

GRATITUDE

Issue: 9

November 2012

WHAT'S NEW THIS MONTH?
ASK ROXI: QUESTION
10 GRATITUDE QUOTES
5 THINGS -GRATITUDE TO OTHERS
5 THINGS - GRATITUDE TO YOURSELF
CHANGE YOUR LIFE!
ASK ROXI: UPDATES



ASK ROXI
WHAT ARE YOUR LEADERSHIP QUESTIONS... GOT ONE?
[CLICK HERE](#)
NOVEMBER QUESTION

"How do I manage a diverse group of employees?"

I received this question from a gentleman on a live radio show this month. Here's what I said.

I am going to assume any kind of diversity here - gender, race, ethnicity, culture, motivation, age, skill level...

"Yes, he said."

The answer to this is the same, regardless of the source or variety of "diverseness" in the staff.

Each individual is unique, period. The leader or manager who appreciates that will win the hearts and minds of most people - not all perhaps, but most.

There is no "one size fits all" leadership style that works for everyone you lead. Leaders need to KNOW their people and adjust accordingly. That means learning their strengths and their struggles and helping them shine where they can and developing them where they struggle.

The latter isn't indulging or enabling them. It's identifying what motivates each person, what scares them, what hopes they have, and discovering what they need and want.

To do this well, you also must be crystal clear about THREE things:
1) your expectations,
2) how you and they will measure success, and finally,
3) how performance, plus or minus, will be acknowledged.

When you KNOW your people and when they KNOW you, TRUST grows. When they trust you have their best interests at heart as you and they get the job done well, performance will increase. You will be able to understand and appreciate what each person brings to the table, their strengths and their challenges.

The result of that insight can help you create the right fit for the right job for each of your staff.

And the bonus is...you may just create a high performance TEAM!

