

# **Coach Don Meyer**

Yesterday is history.

Tomorrow is a mystery.

Today is a gift and that is why  
we call it the Present.

You can have anything you want but  
you can't have everything you want.



# Introductory Remarks

1. Handouts and cards...listen with your eyes
  - a) Cornell Notes b) Get all the Good Ideas but you can't use all the ideas
2. Our website- [www.coachmeyer.com](http://www.coachmeyer.com)- punch handouts→ punch coaches corner→ 2<sup>nd</sup> folder (Clinic Packet)
3. Theme: YOUR EXAMPLE is not the main thing in influencing others; IT IS THE ONLY THING.
4. "LEADERSHIP STARTS AT THE TOP" –Morgan Wooten
  - That is why an army of lions led by an ass will be defeated by an army of asses led by a lion.
  - Insecure arrogance (How is my swing? How does my hair look? )
5. VANDERBILT ALUMNUS ON LEADERSHIP
  - Leadership to me is a lot like pornography. I may not be able to define it or describe it but I know what it is when I see it.
6. SERVANT LEADERSHIP...A servant leader does not have a reserved parking spot (or corner office) mentality
7. T- ough  
E- ffort  
A- ttitude  
M- otives  
S- ervant Leaders

## 8. POSITIVE LEADERSHIP vs. Pessimistic Leadership

-The pessimist will say, "Things cannot get any worse."

-The optimist will say, "Oh yes, they can."

THERE ARE ONLY 2 KINDS OF PEOPLE; ENERGY GIVERS AND ENERGY TAKERS

LEARN YOUR ROLE...1) Play 2)Coach 3) Officiate

WHAT WE WANT TO DEVELOP IS A SPRING POURING OUT OF A TEACHER /COACH WITH THE RIGHT SPIRIT, GOOD WILL, TEAM ATTITUDE, AND POSITIVE EFFORTS EVERY DAY.

## 9. Goals by Lamar Hunt

1. Determine what you REALLY WANT.

2. Find out what it will COST.

3. Decide if you want to PAY THE PRICE.

## 10. If I Had A Team Again

- SOUND → Fundamentals, Servant Leadership

- SOLID → Character, Team Attitude, Work Ethic

- SIMPLE → Just what we always do, it is us and not them, the more they think the slower their feet get, our defense and our offense when scouting.

## 11. James 3:13 – Our Job = Humble Ourselves      God's Job= Exalt Us

If we try to do God's job, he will do our job.

The story of Proverbs..... Humility precedes honor

# John Wooden's Coaching Philosophy

Webster tells us that, among other things, a philosopher is a person who meets all events, whether favorable or unfavorable, with calmness and composure. Furthermore, among the comments he makes in defining philosophy are such statements as: originally, love of wisdom or knowledge; a study of the processes governing thought and conduct; the general principles or laws of a field of knowledge or activity; and a study of human morals, character, and behavior.

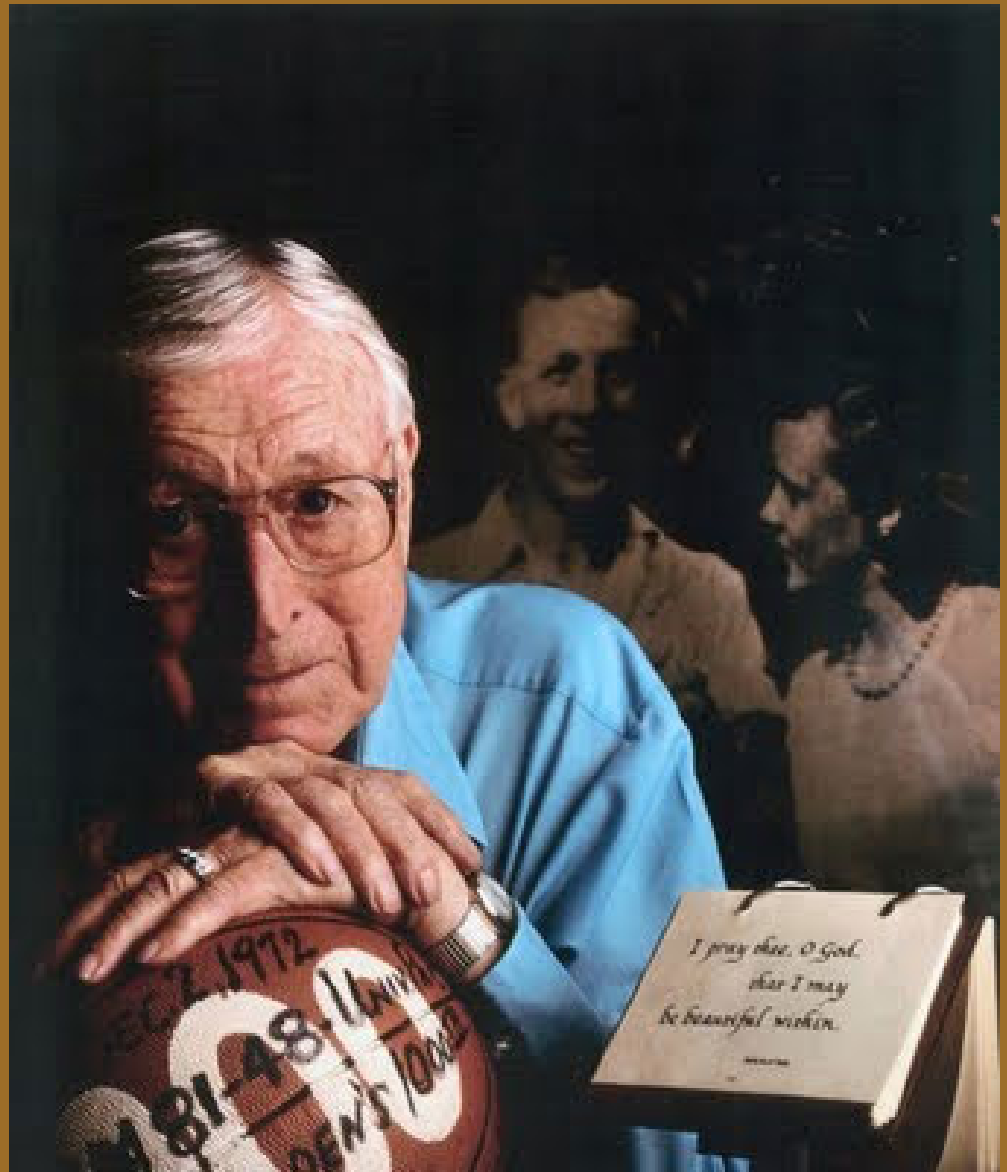
These definitions certainly indicate the necessity of a coach being somewhat of a philosopher and having a philosophy of his own if he is to do well in his chosen profession.

Psychiatrists tell us that two of the possible symptoms of insanity are delusions of grandeur and delusions of persecution. Since all coaches are subject to delusions of grandeur when their teams on occasion may accomplish what did not seem possible and subject to delusions of persecution when every close call and every break seem to go against them, they must be inclined to accept such events with calmness and composure and continue to make decisions in the clear light of common sense.

Coaches must also be able to react in a philosophical manner to the unpredictable emotional reactions of players, fans, opponents, and all others who have, or think they have, a very personal interest in the participants, the playing, and the scores of the games.



The coach must recognize that his profession places him in the public eye, and he will at times receive both unjustifiable criticism and undeserved praise. He must not be unduly affected by either. He must also realize that much of his work is being done under circumstances that are likely to be of an emotional and excitable nature involving many immature individuals.



Mr. Wilferd A. Peterson lists a number of important ideas in regard to leadership in his essay, *The Art of Leadership*. Some of them are as follows:

- The leader is a servant. As the master of men expressed it, “And whosoever would be chief among you, let him be your servant.”
- The leader sees through the eyes of his followers.
- The leader says, “Let’s go!,” and leads the way rather than, “Get going!”
- The leader assumes his followers are working with him, not for him. He sees that they share in the rewards and glorifies the team spirit.
- The leader is a man builder. The more men he can build, the stronger the organization will be, himself included.
- The leader has faith in people. He believes in them, trusts them and thus draws out the best in the leader.
- The leader uses his heart as well as his head. After he has considered the facts with his head, he lets his heart take a look too. He is a friend.
- The leader plans and sets things in motion, he is a man of action as well as a man of thought.
- The leader has a sense of humor. He is not a stuffed shirt. He has a humble spirit and can laugh at himself.
- The leader can be led. He is not interested in having his own way, but in finding the best way; he has an open mind.
- The leader keeps his eyes on high goals. He strives to make the efforts of his followers and himself contribute to the enrichment of personality, the achievement of more abundant living for all, and the improvement of all.

# Take Full Responsibility

RESPONSIBILITY IS THE PRICE OF GREATNESS

“If you don’t want responsibility, don’t sit in the big chair. That’s the deal. To be successful, you must accept full responsibility. For everything. Headaches, problems, crises. Even when it doesn’t seem fair. And here’s part two: The more successful you are, the more responsibility you must assume. Responsibility never ends. It’s not a step. Or just a chapter. You don’t finish it and then move on to something more fun or interesting. Responsibility is a constant state of being...”

“It may sound like I take responsibility for some things that are none of my affair. But I guarantee you, if there’s a problem with a player, everyone will hold me accountable for it and tell me what I should have done to prevent it. So their personal problems are my problems, too. I assure our recruits and their parents of what to expect at Tennessee: tough love and constant monitoring. For these four years, it’s my responsibility to know, within reason, where you are and what you’re doing...”

“When you sit in the big chair, you must make tough, unpopular decisions, because you are responsible for the group and the greater good. It’s the absolute worst part of having authority. I’m not going to lie to you about that. If you don’t have the stomach for unpleasant tasks, for firing people, fighting battles, or breaking bad news—and doing it forthrightly—you shouldn’t be in that position. In a management job, every knock on your door represents a potential problem. Every single one. As a manager you are responsible...If you don’t want to deal with problems, don’t accept the job.”

—*Reach for the Summit*, by Pat Summitt with Sally Jenkins

# Morgan Wooten On: The Impact of Coaches

- As coaches, we are extremely fortunate to have the opportunity and ability to work with and positively influence young people. That is why I suggest following this rule of thumb: **Be the kind of coach that you would want your own sons and daughters to play for.** All of us should be determined to be that kind of coach.
- Never lose sight of the tremendous impact you are having on young people's lives. We are with people at their emotional heights and their emotional depths, the time's when they are most impressionable. Teachers of other subjects would love to have the classroom situation that we do, for we have a class that young people are pleading to get into and be a part of. It is our moral responsibility to use this unique opportunity in a positive manner to help prepare our young people for life.
- As a coach, you must always be aware of the influences you have on your players. Because of their keen interest and emotional involvement in sports your athletes will be hanging on every word you say. Many times, you may think you're not reaching them, but what you say to them in practice can determine how good their dinner will taste and how well they will sleep that night. An incidental cutting remark, which you forgot about as soon as you say it, can stay with that young person and be a source of pain for a longer time than you may ever know.
- Excerpt from: Basketball and beyond the X's and O's; Lessons from the Legends By: Jerry Krause and Ralph Pim



# Simple Truths

## 212- The Extra Degree

[http://www.212movie.com/?cm\\_mmc=Responsys-\\_-FR-\\_-6.25.10-\\_-TTWDmovie](http://www.212movie.com/?cm_mmc=Responsys-_-FR-_-6.25.10-_-TTWDmovie)

Hang in there!

Win when the ball doesn't bounce right.

# Northern State Wolves Basketball

- 1. Staff on the same page—responsibilities organized.
- 2. Player development daily—all areas of their life  
KNOW WHO YOU ARE AND WHAT YOUR GAME IS
- 3. Attract the best, toughest players we can to the program
- 4. Promote the program locally, regionally, and nationally
  - Campus and student relationships
  - Community relationships
  - Reach out to former players and alumni
  - Clinics—Free Fall Clinic and on-the-road clinics
  - Coaching Academy
  - Camps

## The Teaching Program

1. Prepare
2. Teach
3. Consistency
4. Compete
5. Close

# Wolves Basketball Camp Concepts

- Our campers come first.
- We will give our campers and their needs our highest priority.
- We treat campers and each other as we wish to be treated.
- We provide excellence in teaching basketball to all of our campers.
- We continue to evaluate and improve our efforts.
- We will take personal responsibility for finding or creating a solution to any problem or complaint that a camper or family member may have.
- We will do our part to ensure the success of the Wolves Basketball Camp.

# TEAM ATTITUDE

“I’ve come to a frightening conclusion that I am the decisive element in the classroom. It’s my personal approach that creates the climate. It’s my daily mood that makes the weather. As a teacher, I possess a tremendous power to make a child’s life miserable or joyous. I can be a tool of torture or an instrument of inspiration. I can humiliate or humor, hurt or heal. In all situations, it is my response that decides whether a crisis will be escalated or deescalated and a child humanized or dehumanized.”

- Haim Ginott

Jesus as the Master Teacher was always looking for teachable moments.

This makes for unity among the parts; that the parts have the same care for each other that they do for themselves. If one part suffers, all the parts suffer with it, and if one part is honored, all the parts are honored.



“After awhile, your coaching development ceases to be about finding newer ways to organize practice. In other words, you soon stop collecting drills. Your development as a coach shifts to observing how great coaches teach, motivate, lead, and drive players to performances at higher and higher levels. I think what happens to great coaches who are not effective at the end of their career is they lose their willingness to take the required stress and emotional confrontation that they did when they were younger. Some leaders no longer have the energy or willingness to make the emotional commitment to motivate people to attain the standard required of them to compete successfully at the highest level. Coaches sometimes are not willing to make that commitment because it is so exhausting. They are not willing to confront players when they are not exerting maximum effort and achieving maximum performance because it’s a stressful, uncomfortable situation. To constantly motivate players, you have to be a driving force and make personal investments for which you can pay dearly. There are times when it might not be an easy or popular environment for you to challenge them, but there are times when they are just going to have to suck it up and deal with it. And, trust me, the standards most players set for themselves will usually be in a comfort zone that is well below their potential.”

-Anson Dorrance

“Regard your soldiers as your children, and they may follow you wherever you may lead. Look upon them as your beloved sons and they will stand by you even unto death. If, however, you are indulgent, but unable to make your authority felt; kindhearted, but unable to enforce your commands; and incapable, moreover,” of quelling disorders, then your soldiers must be likened to spoiled children. They are useless for all tactical purposes.

-From the book, *The Art of War*

*By: Sun Tzu Wu* written 450 B.C



Respond with wisdom,  
love, firmness, and  
positive self-control  
when dissatisfied with  
the behavior,  
performance, or  
response of others.



**Get Mad**  
**Cool Down**  
**Act Mad**



# From - Abraham Lincoln

- **YOU CANNOT BRING ABOUT PROSPERITY BY DISCOURAGING THRIFT.**
- **YOU CANNOT STRENGTHEN THE WEAK BY WEAKENING THE STRONG.**
- **YOU CANNOT HELP THE WAGE EARNER BY PULLING DOWN THE WAGE PAYER.**
- **YOU CANNOT FURTHER THE BROTHERHOOD OF MAN BY ENCOURAGING CLASS HATRED.**
- **YOU CANNOT HELP THE POOR BY DESTROYING THE RICH.**
- **YOU CANNOT KEEP OUT OF TROUBLE BY SPENDING MORE THAN YOU EARN.**
- **YOU CANNOT BUILD CHARACTER AND COURAGE BY TAKING AWAY MAN'S INITIATIVE AND INDEPENDENCE.**
- **YOU CANNOT HELP MEN PERMANENTLY BY DOING FOR THEM WHAT THEY COULD AND SHOULD DO FOR THEMSELVES.**

# Jesus Style

By: Gayle Erwin

**“The ankle bone connected to the foot bone. It is appropriate that God chose the body as an analogy for his followers. It is organic, flexible, growing. It can only survive as it lives according to the nature of Jesus. Not one part of the natural body exists for itself. Every single part of the human body is designed and placed there to be a servant to the rest of the body. If a part of the natural body becomes self-centered and begins to exist only for itself, it becomes what medical doctors call cancer. Both my natural body and the body of Christ can survive only as long as each part functions as servant to the rest of the parts. The analogy of our being a body can be carried to some logical conclusions. No body has any ambitious parts in it. You would never hear my toes say to me, “If I am a really good toe, can I work my way up the body and become a knee, an elbow, or a nose?” Ridiculous! My toes spend most of their lives in darkness. They have been seen by very few people. They work under great pressure and in less than the best atmosphere. Yet they do not complain that they have never tasted ice cream or that the face gets more attention. Never once have they said, “If this is all the thanks I get, I’m going to join another body.” If an ankle is sprained and cannot carry its share of the load, the body does not threaten to cut it off because it makes the whole body limp. The other parts of the body are glad that they can take up the slack while the injured part is repaired. When I am driving a nail and accidentally hit the wrong nail – the one on my thumb – my injured hand does not grab the hammer and beat the other thumb to get even for the injury. My right hand does not berate my left because it is weaker and not as dexterous as my right hand. Shaving scrapes off a layer of skin requires that corpuscles of the blood come and repair it. They do it every day. Not once do they complain that if the person does not learn his lesson and quit damaging his face, they will cease healing the shaved area. My fist does not hit my stomach if it aches or my face if it is burned; quite the opposite. My body is carefully self protective. Without regard to its own safety, my hand will cover my face to protect the eyes. Occasionally parts of my body will signal their complaint if they are overworked, but at no time do I have to handle a stack of complaints from the parts of my body saying they resent the part that they are. Surely what all this means is obvious. If we are members of the body of Christ, we are designed to serve one another. That is the only way Christ would have it to be.”**

# How to deal with self-centered cancer

1. If it is malignant, cut it out.
2. If it is benign, treat it and decide at the end of the season.
3. If you don't know if it is malignant or benign, assume it is malignant

## CANCER TREATMENT

1. Cure it.
2. Live longer.
3. Feel Better.

# From: “Lend Me Your Ears”

By: William Safire

“The greatest teacher makes a few simple points. The powerful teacher leaves one or two fundamental truths. And the memorable makes the point not by telling, but by helping the students discover on their own. Learning takes place through discovery, not when you’re told something, but when you figure it out for yourself. All a really fine teacher does is to make suggestions, point out problems, above all, ask questions, and more questions and more questions...teaching encourages not only discovery, but initiative.”



