called the Transformation Theory, define the life of any system over time. The first phase is very disorderly, creative and unpredictable as it strives to define its pattern. Energy is spent on trial and error. Once the bits and pieces of the pattern are assembled in a healthy system, then an abrupt change - a breakpoint - happens where the rules shift 180 degrees. An atom in water reaches breakpoint when the temperature reaches boiling point and its new environment becomes steam. An inventor reaches breakpoint once a prototype is marketable and is ready for production.

In phase two, experimenting ceases and the approach switches to extending, improving, and modifying the central pattern while discarding what does not fit. In fact, anything that does not fit the pattern will be rejected by the system. By standardizing policies and procedures, an organization efficiently grows larger in its second phase. When an organization has used up its potential in the environment, it reaches another breakpoint. Nature's method of growth moves ahead, attempting to fulfill the potential of the growing organism. Many of today's current management systems have reached this breakpoint. In the third phase, the pattern is restructured and the new configuration must include elements that were rejected in the second phase. Disordering, reordering, and innovating all make up the method of change in the third phase. In organizations, the third phase demands new and disparate behaviors such as innovating, partnering with customers and suppliers, and taking

on community and environmental responsibility.

Understanding and working with the cycle of change can revolutionize the way one does business. However, understanding change is not enough to guarantee success. The unique interrelationship between vision, creativity, and connection is required to ensure the continued growth and success of an organization.

## Shared Vision and Pull

What is the vision for the future? It is critical that everyone in the organization have an understanding of the vision. In nature, every one of the more than 60

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trillion cells in the human body shares the same vision of the whole - the same DNA. Cells know where they are going and, in the process, can course-correct. In organizations, the shared common vision becomes the driving force, and decisions are not "by the book" but by the vision. The pull of the future always takes precedence over the past.

## Creativity

Creativity allows you to bring into being things that never existed before and could not be predicted by the past. If decisions are based on the past, you will only create roadblocks and never realize your vision. Organizations that have a vision not only share it but encourage

creativity and innovation from their employees to help build it.

## Connection

We are connected inexorably to one another. We are all part of an interconnected whole, and any energy we spend putting up walls is swimming upstream against nature, and is going to cost us in stress, pain and the quality of our lives. It is non-judgmental respect or "unconditional love" for all employees that allows organizations to make major strides in fulfilling their vision.

For those who insist on clinging to traditional ways of looking at the world, change will continue to come so fast and in such unexpected forms that the future will no longer be a desirable place. But for those who are willing to move ahead with conscious awareness of the natural laws of change, the future offers unparalleled opportunity to reshape our lives, our organizations, and our world into what we want.



# The Art of Getting What You Want



Can you have an attitude and keep it a secret? Mary Robinson Reynolds, educational psychologist, says ... absolutely NOT!

Research indicates that 80 percent of people who are pink-slipped, downsized, or just plain fired are not let go because of their technological know-how or competence. It is because they are not able to deal with personal differences and emotional situations within the work environment. It would be easy to say that the same is true of the breakdown in today's marriages, let alone healthy and effective relationships with our children.

Straight from Mary's newly released book, "VIBES: The Art of Getting What You Want!", she says that we all know we should be careful with our words, but we need to learn how to be more responsible with our thoughts.

What does your attitude have to do with communication? Just about everything. You may think you are speaking succinctly, but if you have an underlining condescending attitude, forget

about getting what you want from this interaction.

Energetically, we resist when someone is pushing against us, especially with negative, judgemental or arrogant attitudinal vibes. The key to getting what you want in all of your relationships is to start paying attention to your attitude and the vibes you are sending back.

When communication is going side-ways:

Apply Behavior Modifications' #1 Rule: "Before you can change anyone else, you must first change yourself." And honey, that means your attitude. Take a moment and observe yourself. What label have you put on this person? Your decisions about this person and this situation are speaking volumes through your attitude, and this is the dialog that's really going on, whether you meant for it to or not. It not only comes out through your words, tone and body posture, it's being communicated energetically, in a big way. You know when someone has an attitude about you. Well, it's no different

when it's headed out from you toward them. If you change your perception about this person and this experience, you will change the interaction, in an instant!