Did you miss a Newsletter? No problem, choose any from the

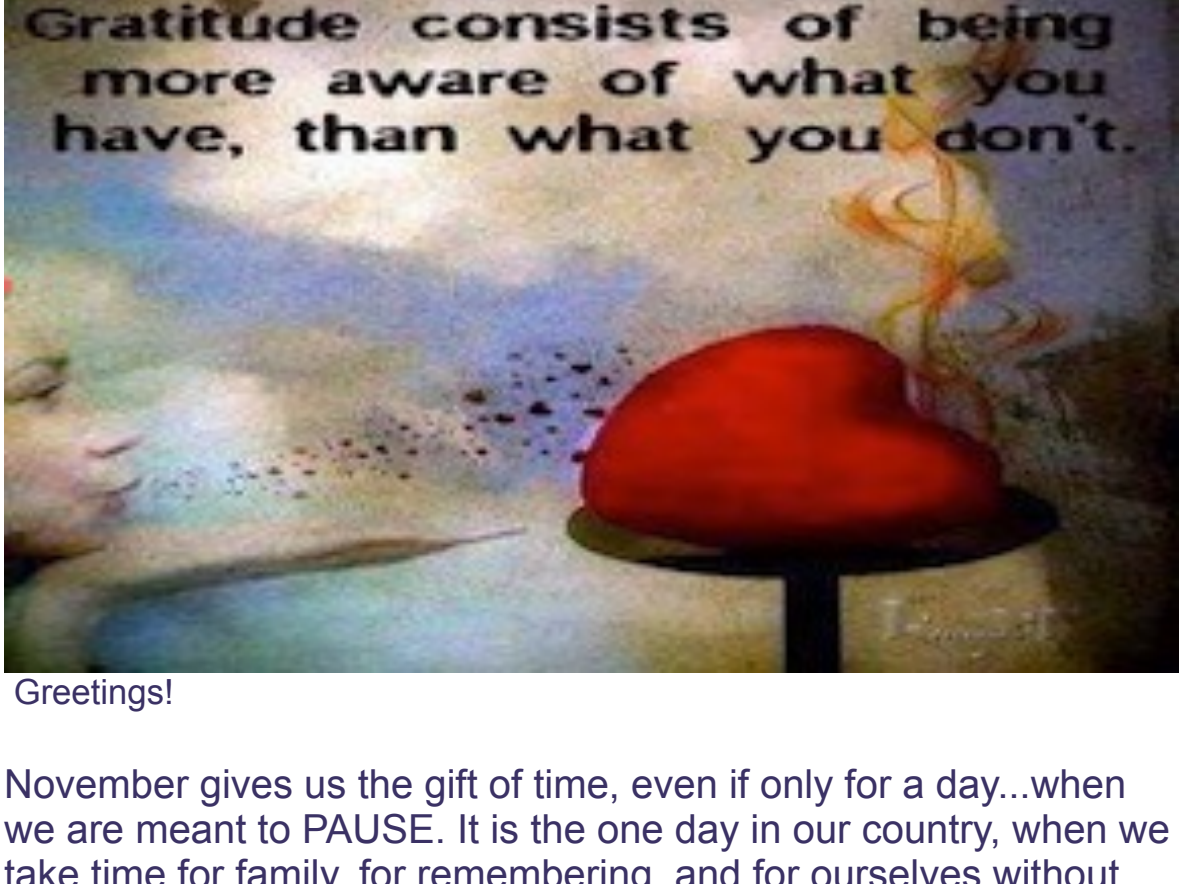
ARCHIVE

[CLICK HERE!](#)

HIGHLY RECOMMENDED BY ROXI

BOOK...

Social Intelligence by Daniel Goleman



Greetings!

November gives us the gift of time, even if only for a day...when we are meant to PAUSE. It is the one day in our country, when we take time for family, for remembering, and for ourselves without having to buy gifts or celebrate anything more than the people and things for which we are grateful. I believe we take far too little time in our day to day lives to do this, and I am thankful there is at least one day when we are expected and look forward to pausing to give thanks for the wonder of our lives.

Our days are so full of "things to do" we relish the relish on the table and the time to just "be." Did you know that the simple act of expressing gratitude changes your brain chemistry to a calmer state and lowers your heart rate? So, when our bellies are full, and before the inevitable nap or football game, I hope you will take a moment to to consider what you really are grateful for.

Here's my 2012 list...

In the "nothing ventured, nothing gained" category, I've launched this newsletter and envisioned a plan to reach thousands of leaders across the nation. I've met hundreds of wonderful people, and have had the good fortune of forming new partnerships, collaborations, and relationships that have literally changed my life. I am so deeply grateful for each person who has given so generously to me of their time, love, and talents. I could stop there, because that's a long list. Yet, there really is so much more.


I feel so much gratitude for my family and close friends who, all year long, have lighted my path and lightened my load without complaint and always with encouragement. I am also grateful for the moments of grace I've experienced several times this year. And my list wouldn't be complete without a personal note about my gratitude that the love of my life, my husband, became a US Citizen a few weeks ago!

So please give yourself the gift of GRATITUDE and pause for a moment. What are YOU grateful for as a person, in all areas of your life? And, at work, who helped you make progress, gave you a great idea, lightened your load, encouraged and supported you, smiled at you, laughed with you? Let's not take those moments and acts of kindness for granted. Let's remember them and let them remind us how incredibly fortunate we are to live in this country, to work with people we enjoy, and to know others care about us.

And when you've finished your list, start all over again tomorrow and again the next day and the next. Perhaps you will find your cornucopia of gratitude takes you to new places. You may even find yourself wanting to share more of what you already have - knowledge, good fortune, love, wisdom... with others.

Happy Thanksgiving to all of you!