The Introduction from  
**The Right to Lead**  
by John Maxwell

- **WHAT GIVES A MAN OR WOMAN THE RIGHT TO LEAD?**

It certainly isn't gained by election or appointment. Having position, title, rank, or degrees doesn't qualify anyone to lead other people. And the ability doesn't come automatically from age or experience either. No, it would be accurate to say that no one can be given the right to lead. The right to lead can only be earned. And that takes time.

You can pick captains but you can't pick leaders.  
Leadership emerges.



- **The Kind of Leader Others Want to Follow**

The key to becoming an effective leader is not to focus on making other people follow, but on making yourself the kind of person they want to follow. You must become someone others can trust to take them where they want to go. As you prepare yourself to become a better leader, use the following guidelines to help you grow:

- 1. Let go of your ego.**

The truly great leaders are not in leadership for personal gain. They lead in order to serve other people. Perhaps that is why Lawrence D. Bell remarked, "Show me a man who cannot bother to do little things, and I'll show you a man who cannot be trusted to do big things."

- 2. Become a good follower first. (We are going to take orders our entire life)**

Rare is the effective leader who didn't learn to become a good follower first. That is why a leadership institution such as the United States Military Academy teaches its officers to become effective followers first - and why West Point has produced more leaders than the Harvard Business School.

### **3. Build positive relationships.**

Leadership is influence, nothing more, nothing less. That means it is by nature relational. Today's generation of leaders seem particularly aware of this because title and position mean so little to them. They know intuitively that people go along with people they get along with.

### **4. Work with excellence.**

No one respects and follows mediocrity. Leaders who earn the right to lead give their all to what they do. They bring into play not only their skills and talents, but also great passion and hard work. They perform on the highest level of which they are capable.

**You need to meet someone who expects greatness from you.  
EXPECT GREATNESS – INSPECT FOR GREATNESS, ACCEPT ONLY  
GREATNESS**

### **5. Rely on discipline, not emotion.**

Leadership is often easy during the good times. It's when everything seems to be against you - when you're out of energy, and you don't want to lead - that you earn your place as a leader. During every season of life, leaders face crucial moments when they must choose between gearing up or giving up. To make it through those times, rely on the rock of discipline, not the shifting sand of emotion.

## **6. Make adding value your goal.**

When you look at the leaders whose names are revered long after they have finished leading, you find that they were men and women who helped people to live better lives and reach their potential. That is the highest calling of leadership - and its highest value.

## **7. Give your power away.**

One of the ironies of leadership is that you become a better leader by sharing whatever power you have, not by saving it all for yourself. You're meant to be a river, not a reservoir. If you use your power to empower others, your leadership will extend far beyond your grasp.

Human needs... 1) Live 2) Love 3) Learn 4) Leave a Legacy

“The followers who looked to these leaders learned from them, and so can we. As you explore their worlds and words, remember that it takes time to become worthy of followers. Leadership isn't learned or earned in a moment.”

~John Maxwell

## **By: Coach Wilber Braithwaite**

- 1. Questionable, unsportsmanlike tactics employed to influence the odds of winning are never worth the price paid in loss of self respect.**
- 2. Degrading remarks or actions aimed at spurring players on to greater effort may bring temporary success but results in long-term failure.**
- 3. Anger is a poor substitute for reason.**
- 4. Your players tend to become what they believe you think they are.**
- 5. Teenagers, by nature, are idealistic.**
- 6. Attitudes such as jealousy and discontent among players are often nurtured by well meaning adults whose eyes are set only upon the glamorous aspects of winning.**
- 7. Patience and love are the most powerful tools in coaching.**
- 8. Today's heartaches turn into tomorrow's strengths.**
- 9. Gracefully accept unfortunate events beyond your control.**
- 10. Work hard to influence the outcome of important things within your control.**
- 11. Never "second-guess" yourself on decisions made with integrity, intelligence and with a glance from the heart.**
- 12. The most essential thing in coaching, and a coach's greatest challenge, is to teach players to NEVER give up.**

# Internal Leadership

## A. Characteristics of a leader

- a) Hardest workers
- b) Lifting weights- take seriously
- c) Take care of things off the court
- d) Don't do too much- soft rain
- e) Show up everyday
- f) Identify and develop future leaders- this takes time to determine the right people
- g) CREDIBILITY TO CONFRONT

## B. Need to have a positive culture- "What's us, what's not us"

- a) Takes a long time to build a positive culture, but not long to lose it
- b) Team functions without alcohol
- c) Eat together nights before games
  - i. Better to prepare meal together
- d) Determine pre-game rituals, routines, and traditions
  - i. Do these, win or lose
  - ii. Handle wins and losses the same way
- e) Get together with the other leaders and discuss how our culture should be
  - i. Discuss with the coaches to make sure they are on the same page as us



# **Mental Toughness for Coaches**

**by Juan Pablo Favero**

Looking at the qualities that successful, mentally tough athletes possess, it is clear to see that these same qualities are just as important for a coach who is going to lead his or her players to success. The seven qualities elite performers share are:

- 1. A strong desire to succeed**
- 2. Positivity in the face of challenges and pressure**
- 3. Controlling the “controllables” mentally**
- 4. A high commitment/balanced attitude approach**
- 5. A high level of belief in self and team**
- 6. A process-orientation**
- 7. Positive communication and body language**

**CAUSE OVER SELF**  
**PROCESS OVER PRODUCT**



Having a strong desire to succeed is perhaps the most obvious of the characteristics, but as a leader it is of utmost importance to communicate clearly with your players that you know where you are going and how you are going to guide the team there. This helps build the type of credibility necessary to lead a team to success. Some of the practical ways to accomplish this are:

- Cast a clear vision of the destination with your players as well as other important constituents including assistant coaches, support staff, parents, authorities and others.
- Guide your players in establishing a mission statement. This serves both as a guiding light and an accountability tool for yourself and the team. It also provides unity of purpose and therefore grows team cohesion.
- Guide your team in establishing clear, specific, and high, yet attainable, goals both in the short and long-term. More importantly, this needs to be coupled with an effective process by which these goals will be achieved.

**SEE THE PICTURE, SELL THE PICTURE – EVERYONE PAINTS THE PICTURE**

- A SWOT (Strengths / Weaknesses / Opportunities / Threats). This tool, borrowed from the business world, can help your team tremendously. First, do it with your assistant coaches and then let your team do this about themselves as well. Many successful coaches and leaders have discovered the secret of focusing on strengths, but I believe weaknesses which keep an athlete from their strengths must also be addressed. Knowing your opportunities and threats can also help you plan and make decisions about personnel, formation, and tactics.
- Make your training sessions effective, challenging, and competitive. This will foster a better learning environment and will help boost the competitive nature within your athletes and team.
- Invest in and develop leaders within your team. This will only increase the team's chances to achieve the desired success. This will also give the team more entrusted ownership and will simultaneously lower the negative attitude of entitlement.
- Finally, be sure to reinforce the small steps along the way. Words of reaffirmation can go a long way in creating a positive environment and quickly lead to a momentum build-up, which is critically important in attaining goals. Be careful not to be lured into the "fake praise trap" as it initially seems to benefit your athletes, but it generally becomes counterproductive in the end.

# **Tough Players Win.....Does Your Game Include TOUGHNESS?**

By Coach Dick Luther, Assistant Men's Basketball Coach, University of Wisconsin - Whitewater

**Tough systems require tough coaches and tough players. Tough players are fundamentally sound with attitude toughness (team attitude) and help teammates win! Tough coaches are disciplined, competitive and have a work ethic second to none. They are second to none. They are teachers of the game, consistent with their philosophy and promote values. They think like top-notch corporations who believe in:**

- 1. Clarity....all directions and information should be totally *clear to players*.**
- 2. Repetition....*repeat fundamentals until skills are learned*.**
- 3. Strength....coaches must be *strong with philosophy, program commitment and teachings*.**
- 4. Goals....*set goals*.**
- 5. Duration....programs and philosophies that *endure are solid*.**

**Tough players thrive on the following: They make no excuses. They take responsibility for their actions. They believe in *preparation with a purpose*. They *fight off all temptations that interfere with their goals, and with their application they apply their values and principles to their purpose*.**

# What Makes Troops Gain The Victory?

- It is proper discipline that enables them to win victories.
- By no means does the outcome of battle depend on numbers, but upon the united hearts of those who fight.
- If a general and his men fear death and are apprehensive over possible defeat, then they will unavoidably suffer defeat and death, but if they make up their minds from the general down to the last foot soldier, not to think of living but only of standing in one's place and facing death together, then, though they may have no other thought than meeting death, they will instead hold on to life and gain victory.

Sun Tzu— The Art of War



# **Bark and Bite**

by Todd Howey

He barked out his rules, listing them one by one. Boasting of consequences and the things he'd done. "This is how it's gonna be, so this you'd better do! If you break these rules, then buddy you're through! I wanna' see this and I wanna' see that! I don't like this and I don't like that! Don't test me kid, I have done it before! If you don't like it then there's the door!" Well as the season went, discipline began to fade. Players lost belief in the threats he had made. Rules were broken; players were allowed to slide by. Teamwork was forsaken and thrown out to die. He warned us daily, but we knew him too well. He didn't mean a word of the threats he would yell. Coach talked tough, but we never saw him fight, because our coach's bark was worse than his bite.

“Nothing is more harmful to the team than the neglect of discipline; for that discipline, more than talent or athleticism, gives one team superiority over another.”

DISCIPLINE IS THE HIGHEST FORM  
OF LOVE

# THE FOUR TONGUES

## The heart controls what the tongue says

What we say probably affects more people than any other action we take. It is not surprising, then, to find that proverbs gives special attention to words and how they are used. Four common speech patterns are described in Proverbs. The first two should be copied, while the last two should be avoided.

### ➤ The Controlled Tongue

- Those with this speech pattern think before speaking, know when silence is best, and give wise advice.

### ➤ The Caring Tongue

- Those with this speech pattern speak truthfully while seeking to encourage.

### ➤ The Conniving Tongue

- Those with this speech pattern are filled with wrong motives, gossip, slander and a desire to twist the truth.

### ➤ The Careless Tongue

- Those with this speech pattern are filled with lies, curses, quick-tempered words which can lead to rebellion and destruction.



# First Things First

**"If I had eight hours to cut down a tree, I would spend six hours sharpening an axe"—A. Lincoln**

**"I am going to be so busy today; I must spend the first three hours in prayer"—Martin Luther**

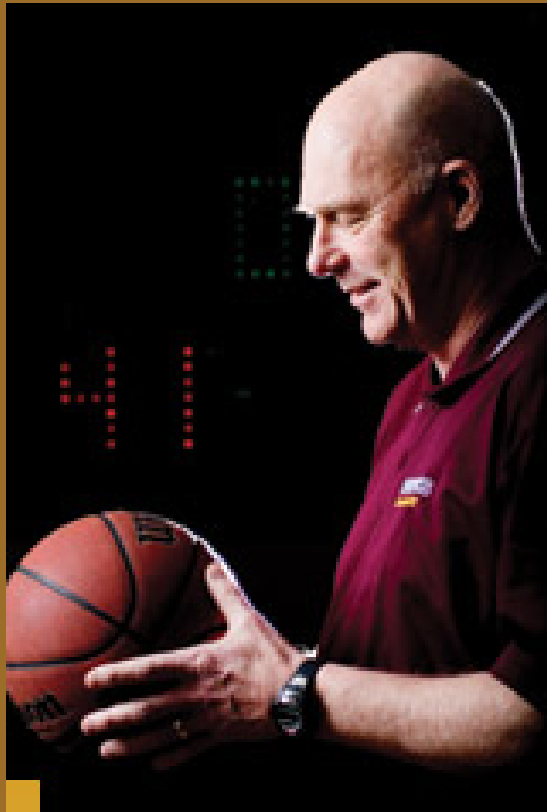
		Urgent	Not Urgent		
Important	I	<b>20-25%</b> 25-30%	<b>65-80%</b> 15%	I	<ul style="list-style-type: none"> <li>• Crises</li> <li>• Pressing problems</li> <li>• Deadline driven projects, meetings, preparations</li> </ul>
Not Important	III	<b>15%</b> 50-60%	<b>Less than 1%</b> 2-3%	III	<ul style="list-style-type: none"> <li>• Interruptions, some phone calls</li> <li>• Some mail, some reports</li> <li>• Some meetings</li> <li>• Many proximate, pressing matters</li> <li>• Many popular activities</li> </ul>
Not Important	IV			IV	<ul style="list-style-type: none"> <li>• Trivia, busywork</li> <li>• Junk mail</li> <li>• Some phone calls</li> <li>• Time wasters</li> <li>• "Escape" activities</li> </ul>

Bold type represents high performance organizations

Normal type represents typical organizations

## **Mark McCormack's Rules**

1. Get a system, any system
2. Stick to it
3. Write everything down



**Discipline And Demand**  
Without being **Demeaning**

**Make the system work for YOU –  
Don't YOU work FOR the system.**

## **Coach Meyer's Rules**

1. Plan the week on Sunday
2. Plan the next day the night before
3. Exercise
4. Say no
5. Take mini-vacations
6. Keep a journal (not what you did but what you learned).

# **The addictive experience**

- 1. Creates predictable, reliable sensations**
- 2. Becomes the primary focus and absorbs attention**
- 3. Temporarily eradicates pain and other negative sensations**
- 4. Provides artificial sense of self-worth, power, control, security, intimacy, and accomplishment**
- 5. Exacerbates the problems and feelings it is sought to remedy**
- 6. Worsens functioning, creates loss of relationships**

**Traits of addicts .... Perfectionist, High Control Needs, People Pleaser**

# **How to Properly Place New Employees**

1. Put 400 bricks in a closed room
2. Put your new employees in the room and close the door
3. Leave them alone and come back after 6 hours.
4. Then analyze the situation
  - a. If they are counting the bricks, put them in Accounting.
  - b. If they are recounting them, put them in Auditing.
  - c. If they have messed up the whole place with the bricks, put them in Engineering.
  - d. If they are arranging the bricks in some strange order, put them in Planning.
  - e. If they are throwing the bricks at each other, put them in Operations.
  - f. If they are sleeping, put them in Security.
  - g. If they have broken the bricks into pieces, put them in Information Technology.
  - h. If they are sitting idle, put them in Human Resources.
  - i. If they say they have tried different combinations, they are looking for more, yet not a brick has been moved, put them in Sales.
  - j. If they have already left for the day, put them in Marketing.
  - k. If they are staring out of the window, put them in Strategic Planning.
  - l. If they are talking to each other, and not a single brick has been moved, congratulate them and put them in Top Management.
  - m. Finally, if they have surrounded themselves with bricks in such a way that they can neither be seen nor heard from, put them in Government.

# John Wooden's Strategy to Find Happiness...

1. Promise yourself that you will talk health, happiness, and prosperity as often as possible.
2. Promise yourself to make sure all your friends know there is something in them that is special and that you value.
3. Promise to think only the best, to work only for the best, and to expect only the best from yourself and others.
4. Promise to be as enthusiastic about the success of others as you are about your own.
5. Promise yourself to be so strong that nothing can disturb your peace of mind.
6. Promise to forget the mistakes of the past and press on to greater achievements in the future.
7. Promise to wear a cheerful appearance at all times and give every person you meet a smile.
8. Promise to give so much time improving yourself that you have no time to criticize others.
9. Promise to be too large for worry, too noble for anger, too strong for fear, and too happy to permit trouble to press on you.

# How to Avoid Grievances

1. Get all the facts: what went wrong...not who is to blame.
  2. Stay calm: find solution together... Don't permit emotion to take over. *Reason.*
  3. Criticize in private: Listen if you want to be heard. Disagree without being disagreeable.
  4. Commend before and perhaps after you criticize: Help save face.
  5. Keep your criticism constructive: Criticism is to correct, help, improve and prevent...not to punish.
- Treat all people with dignity and respect.*



**When in charge; ponder**  
**When in trouble; delegate**  
**When in doubt; mumble**



**Looking back it seems to me**  
**All the grief that had to be**  
**Left me when the pain was o'er**  
**Stronger than I had been**  
**before.**

-Handwritten inserts in John Wooden's copy of The Art of Living, by Wilferd Peterson. The copy is 45 years old.