No judgement. If you seriously want to pull that attitude of yours back in, then you need to get out of judgement. If you are really hot about something that they did, then tell yourself that you are going to adopt "zero content thinking" while you are trying to communicate to them. You can be discerning in life, without launching a judgemental attitude. Being discerning means that you address the problematic areas of the relationships, based on factual information. When you are locked into judgement mode, you do not invite, let alone allow, the other person into the conversation. You are essentially a talking head with a one-sided conversation. Toss the judgement, and you've just invited them into creating new and innovative solutions with you.

How would you prefer it to be? Our

attitudes are conveyed through our language. When in confrontation, we tend to talk in terms of what we don't want, or what was done that was wrong. Then we push hard energetically with the idea that, if we hammer our point across long enough, it will ensure a different result the next time. Then we back that up with a good dose of attitudinal hammering. And then, we act surprised when the very thing that we didn't want in the first place happens twelve more times! Just know this: when you are hammering your point home, you are ensuring that it does in fact happen again. Simply address the error, and then put your remaining focus on talking about your preferences and why the relationship matters to you. You will not only walk away with a clean attitude, you will now have a two-way relationship that works.

Send the "love vibe." We all know that love heals all things. Love just has the transformative effect of a healing, soothing balm. With particularly challenging people and situations, where you feel powerless,

you should know that you can literally transform the energy of a situation by focusing on sending them the love vibe. How do you do this when some people push your buttons so much that you don't think this is even possible? There are three ways to do this with icky and crazy-making people and situations. First, just try spelling out the word L-O-V-E in your mind. Thoughts have energy, and this is the energy that is being sent, even if you can only spell it, simply because you are focusing on it. Second, think about someone in your life that you can easily feel love toward. Bring them to mind and then, when you get that loving feeling going for them, slip that loving feeling over onto the person who you've had the most difficulty changing your attitude about. Third, if the first two ways are too repulsive for you then, as they are walking away from you, pretend you are cupid, and shoot them in the back with a love arrow! Dare to try these, and you will see a softening in their behavior and a higher level of receptivity for what your preferences are.



# Accomplish Real Change

## Successfully

*A Requisite for Real Change!*

To quote an unheralded Deming phrase, “No Theory, No Learning.” Explained, it warns us that unless we fully understand the theory, set of assumptions or thinking that we held true when we created practices and procedures that we use presently, we will be forever condemned to create different versions of what we have always done in the future. The result ... no real change, just different manifestations of what we always used to do.

Unless our beliefs, theories, assumptions and thinking is critiqued and challenged for validity, what we build in the future will rest on a foundation that is the same as it always was!

Consider the following:

“How we believe, so shall we act.”

(from Proverbs)

“How we think determines what we measure.” (Einstein)

We have understood for years that the gateway to change is through our belief system and accepted theories. Yet, in many instances we have conditioned ourselves not to learn as, in our quest for quick fix answers, we short-circuit the very element that is critical to effective problem solving and effective change ... the examination of the thinking and beliefs that we built today's practices on.

As Thomas Paine so aptly stated, “A long habit of not thinking a thing wrong gives it the superficial appearance of being right.”

If we hold true the theory that the earth is flat, then we make decisions and create practices within that framework of thinking and are blinded to the possibilities that are present under a different theory. Worse, all improvements to those practices will be nothing more than upgraded versions of what always was, and not breakthroughs.

Almost every significant breakthrough is the result of a courageous break with traditional ways of thinking (a change of theory!) If managers “believe” their views are facts rather than a set of assumptions (or personal theories) that they have accepted as truth, they will not be open to challenging those views, and will never create the type of change that will dramatically effect the business. Any future practices or procedures that are altered without a change in thinking or theory will be disguised versions of those same practices or procedures. Is it any wonder that we keep re-creating the wheel?

We are conditioned to steer away from this type of change and become more “action” oriented or pragmatic in our approach. However, this allure to action short-circuits the learning process and inhibits effective change in business. We've all heard over and over again, “I don't have time for theory; I need practical application and action.” Perhaps we have created the very approach that is our biggest obstacle to effective problem solving and change in business.