[Measuring What Counts...](#)



GREAT TED Talk from CEO and Entrepreneur, Chip Conley

- 10 Great Gratitude Quotes**
- "Let us be grateful to people who make us happy; they are the charming gardeners who make our souls blossom." - Marcel Proust
- "We can only be said to be alive in those moments when our hearts are conscious of our treasures." - Thornton Wilder
- "Happiness cannot be traveled to, owned, earned, worn or consumed. Happiness is the spiritual experience of living every minute with love, grace, and gratitude." - Denis Waitley
- "As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them." - John F. Kennedy
- "At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us." - Albert Schweitzer
- "The deepest craving of human nature is the need to be appreciated."
-- William James
- "Be thankful for what you have; you'll end up having more. If you concentrate on what you don't have, you will never, ever have enough."
-- Oprah Winfrey
- "He is a wise man who does not grieve for the things which he has not, but rejoices for those which he has." - Epictetus
- "Gratitude helps you to grow and expand; gratitude brings joy and laughter into your life and into the lives of all those around you." Eileen Caddy
- "Gratitude is the fairest blossom which springs from the soul."
Henry Ward Beecher

- 5 THINGS YOU CAN DO TO EXPRESS GRATITUDE to OTHERS**
1. Say "thank you" or "I appreciate" specific actions or contributions, and really mean it
 2. Offer to help a colleague without expecting anything in return
 3. Offer to do something you know they don't like to do
 4. Acknowledge their presence and deeply listen
 5. Get them a cup of coffee, or buy them lunch when they are too busy to stop working

- 5 THINGS YOU CAN DO TO EXPRESS GRATITUDE to YOURSELF**
1. If someone compliments you, thank them and take it in - believe it
 2. Treat yourself to something you enjoy - just do it
 3. Be proud of something you did or said
 4. Give your passion time in your life
 5. Take an inventory of all the good things you've done for others - don't diminish any of it

**JANUARY 1 DEADLINE
FOR EARLY REGISTRATION BONUS
5 DAYS THAT WILL CHANGE YOUR LIFE!**

[Click above for Brochure and Registration Information](#)

HOLD THESE DATES: and Contact US

APRIL 29 - MAY 3, 2013
With ROXI HEWERTSON & JENN KAYE

LEADING WITH IMPACT: YOUR RIPPLE EFFECT

**5 DAY LEADERSHIP INTENSIVE
AT HIGHLAND LODGE CENTER
IN THE BEAUTIFUL FINGERLAKES OF NY**
A week to remember!

UPDATES:

November has been a blur, yet another reason I'm grateful for one day to pause! Here's the link to **ROXI's TEDx TALK** - it will be on line on **November 24th**. I haven't seen it yet - so we'll see how it went together!

We've been working hard on our **new *Leading With Impact: Your Ripple Effect, On-line leadership course, and our new "ASK ROXI" web site.*** Both are gearing up for a first quarter 2013 release. A key goal in getting up the site is to create an interactive, engaged leadership learning community where we can help each other and get the support we need.