# Don't Look Back

The years have left their imprint  
On my hands and on my face.  
Erect no longer is my walk  
And slower is my pace.

But there is no fear within my heart  
Because I'm growing old  
I only wish I had more time  
To better serve my Lord.

When I've gone to Him in prayer  
He has brought me inner peace  
And soon my cares and worries  
And other problems cease.

He has helped in so many ways,  
He has never let me down,  
Why should I fear the future  
When soon I could be near His crown.

Though I know down here my time is short  
There is endless time up there  
And he will forgive and keep me  
Forever in His loving care,

May I not waste an Hour  
That's left to glorify the Name  
Of the One who died, that we might live  
And for our sins, took all the blame.

"If I am ever accused of being a Christian,  
I hope I am tried and convicted,"

*John Wooden*

# God's Hall of Fame

Your name may not appear down here

In this world's Hall of Fame.

In fact, you may be so unknown

That no one knows your name.

The Oscars here may pass you by,

And neon lights of blue,

But if you love and serve the Lord,

Then I have news for you.

This Hall of Fame is only good

As long as time shall be,

But keep in mind God's Hall of Fame

Is for eternity.

To have your name

Inscribed up there is greater yet by far,

Than all the Halls of Fame down here

And every man-made star.

This crowd on earth may

Soon forget the heroes of the past,

They cheer like mad until you fall

And that's how long you last.

But God, He never does forget,

And in His Hall of Fame,

By just believing in His Son Inscribed

You'll find your name.

I tell you, friend, I wouldn't trade

My name however small,

That written there beyond the stars

In that celestial hall,

For any famous name on earth or glory

That they share, I'd rather be an

unknown here

And have my name up there.



**& THINK**

- **1. IS THIS A RISK I CAN AFFORD TO TAKE?**
- **2. HOW WILL THIS AFFECT MY FUTURE?**
- **3. HOW WILL THIS AFFECT MY FAMILY?**
- **4. HOW WILL THIS AFFECT MY TEAMMATES AND COACHES?**



# Prayer and Relationship with God

Prayer is a condition of mind, an attitude of heart, which God recognizes in quiet thinking, in sighing or in audible words. *Let this mind be in you, which was also in Christ Jesus. Philippians 2:5*

Specific times and places and communion with God go together. It is by no haphazard chance that in every age men have risen early to pray. The first thing that marks decline in spiritual life is our relationship to the early morning. *I myself will awake early. Psalms 57:8*

If you have ever prayed in the dawn, you will ask yourself why you were so foolish as to not do it always. It is difficult to get into communion with God in the midst of the hurly-burly of the day. *He withdrew himself into the wilderness, and prayed. Luke 5:1*



# Prayer and Relationship with God

It is not necessary to maintain a conversation when we are in the presence of God. We can come into his presence and rest our weary souls in quiet contemplation of him. Our groanings, which cannot be uttered, rise to him and tell him better than words how dependent we are upon Him. It is impossible to live the life of a disciple without definite times of prayer. You will find that the place to enter in is in your business, as you walk along the streets, in the ordinary ways of life, when no one dreams you are praying, and the reward comes openly; a revival here, a blessing there. There can be no happiness if the things we believe in are different from the things we do. He who is too busy to pray will be too busy to live a holy life. Satan had rather we let the grass grow on the path to our prayer-chamber than anything else. There is nothing to be valued more highly than to have people praying for us; God links up His power in answers to their prayers.

*Pray for one another. James 5:16*



# Prayer and Relationship with God

The simplicity of prayer and its child-like elements form a great obstacle to true praying. Intellect gets in the way of the heart. The child-like spirit only is the spirit of prayer. *Suffer little children...to come to me, for of such is the kingdom of heaven. Matthew 19:14*

Men do not love holy praying, because they do not love holy living. *Search me, O God, and know my heart: try me, and know my thoughts: and see if there be any wicked way in me. Psalms 139:23, 24*

PRAYER IS NOT AN EXERCISE, IT IS THE LIFE....Oswald Chambers

*In him we live, and move, and have our being. Acts 17:28*

# Emergency Phone Numbers

**These are more effective than 911. Call when . . .**

You are sad, phone .....	John 14
You have sinned, phone .....	Psalm 51
You are facing danger, phone .....	Psalm 91
People have failed you, phone .....	Psalm 27
It feels as though God is far from you, phone .....	Psalm 139
Your faith needs stimulation, phone .....	Hebrews 11
You are alone and scared, phone.....	Psalm 23
You are worried, phone.....	Matthew 8:19–34
You are hurt and critical, phone .....	1 Corinthians 13
You wonder about Christianity, phone .....	2 Corinthians 5:15-18
You feel like an outcast, phone .....	Romans 8:31-39
You are seeking peace, phone.....	Matthew 11:25-30
It feels as if the world is bigger than God, phone.....	Psalm 90
You need Christ like insurance, phone.....	Romans 8:1-30
You are leaving home for a trip, phone .....	Psalm 121
You are praying for yourself, phone .....	Psalm 87
You require courage for a task, phone.....	Joshua 1
Inflation and investments are hogging your thoughts, phone.....	Mark 10:17-31

# Emergency Phone Numbers

You are depressive, phone .....	Psalm 27
Your bank account is empty, phone .....	Psalm 37
You lose faith in mankind, phone.....	Corinthians 13
It looks like people are unfriendly, phone.....	John 15
You are losing hope, phone.....	Psalm 126
You feel the world is small compared to you, phone .....	Psalm 19
You want to carry fruit, phone.....	John 15
You want Paul's secret for happiness, phone .....	Colossians 3:12-17
You have a big opportunity/discovery, phone .....	Isaiah 55
You want to get along with other people, phone .....	Romans 12

## **ALTERNATE NUMBERS**

For dealing with fear, call .....	Psalm 3:47
For security, call .....	Psalm 121:3
For assurance, call.....	Mark 8:35
For reassurance, call .....	Psalm 145:18

***All of these numbers may be phoned directly***

***No Operator assistance is necessary***

***All lines to Heaven are available 24 hours a day***

# Athletic Principles Applied to Business

Playing in Coach Meyer's program taught me many things which we use at the Dairy Queen every day. Here are a few examples:

## Team Building

On a daily basis we are teaching fundamentals to all employees, with the goal being to "properly and quickly execute the fundamentals of the game (job) for the welfare of the team". At the DQ, it may be how to assemble a hamburger, whip a blizzard or wipe a table. But no matter what it is we are training our team to do, we must train to do it properly and quickly with the success of our team in mind. We are constantly trying to teach ourselves out of a job similar to when coaching trying to have 5 coaches on the floor during play. We preach to start slow, get a rhythm, and then go fast enough to make a mistake. It is the only way to improve your skills which make you more valuable to the team when we hit peak hours and high volume sales days.

## Roles

Every member of our team has a different role, no matter how many hours worked or which duties are performed. Some employees are responsible for the cooking, some for taking orders, some for making ice cream, while others have managerial duties such as book keeping or keeping other team members on task. No matter what the task, each one is important and if one team member does not perform properly it reflects on the whole team. We teach that all team members are role players. First as a management team we must define the role, by placing the employee in a situation where they can succeed. Second the team member must understand their role for them to complete it properly. Thirdly the team member must accept their role. If a team member has been assigned to the kitchen but they only want to take orders, they will not flourish in their role. And lastly, the crew member must fulfill their role; by having the task defined, knowing the task, accepting it, and choosing to fulfill it for the success of the DQ team.



## **Accountability**

Every member of our team is held accountable for their actions, positive or negative. While in the sport of basketball, this is usually quantified in playing time, but at the DQ, it is by rate of pay mostly. Another way it is quantified is being appointed shift leader or a trainer. Increases in responsibility can usually be accompanied by increases in pay, but not always. This is similar to being appointed captain of a team. At the end of every shift, each team member must be checked out of their station by the shift leader to be sure that the station will be ready for the next shift. And the shift leader is held accountable by management for each of the member's duties.

## **Servant Leadership**

For us to have a chance at success our ownership team must be the hardest workers. They must be setting an example for our management team so they can set an example to our shift leaders who in turn set examples for the rest of our crew members. Every once in awhile a crew member who has shown great work ethic and has been appointed to lead a shift, feels a sense of entitlement that they have earned the right to no longer work hard. But it is the exact opposite, now the bar has been set higher. They now need to work harder to not only fulfill a task but also to teach the newer crew members what is expected in our program. This is our version of program shock. We are looking to weed out the employees with poor work ethic before we have invested a lot of our resources (time, money, reputation with our customers, etc ) as soon as possible. We have experienced times when we have had a cancer on our team, which will kill any working team. We must terminate this employee before it is spread to the rest of the team.

## **Mental Toughness**

The hardest part of self-employment is the mental toughness to give your all each and every day. We call it the mendacities of excellence. Every day for me is like a workout in the gym when no one is watching. I have no one to keep me in check if I stray from a task. I have to ask myself, “Am I going to improve today or get worse?” If you are coasting, you are going downhill. So to be successful you need to be your own worst critic. If I don’t give my all to be the best I can be everyday the only one I am cheating is myself, which in turn means I’m cheating my family who is my greatest motivation. It is the everyday grind of smiling and thanking every customer for their patronage.

## **Attitude**

Attitude is the most contagious thing there is in the world. We preach being an energy giver not an energy drainer. It can be very easy to come to work grumpy or upset. Many of our team members have very tough lives, single parents whose kids kept them up all night, high school kids that have to work to help support their families, etc ., but any reason is a good reason when you’re looking for a reason to be down. In our program we do not accept these excuses. Work is a place to forget the problems of our lives and focus on making the team better by being an energy giver. The best example of contagious attitude is Sundance Wicks. After five minutes of being around him, you can’t help but be more energized. Positive attitudes will get you a long way in life. Whether your goal in our system is a part time job, so you can get more money for college , a full time position with advancement possibilities, or a crew member so you are able to support your family, attitude will carry you a long way.



## **Conditioning**

I think physical condition is overlooked in today's workforce. By exercising and keeping yourself in shape you are putting yourself in the best position to succeed. When you exercise you have more energy during the day to think and focus more clearly on the task at hand. It helps give you the stamina to finish your work day strong. Many employees feel that what they chose to do when not working is none of our concern, and I would agree to an extent. But it is our concern if it affects their work performance. Our team members are strongly encouraged to exercise in whichever way is right for them whether it be walking, running or bicycling, whatever will put them in a better spot than they are now.

## **Workforce Advancement**

I believe very strongly that you cannot hold your workers back. I have many high school students that are great employees, but are using this as a stepping stool for another job. I would love nothing better than for these employees to stay and help our team for a very long time. If an employee gives their all in our program, I will be more than happy to give a good recommendation. However, my reputation is very important, so if we feel an employee wasn't a positive addition to our team, we feel obligated to report such information as well. We will always be more than happy to help any employee get a better job, get into college, or whatever their goals may be if they have been a successful part of our team. These are some of the many things that we use in our program which have come from playing in coach's program.

Dustin Hjelmeland- Dairy Queen of Dawson and Madison, MN

**Your 3<sup>rd</sup> place, and**  
**building a right spirit,**  
**and the courtesy that**  
**follows.**

**Pour out your cup**

# Book List For Leaders

- THE PURPOSE DRIVEN LIFE by Rick Warren
- THE FIVE TEMPTATIONS OF A CEO by Patrick Lencioni
- THE FIVE DYSFUNCTIONS OF A TEAM by Patrick Lencioni
- THE FOUR OBSESSIONS OF AN EXTRAORDINARY ADMINISTRATOR by Patrick Lencioni
- THE THREE SIGNS OF A MISERABLE JOB by Patrick Lencioni
- GETTING THINGS DONE by David Allen
- WOODEN, A LIFETIME OF OBSERVATIONS AND REFLECTIONS ON AND OFF THE COURT
- COACH WOODEN ONE ON ONE by John Wooden and Jay Carty
- WOODEN ON LEADERSHIP\*\*\*\*\*
- THE ESSENTIAL WOODEN\*\*\*\*\*
- YOU HAVEN'T TAUGHT UNTIL THEY HAVE LEARNED...John Wooden's Teaching Principles & Practices by Swen Nater & Ronald Gallimore\*\*\*\*\*
- INCH AND MILES by Coach Wooden for young children.....Pyramid of Success
- TRAINING SOCCER CHAMPIONS by Anson Dorrance
- THE MAN WATCHING by Tim Crothers (Four years with Anson Dorrance)
- QUIET STRENGTH by Tony Dungy
- THE ART OF WAR by Sun Tzu.....Edited by Samuel Griffith (Bob Knight Favorite)
- EXECUTION by Larry Bossidy and Ram Charan
- THE LEADERSHIP SECRETS OF BILLY GRAHAM by Myra and Shelley
- LETTERS BY A MODERN MYSTIC by Frank C. Laubach
- STARTING YOUR DAY RIGHT, Devotions for Each Morning of the Year by Joyce Meyer
- PRAYER, A HOLY OCCUPATION by Oswald Chambers
- THE PRACTICE OF THE PRESENCE OF GOD by brother Lawrence
- MY UTMOST FOR HIS HIGHEST JOURNAL by Oswald Chambers\*\*\*\*\*

- THE SHACK by William P. Young...Gets to your inner being...Order @ [www.theshackbook.com](http://www.theshackbook.com)
- THE JOURNEY by Billy Graham
- WHEN THE GAME IS OVER IT ALL GOES BACK IN THE BOX by John Ortberg
- THE LAST LECTURE by Randy Pausch.....He says it all in his last lecture
- GRACE FOR THE MOMENT DAILY BIBLE by Max Lucado (Great study Bible)
- GOOD TO GREAT by Jim Collins
- BLEACHERS by John Grisham
- MAKE THE BIG TIME WHERE YOU ARE by Frosty Westering (253/531-3672)
- FIRST THINGS FIRST by Covey, Merrill, and Merrill
- WHAT THEY DON'T TEACH YOU AT THE HARVARD BUSINESS SCHOOL by Mark McCormack
- TUESDAYS WITH MORRIE by Mitch Albom
- THE JESUS STYLE by Gayle Dean Erwin (Great on Team Work and Servant Leadership)
- THE ART OF LIVING by Wilferd Peterson

- LEADERSHIP PRAYERS by Richard Kriegbaum
- THE ONLY NECESSARY THING.....Living A Prayerful Life by Henri Nouwen, Edited by Wendy Wilson Greer, The Crossroad Publishing Company
- 1001 MOTIVATION MESSAGES AND QUOTES FOR ATHLETES AND COACHES by Bruce Brown, Order at [www.coacheschoiceweb.com](http://www.coacheschoiceweb.com)
- THE SERVANT....A Simple Story About The True Essence of Leadership by James C. Hunter (A Coach John Wooden favorite)
- THE ART OF LIVING...The Classic Manual on Virtue, Happiness, and Effectiveness by Epictetus
- \*\*\*\*\*All of these books can offer something to the leader who wants to improve and develop his/her ability to bring out the best in people and teams. The one book not on the list that has stood the ultimate test of time is the BIBLE.



# Story told by Paul Bear Bryant at a touchdown club meeting...

I had just been named the new head coach at Alabama and was off in my old car down in South Alabama recruiting a prospect who was supposed to have been a pretty good player and I was havin' trouble finding the place. Getting hungry I spied an old cinder block building with a small sign out front that simply said, "Restaurant." I pull up, go in and every head in the place turns to stare at me. Seems I'm the only white 'fella' in the place. But the food smelled good so I skip a table and go up to a cement bar and sit. A big ole man in a t-shirt and cap comes over and says, "What do you need?" I told him I needed lunch and what did they have today? He says, "You probably won't like it here, today we're having chitlins, collared greens and black eyed peas with cornbread. I'll bet you don't even know what chitlins are, do you?" I looked him square in the eye and said, "I'm from Arkansas, I've probably eaten a mile of them. Sounds like I'm in the right place." They all smiled as he left to serve me up a big plate. When he comes back he says, "You ain't from around here then?" And I explain that I'm the new football coach in Tuscaloosa at the University and I'm here to find whatever the boy's name was and he gives me directions to the school so I can meet him and his coach. As I'm paying up to leave, I remember my manners and leave a tip, not too big to be flashy, but a good one and he told me lunch was on him, but I told him for a lunch that good, I felt I should pay. The big man asked me if I had a photograph or something he could hang up to show that I'd been there. I was so new that I didn't have any yet. It really wasn't that big of a thing back then to be asked for, but I took a napkin and wrote his name and address on it and told him I'd get him one. I met the kid I was lookin' for later that afternoon and I don't remember his name, but do remember I didn't think much of him when I met him. I had wasted a day, or so I thought. When I got back to Tuscaloosa late that night, I took that napkin from my shirt pocket and put it under my keys so I wouldn't forget it. Heck, back then I was excited that anybody would want a picture of me. And the next day we found a picture and I wrote on it, "Thanks for the best lunch I've ever had, Paul Bear Bryant."

