



You'll never be brave
if you don't get hurt.
You'll never learn
if you don't make mistakes.
You'll never be successful
if you don't encounter failure.

OCTOBER 2013

ISSUE: 18



A LOOK AT FAILURE

Regina Dugan on Failure
Fascinating TED Talk

Dear Roxi,

**Ask Roxi
OCTOBER
Question**

**HOW DO I
LEAD
EMPLOYEES**

When you think about, imagine, or hear the word FAILURE, do you have a negative reaction? Does your heart sink. Do you droop your head or get angry? If you don't, you're in the minority of folks who routinely see and react to failure as a new opportunity to try again and again, a bit like Thomas Edison said, "I have not failed. I've just found 10,000 ways that won't work."

I was interviewed recently by, Anne Fisher, for CNN Money about a "big fat failure" question from one of her readers. I think you might enjoy the article that resulted. [Recovering From A Big Failure](#)

We've all succeeded and failed lately. Yes, you, too have succeeded and failed. Let's see...just in the last two weeks, I failed to drive the correct speed, and that cost me a lot! I failed to get this newsletter out in September and that bothers me. Just yesterday, I failed at getting a golf ball to do anything useful. None of this is earth shattering, although, like you, I get disappointed and sometimes upset when things don't happen the way I hope or expect them to. It may take an extra push to remember that tomorrow really IS another day and another chance to get it right.

When I train facilitators how to design for and work with groups, one of my favorite things to do is "blow it." It's true! When any of us mess up in any way, (and we all do), we celebrate by throwing our arms in the air and yelling "YAY!!!" The fear of failure decreases noticeably, while the learning and fun increase at least as much. It's magic.

Have you noticed that the fear of failure runs a close second to the fear of dying for a lot of people? [READ MORE...](#)

6 WAYS TO LEAD WELL USING FAILURE

1. **SAFETY:** Make it safe for people to experiment and fail within reasonable ranges.
2. **AGILITY:** Expect and encourage agility and flexibility to move from a non-working idea to a possible one.
3. **LISTEN** and encourage fast feedback on results, concerns, no matter whose idea it is.
4. **LEARN:** Consider every failure, every mistake, to be a learning opportunity.
5. **TEST:** Pilot test new ideas and projects and welcome mistakes and failures that show up.
6. **SHARE:** Take time to share what you've learned, and the mistakes you've made, to help prevent repeats and others having to re-invent your wheel.

I AM HAPPY TO ANNOUNCE THAT MY BOOK...
LEAD LIKE IT MATTERS... BECAUSE IT DOES

WILL BE PUBLISHED BY
McGRAW-HILL NEXT FALL!

WHO ARE OLDER THAN ME?

ANSWER:

My overall advice is...with the same respect you give anyone you lead, and then some. You already have the "authority" if you're the boss. However, if you think you need to pull the "I'm the boss" card out more than 10% of the time to get something to happen, you are not really leading.

Just like anyone else, you have to earn respect and trust...it doesn't come with your title. Consider that your greatest teachers might just be some of your more senior staff. Welcome their wisdom and make sure they know how much you appreciate it and them.

Here are 4 things you can do that will signal you are listening and respecting:

1. Ask more than tell. LISTEN to your people; ask them what they know, want, and need.

2. Say "we" far more than "I" including in your emails.

3. Do not say "no" first. Listen and say what you need or think about it before deciding.



Those of you who know me can appreciate my excitement upon hearing this news. It be published in hardcover and in e-book in the US and other countries around the world in 2014. Getting to this place required getting rejected a time or two! I'm here to say, success is a sweet reward for the "failures" we endure.

- August: We LAUNCHED AskRoxi.com
- September: Completed the DVD Facilitator Guided version of "Leading with Impact: Your Ripple Effect" for Corps/Institutions
- October: My book found a great publisher
- October: We became partners with SeniorLivingSmart this month. Now their members (leaders of Independent Assisted Living facilities) can take advantage of our on-line course.

Gee, I can't wait to see what happens in November!

[Click Here for a 2 minute Introduction](#)

AND... There are 5 ways to connect with each other...

AskRoxi.com Linked In Facebook Twitter Newsletter

These 3 links are right here..... 

QUOTES

READER COMMENT and QUOTES OF THE MONTH:

"Hello Roxi,
Thank you for your advice in this newsletter! (July/August) It is ridiculously timely as I have an immediate situation with an upper management relationship. While I am uncomfortable and a bit anxious in my interactions with this person, I also do not want to shy away from expressing my point of view in a professional, effective manner. This article really gave me a lot to consider, with tools to use as I navigate the coming weeks. Thank you for your words of wisdom!"

"In life, the question is not if you will have problems, but how you are going to deal with your problems." John Maxwell

"You miss 100% of the shots you don't take." Wayne Gretsky

4. Remove the word "but" from most of your language. People rarely hear what you've said before you said "but."

Here's the bottom line... every individual has a story, a whole life, and is motivated by different things. When you build a trusting relationship and establish you truly care about that person, their wisdom, & their contributions, you will get a boatload of help, respect, and you may just learn a thing or two along the way!

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Recommended Reading: [Fail Forward](#) by John Maxwell

SPREAD THE WORD!

I encourage you to share this newsletter with anyone you feel would enjoy it. Remember, past newsletters on a wide variety of leadership topics are located in the archive in the link above right. Just click and read. Enjoy!

See you in November

Positively yours!

Roxi Bahar Hewertson

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