**“Change is the constant,  
the signal for rebirth,  
the egg of the phoenix.”**

**— Christina Baldwin**

# Act Different. Think Different. CHANGE!

Since the events of September 11, we've all heard the phrase repeated, "Life is different now." And yet, in the midst of the chaos and crisis, we are presented with an incredible opportunity to act differently in order to think differently about our response to change. Seizing this opportunity takes courage--courage one degree greater than our fears.

One of the physical metaphors I've used to bring people's awareness of the moment into sharper focus is the art of keeping three balls in the air. Juggling helps people gain insight into how they approach change, and how willing they are to learn new skills. It also helps them realize their basic assumption patterns: what they believe they are able to accomplish. Through juggling, I aim to help groups achieve a shift in beliefs, a change in behaviors, and the creation of small steps toward working and thinking differently. Here is how the process works.

Close your eyes, and imagine you are standing alone in a room. You have three balls and a note that says, "Within the next 20 minutes, your objective is to juggle three balls in two hands."

Ask yourself, "What would I do? How would I approach this problem? Would I have the experience in my database of knowledge to tackle this problem? Why should I accept this challenge? Would I make a plan? Would I jump in and throw the balls up in the air and hope for the best? Would I call out for help? What are the consequences if I don't accomplish this in the time allotted?"

Depending on your wiring and preferred learning style, there are three common reactions to this exercise: fight, flight, or freeze. Whatever your reaction, the task throws you out of balance. To reach a state of balance, people use a combination of two knowledge databases: thinking (analysis) and

body knowledge. Most of us default to the former as a primary tool for problem solving. My work suggests that tapping into the information held in our bodies--information that is real and preprogrammed--helps us reach the goal just as effectively. This represents a shift in beliefs.

Learning to juggle can offer a snapshot of how you, your staff, and even your loved ones deal with learning different parameters of behavior. It also magnifies the basic assumption patterns that managers encounter daily from staff: "I can't do this. Why do I need to do this? I am one person with only two hands! You want me to do what with how few resources?"

In the 20 years I have used juggling as a physical metaphor for change, participants in my sessions have offered many lessons.

- In order to juggle, I have to let go of the balls.
- If I say I can't, I know I won't.
- The balls do not have minds of their own--they only go where I throw them.
- Juggling is about timing, rhythm, focus, and vision. So is my life.
- If I build on small successes, I get further.
- The information I need to accomplish this is in my body; I just don't let it out.
- The toss is the most important part of juggling; it sets up the catch.
- This is not about juggling; it's about managing multiple priorities.
- This is an easy two-person job.
- If I can't get the third ball out of my hand, I've got some issues of control.
- I literally cannot think about anything else but throwing and catching balls.
- If I trust myself to learn, I can learn anything--even juggling.
- Juggling is serious fun.
- Juggling is about effortless focus and relaxed concentration.
- The parallels to business are clear: when I juggle (manage), I handle what is in front of me while I keep an eye on the future.
- I cannot think and juggle, but I do think differently after I try juggling. It's also about doing.

To these bits of wisdom I would like to add two more of my own.

1. Flexible thinking is vitally important. Just as rigidity causes balls to collide and fall, it causes processes and relationships to break down. This happens when you see yourself as only one type of learner. To increase your flexibility, try something different--such as a new way of throwing the balls in the air (ideas) or a different way of catching them (listening). You could test out a new pattern of behavior. What have you got to lose? You can always go back to doing it your way.

2. Courage and fear go hand in hand. Late-night host Johnny Carson was once asked if, after 30 years, he still got nervous before a show. "I'd be a damn fool if I didn't," he replied. Performers know that nervousness is their ally. They use it to bring themselves to their peak, to the edge of their preparation. In fact, nervousness is a measure of preparedness. For people in business, living inside fear is a requisite part of moving toward everyday courage. Acting with courage just one degree greater than your fear can bring you to the edge of your peak performance.

As you move forward through your career and your life, you must find new ways to talk, act, think, and work in order to survive in a rapidly changing world. Finding balance while juggling everything life throws at you can compel you to act.

Your challenge: Identify which balls you are juggling right now. Then ask yourself each morning, "Can I handle one more ball than I did yesterday?" Acknowledge one basic assumption about yourself today. Use your everyday courage to shift it and overcome the fear of change. You will find that these changes affect, and possibly improve, how you communicate with others. You will also find that change will quiet the chatter in your head about what you think is possible.