Now let's go a whole 'buncha' years down the road. Now we have black players at Alabama and I'm back down in that part of the country scouting an offensive lineman we sure needed. He's got two friends going to Auburn and he tells me he's got his heart set on Auburn too, so I leave empty handed and go on to see some others while I'm down there. Two days later, I'm in my office in Tuscaloosa and the phone rings and it's this kid who just turned me down, and he says, "Coach, do you still want me at Alabama?" And I said, "Yes I sure do." And he says o.k. He'll come. So I say, "Well son, what changed your mind?" And he said, "When my Grandpa found out that I had a chance to play for you and said no, he pitched a fit and told me I wasn't going nowhere but Alabama, and wasn't playing for nobody but you. He thinks a lot of you and has ever since ya'll met." Well, I didn't know his granddad from Adam's housecat so I asked him who his granddaddy was and he said, "You probably don't remember him, but you ate in his restaurant your first year at Alabama and you sent him a picture that he's had hung in that place ever since. That picture's his pride and joy and he still tells everybody about the day that Bear Bryant came in and had chitlins with him. My grandpa said that when you left there, he never expected you to send that picture to him, but you kept your word, and to Grandpa, that's everything. He said you could teach me more than football and I had to play for a man like you, so I guess I'm going to." I was floored. But I learned that the lessons my mamma taught me were always right. It don't cost nuthin' to be nice. It don't cost nuthin' to do the right thing most of the time and it costs a lot to lose your good name by breakin' your word to someone. When I went back to sign that boy, I looked up his Grandpa and he's still running that place, but it looks a lot better now; and he didn't have chitlins that day, but he had some ribs that would have made Dreamland proud and I made sure I posed for a lot of pictures; and don't think I didn't leave some new ones for him too, along with a signed football. I made it clear to all my assistants to keep this story and these lessons in mind when they're out on the road. And if you remember anything else from me, remember this – it really doesn't cost anything to be nice, and the rewards can be unimaginable.

Coach Bryant was in the presence of these few gentlemen for only minutes, and he defined himself for life to these gentlemen as a nice man. Regardless of our profession, we do define ourselves by how we treat others, and how we behave in the presence of others, and most of the time, we have only minutes or seconds to leave a lasting impression – we can be rude, crude, arrogant, cantankerous, or we can be nice. Nice is always a better choice.

"I expect to pass through the world but once. Any good therefore that I can do, or any kindness I can show to any creature, let me do it now. Let me not defer it, for I shall not pass this way again." -Stephen Grellet



# Why Customers Quit!

- 1% Die
- 3% Move away
- 5% Develop other relationships
  - 9% Competitive reasons
  - 14% Product dissatisfaction
- 68% Quit because of an **ATTITUDE OF INDIFFERENCE TOWARDS THE CUSTOMER BY DEALER OR SOME EMPLOYEE**

# **Salesmanship**

"A corporation may spread itself over the entire world and may employ a hundred thousand men, but the average person will usually form his judgment of it through his contact with one individual. If this person is rude or inefficient, it will take a lot of kindness and efficiency to overcome that bad impression. Every member of an organization who, in any capacity, comes in contact with the public is a salesman and the impression he makes is an advertisement, good or bad."

# The Magic of a Note

*"To indicate to another human being that 'I noticed, I care' --- in writing--- can bring incomparable rewards."*

The letter came on one of those overcast, slushy March mornings. My bursitic hip was heralding untimely decrepitude, and the shaving mirror had confirmed my general feeling of the blahs. Self pity had moved into stay for the day---- or would have, except for the letter. It was from a man I had never met: the father of our teen-age son's best friend.

"Confined to a wheelchair as I am," the note said, "I can't share much of young Bob's life. He tells me about the things he does with you and your son, what a good sort you are, how lively and young looking. I am very grateful that he has the friendship of you and your son. Thank you!"

"Keen and young-looking, eh?" My mirror had lied, obviously. The day's writing developed a definite lilt, and when the boys came home from school I made it a point to shoot a few extra baskets with them, the quiescent bursitis. Then I drove Bob home, and met his father. We took to each other at once.

A few weeks later, Bob Senior died. After the memorial service, I pondered things that no ordinary day would admit---and quietly the revelation came: If this man, an invalid whose days were numbered, could reach out and touch me, a stranger, and make my gray day brighter, and me more attentive to the interests and needs of others, then surely any man can do the same for someone.

I thanked my departed friend for his example, and went to my study, glowing with what I thought I had discovered. This revelation, I told myself, could become my own "magnificent obsession." And I would waste no time. I tried to think of someone to whom to send a note of thanks and encouragement and decided on the mechanic who had recently repaired my wife's car. Soon my typewriter was clattering away.

The next time I visited the garage, I thought the mechanic gave me a peculiar look. Later, my wife said casually that she had given the garage man a piece of her mind for his exorbitant bill, and told him she'd never patronize him again!

What had gone wrong? I went back to my friend's note, and the circumstances surrounding it. His had been an honest emotion, simply expressed. My note to the mechanic had been calculated, forced and somewhat insincere. Maybe, too, I shouldn't have written. Wouldn't a warm spoken word do just as well?

The acid test came soon. A friend named Fred did a beautiful job running our club's ladies' night. Afterward, we all told him so. But I had had my turn at the job, and knew how much time and thought it took--- so I put that into a note and thanked Fred, even though the theme by this time seemed outworn.

Not so; emphatically not so. At the next luncheon, Fred put his arm on my shoulder. "Thanks, pal," he murmured. "Thanks!"

No big thing--- just a little note saying something like, "You did a great job. We owe you a lot. Thanks." But because I had taken the trouble to put it in writing, it had meant more to both of us.

From time to time, we employ a Mexican gardener whose work I haven't always been happy with. But, awhile back, I noticed that he had painstakingly replaced and reinforced some foundation plantings that our dogs had knocked over, and had glued together a Mexican urn that had been lying abandoned at a back corner of our house. I wrote him a thank you note.

The next time Ernesto came, he said nothing about the note---until I paid him at the end of the day and he took out a worn wallet

to deposit his money. My letter, much the worse for handling and folding, was there in the center clip of the wallet.

“My boy explain for me,” he said, beaming. “He read for me, many times. Muchas gracias--- I keep!”

That day, he had done his best work since we hired him. Because, observe: he was a fine gardener, and he had a letter to prove it! Now all of us who use his services get better and happier work-- and to myself I seem a thoughtful employer. Two enhanced self-images, two better people---all because of a brief note.

This little miracle happened again last June. A member of our school board had charge of the outdoor commencement exercises. Just as the program began, the loudspeakers conked out, even though they had been carefully tested an hour earlier. Nobody could hear the ceremonies, and some mean things were said about it. I wrote this school board member a note: “I know how hard you worked on the arrangements and how much you have done to help our schools. Thank you for that--- and forget the other; it was no fault of yours. We need you.”

His wife came to see us soon afterward. “Several friends spoke to Jim to encourage him,” she said. “But he paid little attention and was all set to resign---until your letter came. Now he’s staying on board.”

He did, and subsequently was elected president. In a way, my little note had done that. What if I hadn’t written it?



And a funny thing: the unexpected note that says, “I noticed, I care,” can never fall fallow, can never be unappreciated. This is especially true of those who are unaccustomed to public notice, to applause as a routine thing; the gas station attendant who does extra innings for your car; the school crossing grandfather who guards the children’s safety with such care and good humor; the librarian who goes all out to help you read that special book; the newspaper boy who puts the morning paper just where you like. Which of these would not be charmed and cheered---and confirmed in his good work---by your “thank you” in writing?

The time has come now when my wife can sense a note-prompting happening, and she smiles at me knowingly. She even suggests a note now and then. But she wasn’t prepared to become a recipient. It occurred to me recently that I never reach into my dresser drawer without finding clean shirts and socks; that I rarely eat anything she hasn’t selected and cooked; that she never fails to counter my dark moods with humor and devotion. For the first time, I put my appreciation in writing, and actually mailed it. Then, quickly, I wished I hadn’t. How corny can you get?

I needn’t have worried. When the tears of happiness with which she greeted me at the end of the day had been dried, when she had marveled again about “a letter from you when you weren’t even out of town, and the sweet things you said,” we both felt so good that we decided to go out for dinner, see a show and make an event of it.

There it was again, a little bit of magic!



## The Great Stone Face By Nathaniel Hawthorne, 1804-1864

ONE AFTERNOON, when the sun was going down, a mother and her little boy sat at the door of their cottage, talking about the Great Stone Face. They had but to lift their eyes, and there it was plainly to be seen, though miles away, with the sunshine brightening all its features. And what was the Great Stone Face? Embosomed amongst a family of lofty mountains, there was a valley so spacious that it contained many thousand inhabitants. Some of these good people dwelt in log huts, with the black forest all around them, on the steep and difficult hill-sides. Others had their homes in comfortable farm-houses, and cultivated the rich soil on the gentle slopes or level surfaces of the valley. Others, again, were congregated into populous villages, where some wild, highland rivulet, tumbling down from its birthplace in the upper mountain region, had been caught and tamed by human cunning, and compelled to turn the machinery of cotton factories. The inhabitants of this valley, in short, were numerous, and of many modes of life. But all of them, grown people and children, had a kind of familiarity with the Great Stone Face, although some possessed the gift of distinguishing this grand natural phenomenon more perfectly than many of their neighbors. The Great Stone Face, then, was a work of Nature in her mood of majestic playfulness, formed on the perpendicular side of a mountain by some immense rocks, which had been thrown together in such a position as, when viewed at a proper distance, precisely to resemble the features of the human countenance. It seemed as if an enormous giant, or a Titan, had sculptured his own likeness on the precipice. There was the broad arch of the forehead, a hundred feet in height; the nose, with its long bridge; and the vast lips, which, if they could have spoken, would have rolled their thunder accents from one end of the valley to the other. True it is, that if the spectator approached too near, he lost the outline of the gigantic visage, and could discern only a heap of ponderous and gigantic rocks, piled in chaotic ruin one upon another. Retracing his steps, however, the wondrous features would again be seen; and the further he withdrew from them, the more like a human face, with all its original divinity intact, did they appear; until, as it grew dim in the distance, with the clouds and glorified vapor of the mountains clustering about it, the Great Stone Face seemed positively to be alive. It was a happy lot for children to grow up to manhood or womanhood with the Great Stone Face before their eyes, for all the features were noble, and the expression was at once grand and sweet, as if it were the glow of a vast, warm heart, that embraced all mankind in its affections, and had room for more. It was an education only to look at it. According to the belief of many people, the valley owed much of its fertility to this benign aspect that was continually beaming over it, illuminating the clouds, and infusing its tenderness into the sunshine. As we began with saying, a mother and her little boy sat at their cottage door, gazing at the Great Stone Face, and talking about it. The child's name was Ernest. "Mother, said he, while the Titanic visage smiled on him, "I wish that it could speak, for it looks so very kindly that its voice must needs be pleasant. If I were to see a man with such a face, I should love him dearly." "If an old prophecy should come to pass," answered his mother, "we may see a man, some time or other, with exactly such a face as that." "What prophecy do you mean, dear mother?" eagerly inquired Ernest. "Pray tell me all about it!" So his mother told him a story that her own mother had told to her, when she herself was younger than little Ernest; a story, not of things that were past, but of what was yet to come; a story, nevertheless, so very old, that even the Indians, who formerly inhabited this valley, had heard it from their forefathers, to whom, as they affirmed, it had been murmured by the

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mountain streams, and whispered by the wind among the tree-tops. The purport was, that, at some future day, a child should be born hereabouts, who was destined to become the greatest and noblest personage of his time, and whose countenance, in manhood, should bear an exact resemblance to the Great Stone Face. Not a few old-fashioned people, and young ones likewise, in the ardor of their hopes, still cherished an enduring faith in this old prophecy. But others, who had seen more of the world, had watched and waited till they were weary, and had beheld no man with such a face, nor any man that proved to be much greater or nobler than his neighbors, concluded it to be nothing but an idle tale. At all events, the great man of the prophecy had not yet appeared. "O, mother, dear mother!" cried Ernest, clapping his hands above his head, I do hope that I shall live to see him!" His mother was an affectionate and thoughtful woman, and felt that it was wisest not to discourage the generous hopes of her little boy. So she only said to him, "Perhaps you may." And Ernest never forgot the story that his mother told him. It was always in his mind, whenever he looked upon the Great Stone Face. He spent his childhood in the log-cottage where he was born, and was dutiful to his mother, and helpful to her in many things, assisting her much with his little hands, and more with his loving heart. In this manner, from a happy yet often pensive child, he grew up to be a mild, quiet, unobtrusive boy, and sun-browned with labor in the fields, but with more intelligence brightening his aspect than is seen in many lads who have been taught at famous schools. Yet Ernest had had no teacher, save only that the Great Stone Face became one to him. When the toil of the day was over, he would gaze at it for hours, until he began to imagine that those vast features recognized him, and gave him a smile of kindness and encouragement, responsive to his own look of veneration. We must not take upon us to affirm that this was a mistake, although the Face may have looked no more kindly at Ernest than at all the world besides. But the secret was, that the boy's tender and confiding simplicity discerned what other people could not see; and thus the love, which was meant for all, became his peculiar portion. About this time, there went a rumor throughout the valley, that the great man, foretold from ages long ago, who was to bear a resemblance to the Great Stone Face, had appeared at last. It seems that, many years before, a young man had migrated from the valley and settled at a distant seaport, where, after getting together a little money, he had set up as a shopkeeper. His name--but I could never learn whether it was his real one, or a nickname that had grown out of his habits and success in life--was Gathergold. Being shrewd and active, and endowed by Providence with that inscrutable faculty which develops itself in what the world calls luck, he became an exceedingly rich merchant, and owner of a whole fleet of bulky-bottomed ships. All the countries of the globe appeared to join hands for the mere purpose of adding heap after heap to the mountainous accumulation of this one man's wealth. The cold regions of the north, almost within the gloom and shadow of the Arctic Circle, sent him their tribute in the shape of furs; hot Africa sifted for him the golden sands of her rivers, and gathered up the ivory tusks of her great elephants out of the forests; the East came bringing him the rich shawls, and spices, and teas, and the effulgence of diamonds, and the gleaming purity of large pearls. The ocean, not to be behindhand with the earth, yielded up her mighty whales, that Mr. Gathergold might sell their oil, and make a profit on it.

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Be the original commodity what it might, it was gold within his grasp. It might be said of him, as of Midas in the fable, that whatever he touched with his finger immediately glistened, and grew yellow, and was changed at once into sterling metal, or, which suited him still better, into piles of coin. And, when Mr. Gathergold had become so very rich that it would have taken him a hundred years only to count his wealth, he bethought himself of his native valley, and resolved to go back thither, and end his days where he was born. With this purpose in view, he sent a skilful architect to build him such a palace as should be fit for a man of his vast wealth to live in. As I have said above, it had already been rumored in the valley that Mr. Gathergold had turned out to be the prophetic personage so long and vainly looked for, and that his visage was the perfect and undeniable similitude of the Great Stone Face. People were the more ready to believe that this must needs be the fact, when they beheld the splendid edifice that rose, as if by enchantment, on the site of his father's old weather-beaten farm-house. The exterior was of marble, so dazzlingly white that it seemed as though the whole structure might melt away in the sunshine, like those humbler ones which Mr. Gathergold, in his young playdays, before his fingers were gifted with the touch of transmutation, had been accustomed to build of snow. It had a richly ornamented portico, supported by tall pillars, beneath which was a lofty door, studded with silver knobs, and made of a kind of variegated wood that had been brought from beyond the sea. The windows, from the floor to the ceiling of each stately apartment, were composed, respectively, of but one enormous pane of glass, so transparently pure that it was said to be a finer medium than even the vacant atmosphere. Hardly anybody had been permitted to see the interior of this palace; but it was reported, and with good semblance of truth, to be far more gorgeous than the outside, insomuch that whatever was iron or brass in other houses, was silver or gold in this; and Mr. Gathergold's bed-chamber, especially, made such a glittering appearance that no ordinary man would have been able to close his eyes there. But, on the other hand, Mr. Gathergold was now so inured to wealth, that perhaps he could not have closed his eyes unless where the gleam of it was certain to find its way beneath his eyelids. In due time, the mansion was finished; next came the upholsterers, with magnificent furniture; then, a whole troop of black and white servants, the harbingers of Mr. Gathergold, who, in his own majestic person was expected to arrive at sunset. Our friend Ernest, meanwhile, had been deeply stirred by the idea that the great man, the noble man, the man of prophecy, after so many ages of delay, was at length to be made manifest to his native valley. He knew, boy as he was, that there were a thousand ways in which Mr. Gathergold, with his vast wealth, might transform himself into an angel of beneficence, and assume a control over human affairs as wide and benignant as the smile of the Great Stone Face. Full of faith and hope, Ernest doubted not that what the people said was true, and that now he was to behold the living likeness of those wondrous features on the mountain-side. While the boy was still gazing up the valley, and fancying, as he always did, that the Great Stone Face returned his gaze and looked kindly at him, the rumbling of wheels was heard, approaching swiftly along the winding road. "Here he comes!" cried a group of people who were assembled to witness the arrival. "Here comes the great Mr. Gathergold!"