8 spots still open for FREE PILOT

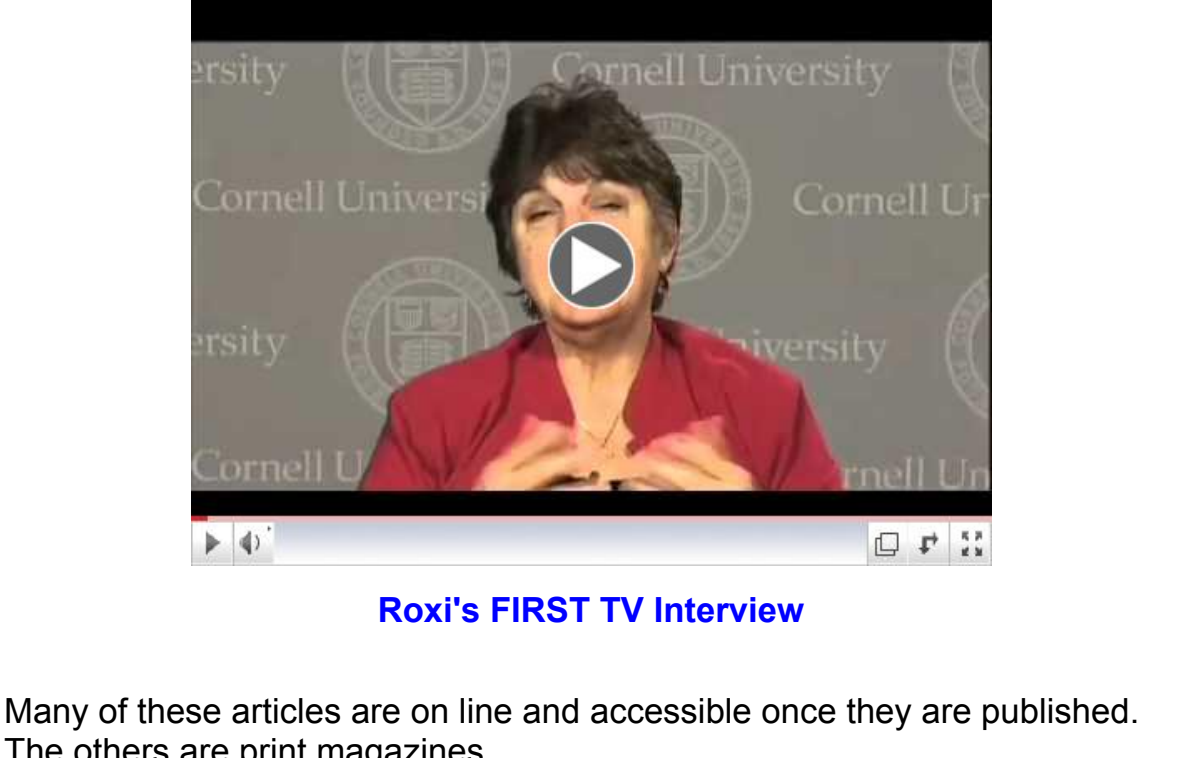
We have 7 people who asked to participate, so we have 8 spaces left if you want to learn while helping us get great feedback. Each of 5 modules will be about one hour in length with printable worksheets and practice activities. As I said last month, to participate you need to be willing to complete a short feedback survey for each of the 5 modules.

Please let us know if you would like this opportunity by emailing us at info@highlandconsultinggroupinc.com

ASK ROXI ARTICLES and APPEARANCES

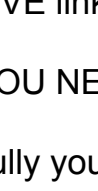
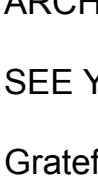
This month, I feel very grateful that I was given an opportunity to appear in two TV studios in one day! Live at Cornell and a taped interview in New York City. Interesting experiences! The live radio shows across the country continue to be fun and interesting, particularly when people can call in and ask questions. I love that! The best part for me is that the critical message of how important it is to learn to lead well is reaching many more people! When **ASKROXI.com** goes live in January, all articles and interviews I am able to share with you will be in one place you can explore.

Here's what's coming up and the link to the live TV interview I did last week. Remember...this was my first time in the bull pen and my interviewer was apparently not much more seasoned!



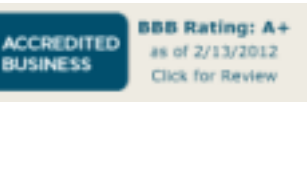

Roxi's FIRST TV Interview


- Many of these articles are on line and accessible once they are published. The others are print magazines.
- Chief Learning Officer and Talent Management magazines - TBA
 - 10 Things Thriving Organizations and Leaders Need to Know
 - Training Industry Exclusive - November - How to Use Failure as a Strategic Tool -
 - Forbes.com - in November 12 Career Killer Comments
 - Entrepreneur Magazine - in March - New Trends in Leadership
 - Comstock Magazine - in December Leadership Fatal Flaws & Best Practices
 - Warren Bennis - Leadership Excellence Magazine - in November
 - Do or Die, Best Practices or Career Killers
- Please share the ASKROXI newsletter with anyone you think would enjoy and benefit from it. Thanks for your forwards and to all our new subscribers. Remember, you have access to archived newsletters by clicking on the ARCHIVE link in the left column
- SEE YOU NEXT MONTH!
- Gratefully yours!
- Roxi Bahar Hewertson
CEO and President - Highland Consulting Group, Inc.



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