It's a lot to juggle.





# The Truth About Affirmations

If you've been a subscriber to my e-newsletter for some time now, you know about my extensive background and training in Hypnotherapy, Psychology, and NLP (Neurolinguistic Programming). In utilizing this technology over the years, I've had the opportunity to work with both top professional athletes and Olympic gold medallists to help them to be the best in the world at what they do.

Now, when it comes to you working on your own mind to be the best that you can be in your real estate business, I want to talk to you for a moment about the subject of affirmations. Affirmations can be very effective but they can also be less than effective for some people. And in case you're not sure what affirmations are, they are a list of statements that you read to yourself daily about the qualities you aspire to have within yourself as a

person, and the results that you intend to produce in your life. Typically people who recommend using affirmations to others will recommend that you read them out loud immediately upon getting up in the morning, and again just before going to bed at night. But I find that when most people tell others how to effectively do affirmations, they leave out some very important points.

Truthfully, some people experience very slow progress when utilizing affirmations. And one of the main reasons for this is that they simply don't believe what they are reading out loud to themselves. It's like the words are coming out of their mouth, but there's a voice in the back of their head saying, "Yeah, sure." So there's doubt attached to the affirmations when they are reading them. This can be a big problem that will dramatically slow your success

rate with affirmations.

In order for affirmations to really be effective, you need to be congruent with them in your thoughts, feelings, and actions. So, as you're saying the affirmations, feel and experience your emotions and your thoughts being in full alignment with them. And if you do experience some doubt when saying the affirmations, tell yourself that this is the old "you." Then get right back on track with reciting your affirmations and having your thoughts, feelings, and actions be congruent and in alignment with these affirmations.

Imagine yourself taking the actions that are in alignment with these affirmations in your real estate career, and feel the feelings associated with taking these actions and producing the accompanying results that come from this. You can even

make pictures in your mind and imagine your life now with these affirmations having already become a reality for you.

And if you really, really want to begin producing great results in your life very quickly, act and behave moment-to-moment in your life as if these affirmations have already become a reality, and that you are now the person completely described by these affirmations. And when you do this, your experience and feelings of success in your life will increase phenomenally! This is because the unconscious mind acts as if this "dream" you are living is now your reality. And as you live this new reality day-in and day-out, you become the person you truly want to be in your life at light speed.

So just give it a try. Whether or not you decide to use affirmations now, act and

behave in your real estate business as if you already are the agent you've always aspired to be. Do it for a week and notice the difference in how you feel. And if you get off-track and back into the old "you" from time-to-time during the week, that's OK--just get back on-track to being the new "you" again as soon as you become aware of this.

And if you find that this approach is very effective for you and that you really love doing it--just keep doing it!

You see, all behavioural change happens at the unconscious level. And if you continually act as if you already are the agent you've always aspired to be, there will come a moment in time when you've already become that person. And then you really don't have to act anymore. You just naturally are that person you've always wanted to be.

And if you're doing affirmations or decide to do them now or in the future, add the following MOST IMPORTANT affirmation as the last one to read on your list: "My affirmations work whether or not I already believe that they do."

Please write and read the above affirmation word-for-word. The exact sequencing of the words in the affirmation is specially-designed to have the maximum effective impact on your mind.

This affirmation is a great one to completely neutralize that little voice that we talked about in the back of your head and move you even faster towards becoming the real estate agent that you've always wanted to be.

# Self-Leadership Through Self-Renewal and Change

By Robin S. Sharma

**A** A wise psychologist once said that “adults are nothing more than deteriorated children.” We are at our most creative and our most powerful when we are connected to the child within us. Whether we are at business or at home, when we see the world through the eyes of a child, we live our biggest and best lives. Children bring boundless festivity to their moments, live with wide open hearts, see the innocence in others and dream big dreams. However, as we grow through life, so many of us lose access to the children that we once were. We pick up the false beliefs, limiting assumptions, fears and judgements of the world around us. We lost sight of our “original nature” and begin to wear social masks that we present to the world in an effort to fit in. Yet, the only place you get to when you follow the crowd is the exit.