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A carriage, drawn by four horses, dashed round the turn of the road. Within it, thrust partly out of the window, appeared the physiognomy of a little old man, with a skin as yellow as if his own Midas-hand had transmuted it. He had a lowforehead, small, sharp eyes, puckered about with innumerable wrinkles, and very thin lips, which he made still thinner by pressing them forcibly together. "The very image of the Great Stone Face!" shouted the people. "Sure enough, the old prophecy is true; and here we have the great man come, at last!" And, what greatly perplexed Ernest, they seemed actually to believe that here was the likeness which they spoke of. By the roadside there chanced to be an old beggar-woman and two little beggar-children, stragglers from some far-off region, who, as the carriage rolled onward, held out their hands and lifted up their doleful voices, most piteously beseeching charity. A yellow claw- the very same that had clawed together so much wealth--poked itself out of the coach-window, and dropped some copper coins upon the ground; so that, though the great man's name seems to have been Gathergold, he might just as suitably have been nicknamed Scattercopper. Still, nevertheless, with an earnest shout, and evidently with as much good faith as ever, the people bellowed, "He is the very image of the Great Stone Face!" But Ernest turned sadly from the wrinkled shrewdness of that sordid visage, and gazed up the valley, where, amid a gathering mist, gilded by the last sunbeams, he could still distinguish those glorious features which had impressed themselves into his soul. Their aspect cheered him. What did the benign lips seem to say? "He will come! Fear not, Ernest; the man will come!" The years went on, and Ernest ceased to be a boy. He had grown to be a young man now. He attracted little notice from the other inhabitants of the valley; for they saw nothing remarkable in his way of life, save that, when the labor of the day was over, he still loved to go apart and gaze and meditate upon the Great Stone Face. According to their idea of the matter, it was a folly, indeed, but pardonable, inasmuch as Ernest was industrious, kind, and neighborly, and neglected no duty for the sake of indulging this idle habit. They knew not that the Great Stone Face had become a teacher to him, and that the sentiment which was expressed in it would enlarge the young man's heart, and fill it with wider and deeper sympathies than other hearts. They knew not that thence would come a better wisdom than could be learned from books, and a better life than could be moulded on the defaced example of other human lives. Neither did Ernest know that the thoughts and affections which came to him so naturally, in the fields and at the fireside, and wherever he communed with himself, were of a higher tone than those which all men shared with him. A simple soul--simple as when his mother first taught him the old prophecy--he beheld the marvellous features beaming adown the valley, and still wondered that their human counterpart was so long in making his appearance. By this time poor Mr. Gathergold was dead and buried; and the oddest part of the matter was, that his wealth, which was the body and spirit of his existence, had

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disappeared before his death, leaving nothing of him but a living skeleton, covered over with a wrinkled, yellow skin. Since the melting away of his gold, it had been very generally conceded that there was no such striking resemblance, after all, betwixt the ignoble features of the ruined merchant and that majestic face upon the mountain-side. So the people ceased to honor him during his lifetime, and quietly consigned him to forgetfulness after his decease. Once in a while, it is true, his memory was brought up in connection with the magnificent palace which he had built, and which had long ago been turned into a hotel for the accommodation of strangers, multitudes of whom came, every summer, to visit that famous natural curiosity, the Great Stone Face. Thus, Mr. Gathergold being discredited and thrown into the shade, the man of prophecy was yet to come. It so happened that a native-born son of the valley, many years before, had enlisted as a soldier, and, after a great deal of hard fighting, had now become an illustrious commander. Whatever he may be called in history, he was known in camps and on the battle-field under the nickname of Old Blood-and-Thunder. This war-worn veteran, being now infirm with age and wounds, and weary of the turmoil of a military life, and of the roll of the drum and the clangor of the trumpet, that had so long been ringing in his ears, had lately signified a purpose of returning to his native valley, hoping to find repose where he remembered to have left it. The inhabitants, his old neighbors and their grown-up children, were resolved to welcome the renowned warrior with a salute of cannon and a public dinner; and all the more enthusiastically, it being affirmed that now, at last, the likeness of the Great Stone Face had actually appeared. An aid-de-camp of Old Blood-and-Thunder, travelling through the valley, was said to have been struck with the resemblance. Moreover, the schoolmates and early acquaintances of the general were ready to testify, on oath, that, to the best of their recollection, the aforesaid general had been exceedingly like the majestic image, even when a boy, only that the idea had never occurred to them at that period. Great, therefore, was the excitement throughout the valley; and many people, who had never once thought of glancing at the Great Stone Face for years before, now spent their time in gazing at it, for the sake of knowing exactly how General Blood-and-Thunder looked. On the day of the great festival, Ernest, with all the other people of the valley, left their work, and proceeded to the spot where the sylvan banquet was prepared. As he approached, the loud voice of the Reverend Doctor Battleblast was heard, beseeching a blessing on the good things set before them, and on the distinguished friend of peace in whose honor they were assembled. The tables were arranged in a cleared space of the woods, shut in by the surrounding trees, except where a vista opened eastward, and afforded a distant view of the Great Stone Face. Over the general's chair, which was a relic from the home of

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Washington, there was an arch of verdant boughs, with the laurel profusely intermixed, and surmounted by his country's banner, beneath which he had won his victories. Our friend Ernest raised himself on his tip-toes, in hopes to get a glimpse of the celebrated guest; but there was a mighty crowd about the tables anxious to hear the toasts and speeches, and to catch any word that might fall from the general in reply; and a volunteer company, doing duty as a guard, pricked ruthlessly with their bayonets at any particularly quiet person among the throng. So Ernest, being of an unobtrusive character, was thrust quite into the background, where he could see no more of Old Blood-and-Thunder's physiognomy than if it had been still blazing on the battle-field. To console himself, he turned towards the Great Stone Face, which, like a faithful and long remembered friend, looked back and smiled upon him through the vista of the forest. Meantime, however, he could over-hear the remarks of various individuals, who were comparing the features of the hero with the face on the distant mountain-side. "Tis the same face, to a hair!" cried one man, cutting a caper for joy. "Wonderfully like, that's a fact!" responded another. "Like! why, I call it Old Blood-and-Thunder himself, in a monstrous looking glass!" And why not! He's the greatest man of this or any other age, beyond a doubt."

And then all three of the speakers gave a great shout, which communicated electricity to the crowd, and called forth a roar from a thousand voices, that went reverberating for miles among the mountains, until you might have supposed that the Great Stone Face had poured its thunder-breath into the cry.

All these comments, and this vast enthusiasm, served the more to interest our friend; nor did he think of questioning that now, at length, the mountain-visage had found its human counterpart. It is true, Ernest had imagined that this long-looked-for personage would appear in the character of a man of peace, uttering wisdom, and doing good, and making people happy. But, taking an habitual breadth of view, with all his simplicity, he contended that Providence should choose its own method of blessing mankind, and could conceive that this great end might be effected even by a warrior and a bloody sword, should inscrutable wisdom see fit to order matters so. "The general! the general!" was now the cry. "Hush! silence! Old Blood-and Thunder's going to make a speech." Even so; for, the cloth being removed, the general's health had been drunk amid shouts of applause, and he now stood upon his feet to thank the company. Ernest saw him. There he was, over the shoulders of the crowd, from the two glittering epaulets and embroidered collar upward, beneath the arch of green boughs with inter-twined laurell and the banner drooping as if to shade his brow! And there, too, visible in the same glance, through the vista of the forest, appeared the Great Stone Face!



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And was there, indeed, such a resemblance as the crowd had testified? Alas, Ernest could not recognize it! He beheld a war-worn and weather-beaten countenance, full of energy, and expressive of an iron will; but the gentle wisdom, the deep, broad, tender sympathies, were altogether wanting up the trades of law and politics. Instead of the rich man's wealth and the warrior's sword, he had but a tongue, and it was mightier than both together. So wonderfully eloquent was he, that whatever he might choose to say, his auditors had no choice but to believe him; wrong looked like right, and right like wrong; for when it pleased him, he could make a kind of illuminated fog with his mere breath, and obscure the natural daylight with it. His tongue, indeed, was a magic instrument: sometimes it rumbled like the thunder; sometimes it warbled like the sweetest music. It was the blast of war- the song of peace; and it seemed to have a heart in it, when there was no such matter. In good truth, he was a wondrous man; and when his tongue had acquired him all other imaginable success--when it had been heard in halls of state, and in the courts of princes and potentates--after it had made him known all over the world, even as a voice crying from shore to shore--it finally persuaded his countrymen to select him for the presidency. Before this time--indeed, as soon as he began to grow celebrated--his admirers had found out the resemblance between him and the Great Stone Face; and so much were they struck by it, that throughout the country this distinguished gentleman was known by the name of Old Stony Phiz. The phrase was considered as giving a highly favorable aspect to his political prospects; for, as is likewise the case with the Popedom, nobody ever becomes president without taking a name other than his own. While his friends were doing their best to make him president, Old Stony Phiz, as he was called, set out on a visit to the valley where he was born. Of course, he had no other object than to shake hands with his fellow-citizens, and neither thought nor cared about any effect which his progress through the country might have upon the election. Magnificent preparations were made to receive the illustrious statesman; a cavalcade of horsemen set forth to meet him at the boundary line of the state, and all the people left their business and gathered along the wayside to see him pass. Among these was Ernest. Though more than once disappointed, as we have seen, he had such a hopeful and confiding nature, that he was always ready to believe in whatever seemed beautiful and good. He kept his heart continually open, and thus was sure to catch the blessing from on high, when it should come. So now again, as buoyantly as ever, he went forth to behold the likeness of the Great Stone Face. The cavalcade came prancing along the road, with a great clattering of hoofs and a mighty cloud of dust, which rose up so dense and high that the visage of the mountain-side was completely hidden from Ernest's eyes. All the great men of the neighborhood were there on horseback: militia officers, in uniform; the member of Congress; the sheriff of the county; the editors of newspapers; and many a farmer, too, had mounted his patient steed, with his Sunday coat upon his back. It really was a very brilliant spectacle, especially as there were numerous banners flaunting over the cavalcade, on some of which were gorgeous portraits of the illustrious statesman and the Great Stone Face, smiling familiarly at one another, like two brothers. If the pictures were to be trusted, the mutual resemblance, it must be confessed, was marvellous.

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We must not forget to mention that there was a band of music, which made the echoes of the mountains ring and reverberate with the loud triumph of its strains; so that airy and soul-thrilling melodies broke out among all the heights and hollows as if every nook of his native valley had found a voice to welcome the distinguished guest. But the grandest effect was when the far-off mountain-precipice flung back the music; for then the Great Stone Face itself seemed to be swelling the triumphant chorus, in acknowledgment that, at length, the man of prophecy was come. All this while the people were throwing up their hats and shouting, with enthusiasm so contagious that the heart of Ernest kindled up, and he likewise threw up his hat, and shouted, as loudly as the loudest, "Huzza for the great man! Huzza for Old Stony Phiz!" But as yet he had not seen him. "Here he is, now!" cried those who stood near Ernest. "There! There! Look at Old Stony Phiz and then at the Old Man of the Mountain, and see if they are not as like as two twin-brothers!" In the midst of all this gallant array, came an open barouche, drawn by four white horses; and in the barouche, with his massive head uncovered, sat the illustrious statesman, Old Stony Phiz himself. "Confess it," said one of Ernest's neighbors to him, "the Great Stone Face has met its match at last!" Now, it must be owned that, at his first glimpse of the countenance which was bowing and smiling from the barouche, Ernest did fancy that there was a resemblance between it and the old familiar face upon the mountain-side. The brow, with its massive depth and loftiness, and all the other features, indeed, were boldly and strongly hewn, as if in emulation of a more than heroic, of a Titanic model. But the sublimity and stateliness, the grand expression of a divine sympathy, that illuminated the mountain-visage, and etherealized its ponderous granite substance into spirit, might here be sought in vain. Something had been originally left out, or had departed. And therefore the marvellously gifted statesman had always a weary gloom in the deep caverns of his eyes, as of a child that has outgrown its playthings, or a man of mighty faculties and little aims, whose life, with all its high performances, was vague and empty, because no high purpose had endowed it with reality. Still, Ernest's neighbor was thrusting his elbow into his side, and pressing him for an answer. "Confess! confess! Is not he the very picture of your Old Man of the Mountain?" "No!" said Ernest, bluntly, "I see little or no likeness." "Then so much the worse for the Great Stone Face!" answered his neighbor; and again he set up a shout for Old Stony Phiz. But Ernest turned away, melancholy, and almost despondent; for this was the saddest of his disappointments, to behold a man who might have fulfilled the prophecy, and had not willed to do so. Meantime, the cavalcade, the banners, the music, and the barouches, swept past him, with the vociferous crowd in the rear, leaving the dust to settle down, and the Great Stone Face to be revealed again, with the grandeur that it had worn for untold centuries.

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"Lo, here I am, Ernest!" the benign lips seemed to say. "I have waited longer than thou, and am not yet weary. Fear not; the man will come." The years hurried onward, treading in their haste on one another's heels. And now they began to bring white hairs, and scatter them over the head of Ernest; they made reverend wrinkles across his forehead, and furrows in his cheeks. He was an aged man. But not in vain had he grown old: more than the white hairs on his head were the sage thoughts in his mind; his wrinkles and furrows were inscriptions that Time had graved, and in which he had written legends of wisdom that had been tested by the tenor of a life. And Ernest had ceased to be obscure. Unsought for, undesired, had come the fame which so many seek, and made him known in the great world, beyond the limits of the valley in which he had dwelt so quietly. College professors, and even the active men of cities, came from far to see and converse with Ernest; for the report had gone abroad that this simple husbandman had ideas unlike those of other men, not gained from books, but of a higher tone--a tranquil and familiar majesty, as if he had been talking with the angels as his daily friends. Whether it were sage, statesman, or philanthropist, Ernest received these visitors with the gentle sincerity that had characterized him from boyhood, and spoke freely with them of whatever came uppermost, or lay deepest in his heart or their own. While they talked together, his face would kindle, unawares, and shine upon them, as with a mild evening light. Pensive with the fulness of such discourse, his guests took leave and went their way; and, passing up the valley, paused to look at the Great Stone Face, imagining that they had seen its likeness in a human countenance, but could not remember where. While Ernest had been growing up and growing old, a bountiful Providence had granted a new poet to this earth. He, likewise, was a native of the valley but had spent the greater part of his life at a distance from that romantic region, pouring out his sweet music amid the bustle and din of cities. Often, however, did the mountains which had been familiar to him in his childhood lift their snowy peaks into the clear atmosphere of his poetry. Neither was the Great Stone Face forgotten, for the poet had celebrated it in an ode, which was grand enough to have been uttered by its own majestic lips. This man of genius, we may say, had come down from heaven with wonderful endowments. If he sang of a mountain, the eyes of all mankind beheld a mightier grandeur reposing on its breast, or soaring to its summit, than had before been seen there. If his theme were a lovely lake, a celestial smile had now been thrown over it, to gleam forever on its surface. If it were the vast old sea, even the deep immensity of its dread bosom seemed to swell the higher, as if moved by the emotions of the song. Thus the world assumed another and a better aspect from the hour that the poet blessed it with his happy eyes. The Creator had bestowed him, as the last, best touch to his own handiwork. Creation was not finished till the poet came to interpret, and so complete it. The effect was no less high and beautiful, when his human brethren were the subject of his verse. The man or woman, sordid with the common dust of life, who crossed his daily path, and the little child who played in it, were glorified if he beheld them in his mood of poetic faith. He showed the golden links of the great chain that intertwined them with an angelic kindred; he brought out the hidden traits of a celestial birth that made them worthy of such kin. Some, indeed, there were, who thought to show the soundness of their judgment by affirming that all the beauty and dignity of the natural world existed only in the poet's

## The Great Stone Face By Nathaniel Hawthorne, 1804-1864

ideal was the truest truth. The songs of this poet found their way to Ernest. He read them, after his customary toil, seated on the bench before his cottage door, where, for such a length of time, he had filled his repose with thought by gazing at the Great Stone Face. And now, as he read stanzas that caused the soul to thrill within him, he lifted his eyes to the vast countenance beaming on him so benignantly. "O, majestic friend," he murmured, addressing the Great Stone Face, "is not this man worthy to resemble thee?" The Face seemed to smile, but answered not a word. Now it happened that the poet, though he dwelt so far away, had not only heard of Ernest, but had meditated much upon his character, until he deemed nothing so desirable as to meet this man, whose untaught wisdom walked hand in hand with the noble simplicity of his life. One summer morning, therefore, he took passage by the railroad, and, in the decline of the afternoon, alighted from the cars at no great distance from Ernest's cottage. The great hotel, which had formerly been the palace of Mr. Gathergold, was close at hand, but the poet with his carpet-bag on his arm, inquired at once where Ernest dwelt, and was resolved to be accepted as his guest. Approaching the door, he there found the good old man, holding a volume in his hand, which alternately he read, and then, with a finger between the leaves, looked lovingly at the Great Stone Face. "Good evening," said the poet. "Can you give a traveller a night's lodging?" "Willingly," answered Ernest; and then he added, smiling, "Methinks I never saw the Great Stone Face look so hospitably at a stranger." The poet sat down on the bench beside him, and he and Ernest talked together. Often had the poet held intercourse with the wittiest and the wisest, but never before with a man like Ernest, whose thoughts and feelings gushed up with such a natural freedom, and who made great truths so familiar by his simple utterance of them. Angels, as had been so often said, seemed to have wrought with him at his labor in the fields; angels seemed to have sat with him by the fireside; and, dwelling with angels as friend with friends, he had imbibed the sublimity of their ideas, and imbued it with the sweet and lowly charm of household words. So thought the poet. And Ernest, on the other hand, was moved and agitated by the living images which the poet flung out of his mind, and which peopled all the air about the cottage-door with shapes of beauty, both gay and pensive. The sympathies of these two men instructed them with a profounder sense than either could have attained alone. Their minds accorded into one strain, and made delightful music which neither of them could have claimed as all his own, nor distinguished his own share from the other's. They led one another, as it were, into a high pavilion of their thoughts, so remote, and hitherto so dim, that they had never entered it before, and so beautiful that they desired to be there always. As Ernest listened to the poet, he imagined that the Great Stone Face was bending forward to listen too. He gazed earnestly into the poet's glowing eyes. "Who are you, my strangely gifted guest?" he said. The poet laid his finger on the volume that Ernest had been reading. "You have read these poems," said he. "You know me, then--for I wrote them." Again, and still more earnestly than before, Ernest examined the poet's features; then turned towards the Great Stone Face; then back, with an uncertain aspect, to his guest. But his countenance fell; he shook his head, and sighed. "Wherefore are you sad?" inquired the poet.

## The Great Stone Face **By Nathaniel Hawthorne, 1804-1864**

"Because, replied Ernest, "all through life I have awaited the fulfilment of a prophecy; and, when I read these poems, I hoped that it might be fulfilled in you." "You hoped," answered the poet, faintly smiling, "to find in me the likeness of the Great Stone Face. And you are disappointed, as formerly with Mr. Gathergold, and Old Blood-and-Thunder, and Old Stony Phiz. Yes, Ernest, it is my doom. You must add my name to the illustrious three, and record another failure of your hopes. For--in shame and sadness do I speak it, Ernest--I am not worthy to betypified by yonder benign and majestic image." "And why?" asked Ernest. He pointed to the volume--"Are not those thoughts divine?" "They have a strain of the Divinity," replied the poet. "You can hear in them the far-off echo of a heavenly song. But my life, dear Ernest, has not corresponded with my thought. I have had grand dreams, but they have been only dreams, because I have lived--and that, too, by own choice--among poor and mean realities. Sometimes even--shall I dare to say it?--I lack faith in the grandeur, the beauty, and the goodness, which my own works are said to have made more evident in nature and in human life. Why, then, pure seeker of the good and true, shouldst thou hope to find me, in yonder image of the divine!" The poet spoke sadly, and his eyes were dim with tears. So, likewise, were those of Ernest. At the hour of sunset, as had long been his frequent custom, Ernest was to discourse to an assemblage of the neighboring inhabitants, in the open air. He and the poet, arm in arm, still talking together as they went along, proceeded to the spot. It was a small nook among the hills, with a gray precipice behind, the stern front of which was relieved by the pleasant foliage of many creeping plants, that made a tapestry for the naked rock, by hanging their festoons from all its rugged angles. At a small elevation above the ground, set in a rich frame-work of verdure, there appeared a niche, spacious enough to admit a human figure, with freedom for such gestures as spontaneously accompany earnest thought and genuine emotion. Into this natural pulpit Ernest ascended, and threw a look of familiar kindness around upon his audience. They stood, or sat, or reclined upon the grass, as seemed good to each, with the departing sunshine falling obliquely over them, and mingling its subdued cheerfulness with the solemnity of a grove of ancient trees, beneath and amid the boughs of which the golden rays were constrained to pass. In another direction was seen the Great Stone Face, with the same cheer, combined with the same solemnity, in its benignant aspect. Ernest began to speak, giving to the people of what was in his heart and mind. His words had power, because they accorded with his thoughts; and his thoughts had reality and depth, because they harmonized with the life which he had always lived. It was not mere breath that this preacher uttered; they were the words of life, because a life of good deeds and holy love was melted into them. Pearls, pure and rich, had been dissolved into this precious draught. The poet, as he listened, felt that the being and character of Ernest were a nobler strain of poetry than he had ever written.



## The Great Stone Face **By Nathaniel Hawthorne, 1804-1864**

His eyes glistening with tears, he gazed reverentially at the venerable man, and said within himself that never was there an aspect so worthy of a prophet and a sage as that mild, sweet, thoughtful countenance, with the glory of white hair diffused about it. At a distance, but distinctly to be seen, high up in the golden light of the setting sun, appeared the Great Stone Face, with hoary mists around it, like the white hairs around the brow of Ernest. Its look of grand beneficence seemed to embrace the world. At that moment, in sympathy with a thought which he was about to utter, the face of Ernest assumed a grandeur of expression, so imbued with benevolence, that the poet, by an irresistible impulse, threw his arms aloft, and shouted, "Behold! Behold! Ernest is himself the likeness of the Great Stone Face!" Then all the people looked, and saw that what the deep-sighted poet said was true. The prophecy was fulfilled. But Ernest, having finished what he had to say, took the poet's arm, and walked slowly homeward, still hoping that some wiser and better man than himself would by and by appear, bearing a resemblance to the GREAT STONE FACE.

**Planning**

**The key to a winning season is  
focusing on one opponent at a  
time. Win a week at a time, never  
look back and never look ahead.**

**~Chuck Noll**

**Pittsburgh Steelers**

**Plan, prepare, practice, and play**  
like you just **lost** your last game.

-- Lonnie Kruger

UNLV Basketball

**The key is not the “will to win” .....**  
**everybody has that.**

**It is the will to prepare to win that is**  
**important. .**

**-- Bob Knight**



# MAKE EACH DAY YOUR MASTERPIECE

When I was teaching basketball, I urged my players to try their hardest to improve on that very day, to make that practice a masterpiece. Too often we get distracted by what is outside our control. You can't do anything about yesterday. The door to the past has been shut and the key thrown away. You can do nothing about tomorrow. It is yet to come. However, tomorrow is in large part determined by what you do today. So make today a masterpiece....This rule is even more important in life than in basketball. You have to apply yourself each day to become a little better. By applying yourself to the task of becoming a little better each and every day over a period of time, you will become a lot better. Only then will you be able to approach being the best you can be.

- Derived from Matthew 6:25-34

Success is peace of mind, which is a direct result of self-satisfaction in knowing you did your best to become the best that you are capable of becoming.

- John Wooden

Preachers ... What I will tell - Tell Them – What I told Them

# SERVANT LEADER CEO FIRST YEAR IMMEDIATE JOB STEPS

## 1. NEED ASSESSMENT

WHAT IS subtracted from WHAT SHOULD BE= the NEED

SEE THE NEED; FILL THE NEED (Like a linebacker filling the holes)

## 2. VISIONARY

SEE THE PICTURE

SELL THE PICTURE (Soft Rain versus Fire Hose Daily)

EVERYONE PAINTS THE PICTURE (Total Buy In)

## 3. PROMISE LESS; DELIVER MORE

## 4. YOUR MATE/SIGNIFICANT OTHER IS A KEY TO YOUR SUCCESS

(Put out fires with kerosene vs. THE REST OF THE STORY WIFE HELPING NOVELIST)

## 5. Good Leader Attracts Good People; GREAT LEADER ATTRACTS GREAT PEOPLE

## 6. What Warren Buffett Looks For in Hiring

WORK ETHIC

INTELLIGENCE

CHARACTER.....and the first two without the last one WILL KILL YOU

## 7. HAVE AN EYE FOR TALENT

Vanderbilt assistant football coach- They knew he would be great long before they called him Bear.

## 8. WHO ARE THEIR THREE BEST FRIENDS?

(Can't tell an eagle from a buzzard when they fly together)

## 9. THE BESWICK SCALE

Talent and Mindset Columns.....AA, AB, BA, BB

# The Beswick Scale

Talent

Mindset

A	A	-Great -Your best player and hardest worker. -Derek Jeter -Very rare.
A	B	-Coach Killer -Practices 15 things once, instead of practicing one thing 15 times. -Can't concentrate, and can't learn.
B	A	-Makes you look smart. -Great ability to learn. -1 X 150 -Butler Basketball 2010
B	B	-Gone

**10. THREE PEOPLE TO HIRE**

Paul

Barnabus

Timothy

**11. PEOPLE YOU DON'T HIRE**

**Gossiper-** Says behind your back what they wouldn't say to your face

**Great People= Talk About Ideas**

**Average People= Talk About Things**

**Small People= Talk About Other People**

**Flatterer-** Says to your face what they would never say behind your back

**It is like perfume so smell it but don't swallow it.**

That is hard because we would rather be ruined by praise than  
saved by criticism.

**12. Do you have the FREEDOM TO GET THE STAFF YOU NEED?**

**13. MEET WITH EVERY DEPARTMENT HEAD....**Notebook Everything (500 Richest Americans)

**14. GET ALL THE GOOD IDEAS BUT YOU CAN'T USE ALL THE GOOD IDEAS**

**15. Do you want good department heads or GREAT DEPARTMENT HEADS**

Every department strives to be the FRONT PORCH OF THE ORGANIZATION

**16. Always looking for something to make department great.....**LOOKING FOR WAYS TO WIN

Johnny Majors and Homework

17. If they are NOT GREAT, what is the BEST WAY TO MOVE THEM.....Mark McCormack
18. Good enough is the ENEMY OF GREAT
19. Give “secretaries” a good title and GIVE THEM THE BEST OF TREATMENT
20. Be the best at COURTESY.

Whisper criticism; YELL PRAISE (Greg Glenn example)

## **PLANNING SYSTEM**

21. Use Planner Pad or What You Show Me Works for You  
Make the system work for you rather than you work for the system
22. GETTING THINGS DONE by David Allen.....Google to see three minute videos  
(Office, Suspense/Tickler Files)
23. SUSPENSE FILE, TICKLER FILE, 43 FILES.....Pages 174-175, from GTD
24. WEEKLY REVIEW FILE.....Pages 46-47, 159, 184-186, from GTD
25. MONTHLY REVIEW FILE
26. SCANCARD SYSTEM
27. Check, Check, and Re-Check (Bob Johnson, I checked my map 6 times)
28. Shelf Life of A Leader  
Renter or INVESTOR.....Stepping Stone or Kidney Stone Job
29. OUR THREE CAMP RULES  
EVERYONE TAKES NOTES  
EVERYONE SAYS PLEASE AND THANK YOU; YES SIR; NO SIR; YES MAAM; NO MAAM;  
EVERYONE PICKS UP TRASH



## **TAKING NOTES**

- 30. NEVER ANYWHERE WITHOUT PAPER AND PEN  
DICTAPHONE...THREE FOLD HARD SHEET, etc.
- 31. NEVER COME TO A MEETING, CONFERENCE, ANYTHING WITHOUT TAKING NOTES
- 32. CORNELL NOTES-1/3 and 2/3's
- 33. RETRIEVE, REVIEW, REINFORCE

## **COURTESY**

- 34. The McDonalds and Pepsi Story
- 35. Salesmanship Card
- 35. Truett Cathy-HOW DID YOU DO IT, TRUETT....."MY PLEASURE"
- 36. Bear Bryant and the Lessons His Mamma Taught Him
- 36. Why Customers Quit
- 37. Give Them Something Free Every Time-Note, Card, Email, Pen, Desk Item, etc.

## **TRASH**

- 40. Facility and Grounds Appearance-WE ARE ALL ON THE GROUNDS CREW
- 41. KEEP DESK ORGANIZED; SPOTLESS WHEN YOU LEAVE

# TECHNIQUES OF LEADERSHIP

## 42. FOUR KINDS OF LEADERS

- 1-Unconscious and Incompetent
- 2-Conscious and Incompetent
- 3-Conscious and Competent
- 4-Unconscious and Competent

## 43. Plan the Week on Sunday

## 44. Plan the Next Day the Night Before

## 45. Mary Kay Daily Six Pack Rule

## 46. Mary Kay 5:30 Club-Rise Up Early in the Morning

## 47. Practice Use of Your Third Place

## 48. Pour Out, Pour In, Pour Forth

## 49. Fill Up Your Cup and Pour It Out in Servant Leadership Each Day

No task too small, no sacrifice too big.

## 50. A Great Leader never gives a good team member a reason to leave and a Poor Leader gives them several every day

## 51. Effort- Effort is the one strictly underived and original contribution we make to this world. Everything else is given to us. Health, strength, talent, abilities of all sorts, whether spiritual or mental or physical.

**Effort is the only element we can add --William James**

## 52. INFORMAL LEARNING

## 53. TONY LARUSSA'S RED FUNGO BAT-Having a meeting without having a meeting.

## 54. Peter Drucker Sit and Think for Ten Minutes A Day One Minute Assessments-Here is one thing YOU are doing well and why. Here is one thing WE could do better and how.

**55. Praise, Prompt, and Leave**

**56. Don't make decisions because they are convenient, easy or popular; MAKE THEM BECAUSE THEY ARE RIGHT** (Father Hesburgh, Notre Dame)

**57. JERRY KRAUSE'S RULES FOR LIFE**

- 1) Find your unique talent or gift
- 2) Develop your talent or gift to the fullest; people do not pay for average
- 3) Give your gift away every day

**58. HOW TO BUILD A REAL TEAM (NSU Wolves Dec 11, 2003)**

- 1) Being a servant to our teammates (We vs. Me)
- 2) Sense of Urgency: Important to Us
- 3) Sense of Purpose: Know How We Will Win
- 4) Mental Toughness (The Game Honors Toughness) TGHT
- 5) Concentration Overcoming Distractions
- 6) Roles: Know Them, Understand Them, Fulfill Them, Every man His Own Captain
- 7) Be the Aggressor, Make All Available Hustle Plays
- 8) Rest and Nutrition
- 9) Scouting Report: Know His Number and Game
- 10) Acknowledge Teammates
- 11) **BE A TEAM**

## 59. KEYS TO TEAM BUILDING

### 1. Shared Ownership

Own vs. Rent

**Invest** vs. Rent

You Succeed, We Succeed, You Succeed

### 2. Shared Suffering

I know for a fact how it pulls people together

You learn a lot more at a funeral than you will at a wedding

### 3. Individual Responsibility

Accountability

Stop and Think Card

The Price of Greatness is Responsibility

### 4. Collective Pride

We Did It!

You only shine when you reflect credit on others

60. James 1:19-20 -Quick to listen, slow to speak and slow to anger

61. James 3:13 - (Albert Schweitzer..."I have decided to let my life be my argument.")

62. Ecclesiastes 5:19-20 - Happy in your work and occupied with gladness of heart

63. FIELDING YOST STORY- Love

64. BALANCE NAILS EXAMPLE

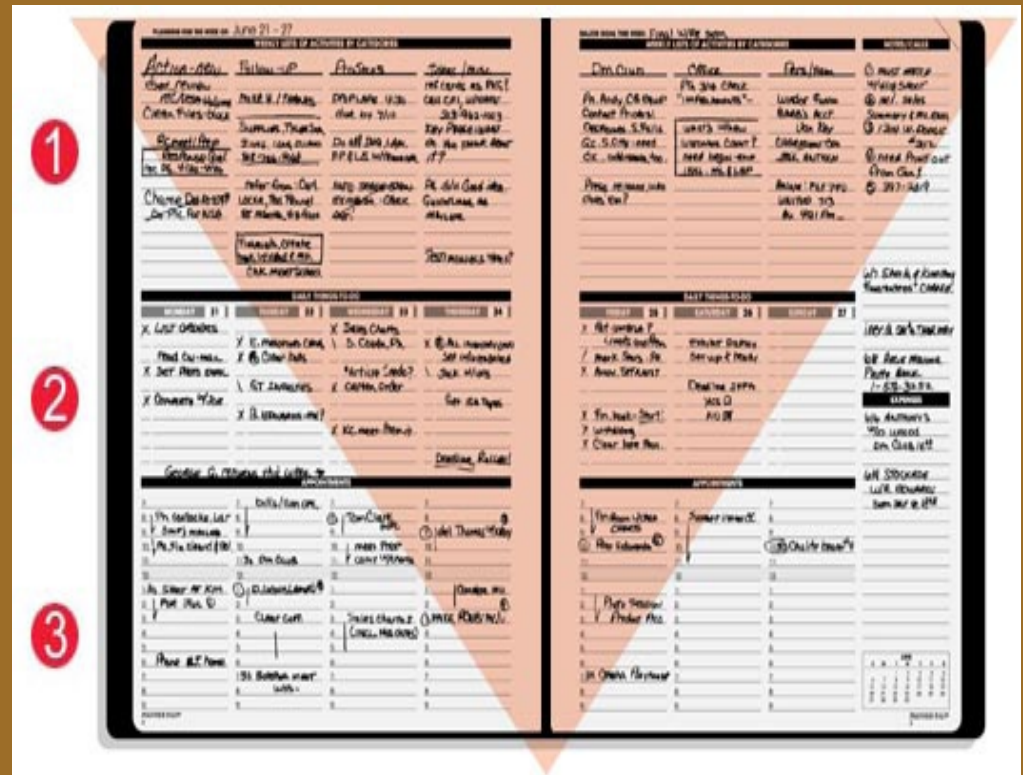
65. NORM STEWART RULE- Fire Yourself Every Year and Hire Yourself. 1<sup>st</sup> year attitude, effort and evaluation