As you improve your leadership capacities, I encourage you to make the time for self-renewal and personal regeneration. Make the time to nourish the child within you. Make the time to

recreate who you are and see the world through a new set of eyes. Carve out some time to bring balance back into your life, to re-energize your spirit, and to nourish your mind. Here are seven strategies that I know will make a difference for you:

Read for 30 minutes a day. If you’ve read *The Monk Who Sold His Ferrari* or *The Saint, The Surfer & The CEO*, you know that I believe in the power of personal growth through reading. Reading books is nothing more than reaching for your highest potential as a human being. When you read a book, you are having a conversation with the author. You begin to play in the author’s orbit, and connect with their thinking and who they fundamentally are. Given this, you cannot help but step into a whole new possibility when you read the books of the great people who have walked before us and who are currently with us.

Commune with nature. When you connect with nature, you connect with something larger than yourself. As well, science has confirmed that nature restores us to balance and reduces stress. I love to walk in the woods and reflect deeply on the condition of my life. While I am walking, I ask myself, “What is working and what is not working?” I ponder about the value that I’m adding and the nature of my legacy. The stillness of the woods soothes me and restores perspective. This regular practice simplifies my life.

Spend time in silence. Silence is the world’s sweet restorer. Few of us spend time each day in silence, solitude and stillness. Yet, for thousands of years, the sages and philosophers have reminded us of the healing power of silence. By spending even ten minutes every

morning in some form of silence, you will access more of your potential, reduce stress and renew yourself. You will be better at home and at work. And you will deepen the relationship with yourself (which is the most important relationship of all).

Listen to your favourite music. Music makes my heart happy. Music changes my state almost instantaneously. Music makes me feel fully alive. Music makes



powers and will relieve you of tension like few other practices will. Massage is also excellent for circulation and aids in your overall health. A massage is a gift you give yourself, and I highly recommend it. I was recently in South Carolina with a Masters Series coaching client where I experienced a hot rocks massage. The effect was powerful. Whether you choose this form of massage to experience or a traditional Swedish massage, once you engage in this practice on a regular basis, your health levels along with your overall well being will rise to their next level.

Practice daily gratitude. Few things are as powerful, in terms of life renewal, than connecting to the blessings of your life on a regular basis. Every single one of us has many more blessings in our lives than we are consciously aware of. When we carve out the time to reflect on all the good things that circulate through our days, we notice them more. One of the natural laws that run the world says simply, “What you focus on grows and what you think about expands.” Over the coming weeks, regularly articulate all the things that you are grateful for (ranging from family, good health, a great career to the fact that you live in this country and can speak English).

Chase your passions. What activities did you love to do as a child? All too often, as we age, we neglect the things that we used to love to do as kids. Make a heartfelt commitment to get back to the hobbies, activities and passions that made your heart soar when you were a little child. You’ll be glad you did.

Robin Sharma. [www.robinsharma.com](http://www.robinsharma.com)

# Do Your Sales Habits Need a Tune-Up?

How you are first trained in real estate sales is absolutely critical in determining your long-term success in the business. The habits that you develop in your first one to three years in your real estate sales career become the habits that you then naturally gravitate towards for the rest of your career in the business. Therefore, if you were trained by someone who taught you the habits of top producing agents, you are much more likely to be utilizing these habits in your career right now than if you learned the business

on your own, completely flying by the seat of your pants. If you were originally trained in real estate sales by someone who was a mediocre producer, all this person could teach you was their own mediocre habits. You just can't teach people how to do what you don't know how to do yourself.

Are you repeating old habits that you learned years ago in the business? Do these habits need updating? Is it time for you to break free of many of these old habits and begin to include new,

much more productive habits into your daily repertoire as a real estate agent? If you're committed to making a change, know that you can definitely make it happen. But it takes commitment, focus, and determination to bring about these changes if you've been in the business for some time. On the bright side, though, if you stick with it and make these changes in your business, you will experience a new love of the business that you may not have felt in many, many years.

*"Success is the prize for those who stand true to their ideas!"*  
- Josh S. Hinds



**Individuals and Companies who exemplify these traits of SUCCESS can be found on our website in the Profiles' section**