66. CHEAP VASECTOMY STORY

# Discover the Planner Pad Difference

- At last you can end the clutter of multiple lists of things to do! The Planner Pad's unique format lets you organize all your business and personal activities in one place and by category. It helps balance everything you do - in your career, home and personal life.
- Unlike ordinary day planners, the Planner Pad devotes a two-page spread for each week. You can see an entire weeks' worth of planning with one look.
- 1-800-315-7526 – Ask for the Free CD from the owner – how he uses it**

**Each Page Works like a Funnel**  
to find priorities, organize work flow, and plan personal activities





- 1) The top section replaces long lists written on tablets. This is the "Project Warehouse" - a place where you can organize business and personal activities by category. The horizontal layout gives you maximum visibility. As you plan, it makes it easy to group like activities and see all that needs to be accomplished ... **CATEGORIZE**
- 2) The middle section is your daily activity plan. Select things that need attention from the top section. Assign specific days for action ... **PRIORITIZE**
- 3) The lower section is your "appointment book." Schedule people to see, meetings to attend, and personal activities. Schedule time for yourself to work on projects and to get things done ... **SCHEDULE**

**PROJECT WAREHOUSE**  
 DATE: July 21-22  
 SHORT-TERM TO-DO'S  
 ACTION PLAN: [Handwritten notes in columns: Action Plan, Follow-up, Action, Status/Notes]  
 DAILY ACTIVITY PLAN  
 MONDAY | TUESDAY | WEDNESDAY | THURSDAY  
 [Handwritten tasks and priorities for each day]  
 APPOINTMENT BOOK  
 [Grid for scheduling appointments and events]

**APPOINTMENT BOOK**  
 DATE: July 21-22  
 SHORT-TERM TO-DO'S  
 ACTION PLAN: [Handwritten notes in columns: Action Plan, Follow-up, Action, Status/Notes]  
 DAILY ACTIVITY PLAN  
 FRIDAY | SATURDAY | SUNDAY  
 [Handwritten tasks and priorities for each day]  
 APPOINTMENT BOOK  
 [Grid for scheduling appointments and events]

# Roles and Goals

Coach Example

Player Example

Servant Leader (You)

# 36 CHRISTIAN WAYS TO REDUCE STRESS

- 1) Pray.
- 2) Go to bed on time.
- 3) Get up on time so you can start the day unrushed.
- 4) Say no to projects that won't fit into your time schedule or that will compromise your mental health
- 5) Delegate tasks to capable others.
- 6) Simplify and unclutter your life
- 7) Less is more. (Although one is often enough, two are often too many)
- 8) Allow extra time to do things and to get to places.
- 9) Pace yourself. Spread out big changes and difficult projects over time; don't lump the hard things all together.
- 10) Take one day at a time.
- 11) Separate worries from concerns. If a situation is a concern, find out what God would have you do and let go of the anxiety if you can't do anything about it.
- 12) Live within your budget; don't use credit cards for ordinary purchases.

- 13) Have backups; an extra car key in your wallet, an extra house key buried in the garden, extras stamps, etc.
- 14) K.M.S (Keep Mouth Shut). This single piece of advice can prevent an enormous amount of trouble.
- 15) Do something for the Kid in You everyday.
- 16) Carry a Bible with you to read while waiting in line.
- 17) Get enough rest.
- 18) Eat right.
- 19) Get organized so everything has its place.
- 20) Listen to a tape while driving that can help improve your quality of life. Listen to Christian radio stations, American family radio.
- 21) Write down thoughts and inspirations.
- 22) Every day find time to be alone.
- 23) Having problems? Talk to God on the spot. Try to nip small problems in the bud.  
Don't wait until it's time to go to bed to try and pray.
- 24) Make friends with Godly people.
- 25) Keep a folder of favorite scriptures on hand.
- 26) Remember that the shortest bridge between despair and hope is often a good "Thank you Lord."
- 27) Laugh.
- 28) Laugh some more!
- 29) Take your work seriously, but not yourself at all.
- 30) Develop a forgiving attitude (most people are doing the best they can).
- 31) Be kind to unkind people (they probably need it the most).
- 32) Sit on your ego.
- 33) Talk less listen more.
- 34) Slow down.
- 35) Remind yourself that you are not the general manager of the universe.
- 36) Every night before bed, think of one thing you're grateful for that you've never been grateful for before. GOD HAS A WAY OF TURNING THINGS AROUND FOR YOU. "If God is for us, who can be against us?" (Romans 8:31)

# ***Failure List***

- ❖ Einstein was four years old before he could speak.
- ❖ Isaac Newton did poorly in grade school.
- ❖ Beethoven's music teacher once said of him, "As a composer he is hopeless."
- ❖ When Thomas Edison was a boy his teacher told him he was too stupid to learn anything.
- ❖ F.W. Woolworth got a job in a dry good store when he was 21, but his employer would not let him wait on customers because he "didn't have enough sense."
- ❖ Michael Jordan was cut from his high school basketball team.
- ❖ Boston Celtics Hall of Famers Bob Cousy and Bill Russell suffered the same fate.
- ❖ A newspaper editor fired Walt Disney because he had no good ideas.
- ❖ Winston Churchill failed the 6th grade.
- ❖ Steven Spielberg dropped out of high school in his sophomore year. He was persuaded to come back and placed in a learning disabled class. He lasted a month and dropped out of school forever.

**Somewhere we all must meet someone who sees greatness in us and expects it from us. How will you see people this week?**

**Things work out best for those that make the best of the way things work out.**



# Rejections and Reactions

Rejection takes many forms. You didn't make the team. The college you want to attend turns you down. The woman you asked out said no. You didn't get the job. You were passed over for a promotion. Your husband left you.

Whatever form it takes, being rejected hurts. It is a blow to your ego and challenges your ability to cope. It makes you question yourself. It makes you angry. In its most extreme and painful forms, it generates self-destructive thoughts and behaviors - ranging from rage to drinking binges to suicide.

The tricky thing about rejection, though, is not to avoid it but to choose a positive way of reacting to it. After all, everybody suffers rejection. That is not meant to minimize anyone's pain at being let go or turned down; it is simply to say that you aren't alone. Others have lived through similar - or worse - things. The only way to avoid the risk of rejection is to fail to live, dream, or dare! And that is a far worse thing than being courageous enough to apply for the position, to accept a leadership challenge, or to invest your heart and get turned down.

In a recent interview reported in the *Wall Street Journal*, Warren Buffett spoke of his rejection by Harvard Business School at 19. "The truth is, everything that has happened in my life . . . that I thought was a crushing event at the time, has turned out for the better," he said. With the exception of health problems, he continued, life's setbacks teach "lessons that carry you along. You learn that a temporary defeat is not a permanent one. In the end it can be an opportunity."

In Buffett's case, a second-choice application to Columbia put him under the tutelage of two professor-mentors who taught him the essentials he has used in a successful investment career. More important still, the disappointment he thought his father would feel over his failure turned into a positive expression of "unconditional love" and "unconditional belief in me."

Rejection is the challenge to find a new way, a better path. Rather than curse the job you didn't get or the person who didn't hire you, rethink your skills and find another venue for their use. Instead of hiding from life because a relationship has ended and your heart is broken, learn something about yourself from what has happened and know there is someone who needs what you have to give. Temporary setbacks become permanent defeats only if you allow it.

It isn't rejection that determines the outcome. It is your reaction to it.

# THOUGHTS FOR TEAMS AND COACHES WHO WANT TO BE GREAT

- When God gives any man wealth and possessions, and enables him to enjoy them, to accept his lot and be happy in his work – this is a gift from God. He seldom reflects on the days of his life, because God keeps him occupied with gladness of heart.....**Ecclesiastes 5:19-20**
- Everyone should be quick to listen, slow to speak and slow to become angry, for man's anger does not bring about the righteous life that God desires.....**James 1:19-20**
- Who is wise and understanding among you? Let him show it by his good life, by deeds done in the humility that comes from wisdom.....**James 3:13**
- We want to be a team of left tackles.....**Ephesians 6:10-20**

# Great Quotes

by Zig Ziglar

<http://www.inspiration365movie.com/miami>

# Failure and Success

- For every 100 who can handle failure there is but 1 who can handle success.

“It is difficult for young players to learn, because of the great emphasis on records but, ideally, the joy and frustration of sport should come from performance itself, not the score. While he is playing, the worst thing a player can think about in terms of concentration- and therefore, of success- is losing. Then next worst is winning.”

-John Robert Wooden

# The 2 Imposters

In the poem IF by Rudyard Kipling

If you can keep your head when all about you  
Are losing theirs and blaming it on you;  
If you can trust yourself when all men doubt you,  
But make allowance for their doubting too;  
If you can wait and not be tired by waiting,  
Or, being lied about, don't deal in lies,  
Or, being hated, don't give way to hating,  
And yet don't look too good, nor talk too wise;  
If you can dream - and not make dreams your master;  
If you can think - and not make thoughts your aim;  
If you can meet with triumph and disaster  
And treat those two imposters just the same;  
If you can bear to hear the truth you've spoken  
Twisted by knaves to make a trap for fools,  
Or watch the things you gave your life to broken,  
And stoop and build 'em up with worn out tools;



If you can make one heap of all your winnings  
And risk it on one turn of pitch-and-toss,  
And lose, and start again at your beginnings  
And never breath a word about your loss;  
If you can force your heart and nerve and sinew  
To serve your turn long after they are gone,  
And so hold on when there is nothing in you  
Except the Will which says to them: "Hold on";

If you can talk with crowds and keep your virtue,  
Or walk with kings - nor lose the common touch;  
If neither foes nor loving friends can hurt you;  
If all men count with you, but none too much;  
If you can fill the unforgiving minute  
With sixty seconds' worth of distance run -  
Yours is the Earth and everything that's in it,  
And - which is more - you'll be a Man my son!

- “It is O.K. to make a mistake; Just don’t make the mistake of moping, sulking, pouting or quitting.” Coach Dick Bennett
- NBA= Next Best Action
- Do the next right thing right and you are as close to perfect as any human being can be.
- “Always realize that good is the enemy of Great.” Jim Collins

# Words of Wisdom From Coach John Wooden

1. Be quick but don't hurry.
2. Failing to prepare is preparing to fail.
3. Do not let what you cannot do interfere with what you can do.
4. It is quite possible that the most abused, overused, or misused word in our language is the simple word thanks. However, when sincerely used I know of no word that can more adequately express one's feeling of appreciation. Thanks.
5. I imagine that I am neither as good as some people think nor as bad as some others consider me to be. Perhaps I am more like the one who said, "I am not what I ought to be, not what I want to be, not what I am going to be, but I am thankful. I am not what I used to be.
6. Whenever you are in the public eye, you will receive a large amount of praise and a lot of unjustifiable criticism and you should not be unduly affected by either.
7. I believe that one's greatest happiness comes from making others happy and some simple non-materialistic ways that anyone can help do this are by:

- A. A call of concern.
- B. A friendly smile.
- C. A helping hand.
- D. A kind word.
- E. A thoughtful note.

8. Sometimes when I am feeling low,  
I hear from a friend and then my spirits start to rise again And I am on the mend  
  
No matter what the doctors know And their studies never end  
The best cure of all when spirits fall Is a kind word from a friend.
9. There is always joy in learning that something you have said or done has been meaningful to another—especially when it was done with no thought of something in return.
10. You make a living by what you get but you make a life by what you give.
11. Listen if you want to be heard.
12. Talent is God-given, be humble. Fame is man-given, be thankful.  
Conceit is self-given, be careful.
13. Failure is not fatal but failure to change may be.
14. Develop a love for details. They usually accompany success
15. Be more concerned with your character than your reputation because your character is what you really are; while your reputation is what you are perceived to be.

16. When success comes your way, you must work even harder and avoid the great temptation of believing previous achievements will occur in the future without even greater effort that was required in the past.
17. If you are true to yourself you will be true to all others.
18. It is what we learn after we know it all that really counts.
19. Basketball is not the ultimate. It is of small importance in comparison to the total life we live. There is only one kind of life that truly wins, and that is the one that places faith in the hands of the Savior. Until that is done, we are on an aimless course that runs in circles and goes nowhere.
20. People want you to be perfect. But we're not perfect. We're all fallible, flawed people. That's the reality of life.
21. It's the little details that are vital. Little things make big things happen.
22. Learn as if you were to live forever, live as if you were to die tomorrow.
23. A good coach is someone who can give correction without causing resentment.
24. You can't live a perfect day without doing something for someone who will never be able to repay you.
25. Don't give up on your dreams, or your dreams will give up on you.
26. The price tag for significant achievement is usually significant adversity.
27. Things turn out best for the people who make the best of the way things turn out.
28. All of life is peaks and valleys. Don't let the peaks get too high and the valleys too low.
29. If you don't have time to do it right, when will you have time to do it over?
30. You can't let praise or criticism get to you. It's a weakness to get caught up in either one.
31. Never mistake activity for achievement.
32. Don't measure yourself by what you have accomplished, but by what you should have accomplished with your ability.
33. Success is piece of mind, which is a direct result of self-satisfaction in knowing you made the effort to become the best of which you are capable.



34. Success is unattainable without enthusiasm.
35. Don't worry about whether you're better than somebody else, but never cease trying to be the best you can become. You have control over that; the other you don't.
36. On the journey to success, you will face frustration and fatigue, setbacks and serious obstacles but you must remain undaunted.
37. Adversity can make us stronger, smarter, better, and tougher. Most worthwhile things in the competitive world come wrapped in adversity.
38. If you can't control your emotions, your emotions will control you.
39. People don't care how much you know until they know how much you care.
40. Sometimes we get so concerned with making a living that we forget to make a life.

***Coach Wooden's favorite American was Abraham Lincoln and these are a few of his favorite quotes from Lincoln:***

1. It is better to remain silent and be thought a fool than to open one's mouth and remove all doubt.
2. You can fool all the people some of the time, and some of the people all the time, but you cannot fool all the people all the time.
3. People are just as happy as they make their minds to be.
4. To stand in silence when you should be protesting makes cowards of men.
5. The best way to destroy an enemy is make him a friend.
6. If you trust you will occasionally be disappointed but if you mistrust you will be miserable all the time.

# Coach Wooden On Teaching...

- What is your title? Call yourself a teacher. Put that on your business card and remember it well. **However, I will confess that just calling yourself a teacher is not enough. You must know how to teacher.**
- Most often the leader is required to do more than just “tell.” Many leaders don’t fully appreciate the fact that before telling someone what to do you must teach him or her how to do it. And this process requires patience. It is also important to note that this applies not only to an individual's execution of a specific task but also to his or her adaption of your organization’s philosophy, its culture of expectations, norms of behavior, and more. Imparting all this knowledge requires good teaching.
- I’m a big believer in the laws of learning: explanation, demonstration, imitation, correction when necessary (and it usually is), then repetition. The laws of teaching, of course, are the same as learning, and both take time; both require great patience.
- **Words are powerful, but demonstration is more powerful, and it applies to more than throwing a basketball. What you do counts more than what you say. The things you hope to teach those under you are best taught by your own behavior-demonstration-whether it’s the act of showing respect for others, being on time, shooting a free throw, or exercising self-control. Actions speak louder than words.**
- **Your own personal example is one of the most powerful leadership tools you possess. Put it to good use: Be what you want to your team to become.**
- Mentors are available at all states of your leadership life-early, middle, and late. Seek them out and listen; absorb their knowledge and use it. Of course, knowledge is never static or complete. A leader who is through learning is through. You must never become content with your ability or level of knowledge.
- That is what I was doing in reaching out to other coaches throughout my career. Some were mentors; others were teachers. All had experiences and knowledge that I could draw on and benefit from. I paid attention to what they said because it made me a better teacher.
- -Above excerpts taken from the book, Wooden on Leadership by John Wooden and Steve Jamison

# What Special Teachers Have in Common

- In an informal survey, a number of students and teachers were asked to remember a special teacher they had and to list the qualities that made those teachers special. The survey's participants formed a diverse group, which included adults in education, research, business communities, and students in public schools, some who were receiving remedial tutoring. From the descriptions received, 11 common practices of good teaching were extracted, all directly related to challenge and engagement.

- 1) THE MAKE LEARNING ENGAGING.**
- 2) THEY HAVE PASSION FOR THE MATERIAL.**
- 3) THEY HAVE DEEP SUBJECT KNOWLEDGE.**
- 4) THEY ARE EXTREMELY ORGANIZED.**
- 5) THEY ARE INTENSE.**
- 6) THEY KNOW STUDENTS NEED TO BE RECOGNIZED FOR EVEN SMALL PROGRESS.**
- 7) THEY TREAT EVERYONE WITH RESPECT.**
- 8) THEY ARE FAIR.**
- 9) THEY BELIEVE ALL STUDENTS ARE NATURAL LEARNERS.**
- 10) THEY MAKE IT IMPLICITLY KNOWN THEY LIKE BEING WITH THEIR STUDENTS.**
- 11) THEY PLACE PRIORITY ON INDIVIDUALIZED TEACHING.**

- -Sven Nater and Ronald Gallimore, taken from You Haven't Taught Until They Have Learned, John Wooden's Teaching Principles and Practices.

# Coach Wooden On Teaching and Learning

- I believe teaching is all about students learning.
- The importance of repetition until automaticity cannot be overstated. Repetition is the key to the learning. *There is absolutely no substitute for repetition.*
- I have been asked, in order to become a great teacher, if it's important to know your subject deeply. Of course it is. The deeper you know the subject, the more you are likely to fall in love with it, and more likely you are to continue to dig deeper and deeper. That enthusiasm is contagious for students.
- I tried to teach according to the whole-part method. I would show them the whole thing to begin with. Then I'm going to break it down into the parts and work on the individual parts and then eventually bring them together. I wanted to teach within the framework of the whole, but don't take away the individuality because different ones are going to have different things at which they excel.
- There are little details in everything you do, and if you get away from any one of the little details, you're not teaching the thing as whole. For it is the little things which, together, make the whole. This, I think, is extremely important.
- The more the student does it correctly, the more the teacher backs off and allows the students to gradually become independent. For one fundamental this procedure may be repeated for many days or even weeks before I felt it had become automatic. In fact, we never stopped repetition until the end of the season.
- We must get our players to believe that the best way to improve the team is to improve themselves, and, in doing so, we must not lose sight of the fact that the same principles holds true in regard to the coach.
- It's what the teachers are themselves. I always tried to teach by example.
- For me, teaching is more than a job. It is a responsibility to those under my supervision-a responsibility to teach them. And how can I tell if I've taught them, if I've been successful? Right. ***Only if they've learned.***
- -Swen Nater and Ronald Gallimore, taken from [You Haven't Taught Until They Have Learned](#), John Wooden's Teaching Principles and Practices.

# ***Five Daily Vitamin C's***

Concentration

Courtesy

Communication

Compete

Consistency



# Concentration

- The ability to focus and make the main thing the main thing
- No distractions
  - Horse Blinder
    - Finish Line... “Finisher”
- For the Love of the Game
  - “Clear the Mechanism”
  - Genius is 90% concentration

# Courtesy

- McDonald's & Pepsi
- Salesmanship Card
- Truett Cathy-----Chick-fil-A
- Bear Bryant
- Everyone we meet is fighting a tough battle
- Compassion...Come with passion

# Communication

- Verbal and Non-Verbal “Remote”
- Knowledge vs. Wisdom
- “How would you like to not see me around here for a few days?”
- She goes to Heaven
- Staff of Friends
  - Don’t have to measure your thoughts or weigh your words
  - Don’t give orders that can be understood . Only give orders that can’t be misunderstood.
- You can’t text the interview
- A QUIET TEAM IS A SCARED TEAM

# **Coaches and Players with Great Team Attitudes**

1. Listen to each other.
2. Are courteous to each other.
3. Show concern for each other.
4. Help each other out - share the load.
5. Say what they feel, but watch how they say it.
6. Don't put each other down.
7. Praise each other.
8. Don't talk behind each other's backs.
9. Celebrate success.
10. Treat everyone's opinion as important.
11. Treat mistakes as learning experiences.

# Compete

- Those who don't compete; complain
- Don't Whine, Don't Complain, Don't Make Excuses (John Wooden)
- Don't say why me; ask what now? NBA=Next Best Action
- Carmen and Toast
- "Great teams have no thought of quitting. Great teams are always looking for ways to win to the very end. – Richard Taylor, Ricky Bowers, Jerry Meyer
- Process over product (Golfers must play the shot in front of them.)
- Play the possession at hand - Win each possession that you are playing and you will win the game. (Stop and Score Game)
- On a good team, one or two players do the dirty jobs. On a great team, everybody does the dirty jobs.
- No sacrifice too big, no task too small.
- Do the right things—for the right reasons. (No photo ops)
- "I've only learned one thing in all my years of coaching. Your team must play very, very, very hard." -Gene Bess, Three Rivers Community College
- Play/Work Hard  
Play/Work Smart  
Play/Work Together  
Have Fun



# Consistency

- Sometime in our life, we must meet someone that expects greatness from us.
  - Expect greatness
  - Inspect for greatness
  - Accept only greatness
- You don't let favor and rejection stop you!
- Warren Buffett
  - Success and Failure
- If you only can get something done when you feel well, you will never get anything done.
- The great athletes know the difference between being hurt and being injured. (Karl Malone missed 10 games in 14 NBA seasons)
- LUNCH BUCKET MENTALITY
- You have to make the decision to go into the tunnel everyday or somebody in your circle will suffer.
- FAITH, FAMILY AND FRIENDS

# **Success and Failure**

- Plan, Prepare, Practice, and Play like you just lost your last game.
- Don't let success stop you forever.
- For every 100 who can handle failure there is but 1 who can handle success.
- Realize Good is the Enemy of Great.
- No such thing as a squirrel proof bird feeder.
- Necessity is the mother of invention.
- You are your own best expert.

# Law of Averages

“This is the law of averages: the more we fail, the greater our chance of succeeding. Failure is often the first necessary step toward success. And if we don’t take the risk of failing, we won’t get the chance to succeed. When we are trying, we are winning.”

--From the book “Best of Success”

# The Best of the Best

## “Training Camp” by John Gordon

- 1. The Best know what they truly want.
- 2. The Best want it more.
- 3. The Best are always striving to get better.
- 4. The Best do ordinary things better than everyone else.
- 5. The Best zoom-focus.
- 6. The Best are mentally stronger.
- 7. The Best overcome their fear.
- 8. The Best seize the moment.
- 9. The Best tap into a greater power than themselves.
- 10. The Best leave a legacy.
- 11. The Best make everyone around them better.

# Navy Seals Documentary

- It pays to be a winner.
- Individuals can't survive in war.
- How am I going to trust you to cover me if you can't do the simplest of things?
- Pay now or pay later.
- Every man is a volunteer.
- Attention to detail can never be taken for granted.
- Simply showing up and paying attention isn't enough.
- Come here to be challenged.
- No way to prepare for a kick in the groin.
- The reward for failure is pain. Put out or get out.
- Up to each to prove they want to be there.
- Focus all energy and power to complete the tasks.
- Stress and exhaustion causes a loss of self confidence.
- Teamwork is the only solution for success.
- Do it right the first time.
- Can't accept a defeatist attitude.
- Everybody works together and everybody works—equal things aren't that bad.
- Can't hold back. Overcome the mental barriers.
- Body language tells stories.
- Contest of commitment and dedication.
- Winning is a conscious decision.

# **Five Stages of A Leader's Career**

**Survival**- Don't know come here from sickem'

- Fear of mistakes because you have no philosophy.

**Striving For Success**- Respect of peers

- Solve problems & be creative / You are your own best expert

- Squirrel proof bird feeder / Necessity is the mother of invention

**Satisfaction** – Cruise control

- Forget what got you there

- Lose desire to learn

**Significance**- 20% get here

- Your organization → Your Name

- Penn State, UCLA, Indiana, Alabama

**Spent**- No fire left...Anson Dorrance and the story of Mr. Bowie

- The saddest day of your life will be when you are no longer productive....ECC. 5;19-20



**Family**

# Family, Health, Friends, and Spirit

- Brian Dyson, CEO of Coca Cola Enterprises, included the following comments in a University commencement address he delivered several years ago on the relationship of work to one's other commitments in life. He suggests we all have five "blue chip" items to manage along with some suggestions on how to do so.
- Imagine life as a game in which you juggle in the air five balls named work, family, health, friends, and spirit. As you endeavor to keep them all in the air, you will soon realize that work is a rubber ball, and if you drop it, it will bounce back. The other four balls, however, family, health, friends, and spirit are made of glass. Drop one of them, and the ball is irrevocably scuffed, marked, nicked, damaged; or even shattered, never to be the same. You must understand this fact, and strive for balance in your life. How?

1. Don't undermine your worth by comparing yourself with others. It is because we are different that each of us is special.
2. Don't set your goals by what other people deem important. Only you know what is best for you.
3. Don't take for granted the things closest to your heart. Cling to them as you would your life, for without them life is meaningless.
4. Don't let life slip through your fingers by living in the past, or living for the future. By living your life one day at a time, you live ALL the days of your life.
5. Don't give up when you still have something to give. Nothing is really over until the moment you stop trying.
6. Don't be afraid to admit that you are less than perfect. It is this fragile thread that binds us to each other.
7. Don't be afraid to encounter risks. It is by taking chances that we learn how to be brave.
8. Don't shut love out of your life by saying it is impossible to find time. The quickest way to receive love is to give it; the fastest way to lose love is to hold it too tight; and the best way to keep love is to give it wings.
9. Don't run through life so fast that you forget not only where you've been, but also where you're going.
10. Don't forget, a person's greatest emotional need is to feel appreciated.
11. Don't be afraid to learn. Knowledge is weightless, a treasure you can always carry easily.
12. Don't use time, or words, carelessly. Neither can be retrieved. Life is not a race; rather, it is a journey to be savored each step of the way.

# Twelve Rules for Raising Delinquent Children

*The Houston, Texas police department used to distribute a little leaflet with the above title. It was a satire on parents who don't control their children.*

*Let's take a look at what the Houston Police department finds are the causes of delinquent children. HERE THEY ARE:*

**1. GIVE THE CHILD EVERYTHING HE WANTS.** In this way, he will grow up to believe that the world owes him a living.

**2. WHEN HE PICKS UP BAD WORDS, LAUGH AT HIM.** This will make him think he's cute. It will also encourage him to pick up cuter phrases that will blow off the top of your head later.

**3. NEVER GIVE HIM ANY SPIRITUAL TRAINING.** Let him wait until he is 21 when he can "decide for himself."

**4. AVOID USING THE WORD "WRONG."** It may develop in him a guilt complex. This will condition him to believe later when he is arrested for stealing that society is against him and he is being persecuted.

**5.DO EVERYTHING FOR HIM** so that he will be experienced in throwing responsibility for others.

**6. LET HIM READ AND WATCH ANYTHING HE WANTS TO.** Be careful that the silverware and drinking glasses are sterilized, but let his mind feast on garbage.

**7. QUARREL FREQUENTLY IN HIS PRESENCE.** In this way he will not be too shocked when his own home is broken up later.

**8. GIVE A CHILD ALL THE SPENDING MONEY HE WANTS.** Never let him earn his own. Why should he have things as tough as you had them?

**9. SATISFY HIS EVERY CRAVING.** Denial may lead to harmful frustration.

**10. TAKE HIS PART AGAINST NEIGHBORS, TEACHERS, POLICEMEN.** They are all just prejudiced against your child.

**11. WHEN HE GETS INTO REAL TROUBLE, APOLOGIZE FOR YOURSELF** by saying ,”I never could do anything with him.”

**12. PREPARE FOR A LIFE OF GRIEF.** You will be likely to have it.

*-John Thiesen*

# 101 WAYS TO PRAISE A CHILD

WOW – WAY TO GO – SUPER – YOU'RE SPECIAL- OUTSTANDING – EXCELLENT – GREAT – GOOD – NEAT-WELL DONE – REMARKABLE – I KNEW YOU COULD DO IT – I'M PROUD OF YOU – FANTASTIC – SUPERSTAR – NICE WORK – LOOKING GOOD – YOUR ON TOP OF IT - BEAUTIFUL – NOW YOU'RE FLYING –YOU'RE CATCHING ON – NOW YOU'VE GOT IT –YOU'RE INCREDIBLE - BRAVO - YOU'RE FANTASTIC- HURRAY FOR YOU - YOU'RE ON TARGET - YOU'RE ON YOUR WAY – HOW NICE – HOW SMART – GOOD JOB- THAT'S INCREDIBLE – HOT DOG – DYNAMITE –YOU'RE BEAUTIFUL – YOU'RE UNIQUE – NOTHING CAN STOP YOU NOW – GOOD FOR YOU – I LIKE YOU – YOU'RE A WINNER – REMARKABLE JOB – BEAUTIFUL JOB – SPECTACULAR – YOU'RE SPECTACULAR – YOU'RE-DARLING – YOU'RE PRECIOUS – GREAT DISCOVERY –YOU'VE DISCOVERED THE SECRET – YOU FIGURED IT OUT – FANTASTIC JOB – HIP, HIP HURRAY – BINGO –MAGNIFICENT – MARVELOUS – TERRIFIC – YOU'RE IMPORTANT – PHENOMENAL – YOU'RE SENSATIONAL-SUPER WORK – CREATIVE JOB – SUPER JOB – FANTASTIC JOB – EXCEPTIONAL PERFORMANCE – YOU'RE A REAL TROOPER – YOU ARE RESPONSIBLE – YOU ARE EXCITING – YOU LEARNED IT RIGHT – WHAT AN IMAGINATION – WHAT A GOOD LISTENER – YOU ARE FUN – YOU'RE GROWING UP – YOU TRIED HARD – YOU CARE – BEAUTIFUL SHARING – OUTSTANDING PERFORMANCE – YOU'RE A GOOD FRIEND – I TRUST YOU –YOU'RE IMPORTANT – YOU MEAN A LOT TO ME – YOU MAKE ME HAPPY – YOU BELONG – YOU'VE GOT A FRIEND- YOU MAKE ME LAUGH – YOU BRIGHTEN MY DAY – I RESPECT YOU – YOU MEAN THE WORLD TO ME – THAT'S CORRECT – YOU'RE A JOY – YOU'RE A TREASURE – YOU'RE WONDERFUL – YOU'RE PERFECT – AWESOME – A+ JOB – YOU'RE A-OK- MY BUDDY – YOU MADE MY DAY – THAT'S THE BEST – A BIG HUG – A BIG KISS – I LOVE YOU!

P.S. Remember, a smile is worth 1000 words!



# 101 WAYS TO COPE WITH STRESS

Get up fifteen minutes earlier – Prepare for the morning the night before - Avoid relying on chemical aids – Set appointments ahead – Don't rely on your memory...write it down – Practice preventative maintenance – Make duplicate keys – Say 'no' more often – Set priorities in your life – Avoid negative people – Use time wisely – Simplify meal times – Always make copies of important papers – Anticipate your needs – Repair anything that doesn't work properly – Ask for help with jobs you dislike – Break large tasks into bite size portions – Look at problems as challenges – Look at challenges differently – Unclutter your life – Smile – Be prepared for rain - Tickle a baby – Pet a friendly dog/cat – Don't know all the answers – Look for the silver lining – Say something nice to someone – Teach a kid to fly a kite – Walk in the rain – Schedule play time into every day – Take a bubble bath – Be aware of the decisions you make – Believe in you – Stop saying negative things to yourself – Visualize yourself winning – Develop your sense of humor – Stop thinking tomorrow will be a better day – Have goals for yourself – Dance a jig – Say 'hello' to a stranger – Ask a friend for a hug - Look up at the stars – Practice breathing slowly – Learn to whistle a tune - Read a poem – Listen to a symphony – Watch a ballet – Read a story curled up in bed – Do a brand new thing – Stop a bad habit – Buy yourself a flower - Take stock of your achievements – Find support from others- Ask someone to be your 'vent-partner' – Do it today – Work at being cheerful and optimistic – Put safety first – Do everything in moderation – Pay attention to your appearance – Strive for excellence NOT perfection – Stretch your limits a little each day – Look at a work of art – Hum a jingle – Maintain your weight – Plant a tree – Feed the birds – Practice grace under pressure - Stand up and stretch – Always have a plan 'B' – Learn a new doodle - Memorize a joke – Be responsible for your feelings – Learn to meet your own needs – Become a better listener – Know your limitations and let others know them too – Tell someone to have a good day in pig latin – Throw a paper airline – Exercise every day – Learn the words to a new song – Get to work early – Clean out one closet – Play patty cake with a toddler – Go on a picnic -Take a different route to work – Leave work early (with permission) – Put air freshener in your car – Watch a movie and eat popcorn – Write a note to a far away friend – Go to a ball game and scream – Cook a meal and eat it by candlelight – Recognize the importance of unconditional love – Remember that stress is an attitude – Keep a journal – Practice a monster smile – Remember you always have options – Have a support network of people, place and things - Quit trying to 'fix' other people – Get enough sleep – Talk less and listen more – Freely praise other people – PS. Relax, take each day at a time...you have the rest of your life to live.

# CONTENTMENT IN WONDERFULAND

Once upon a time, a country called Wonderfuland fell on hard times. There wasn't enough food or enough warm clothes and enough jobs or enough of anything to go around. Many people worried where their next meal was coming from. Parents worried how to feed their children and keep them warm. Riots and strikes and demagogues shattered the night. Everybody was terribly, terribly insecure. So they raised one god above all others, the god called Security. Now men had worshipped Security ever since time began, but none more devoutly than the people of Wonderfuland. They devoted their whole lives to seeking the blessings of Security.

From morning to night they labored for Security. In strange rituals, they dug gold from the ground and buried it again. They built awesome weapons to protect their Security. And they sacrificed their sons in strange little places-all in the name of Security. And Security, pleased by their devotions, showered blessings upon them until Wonderfuland became the richest, mightiest nation the world had ever known. So at long last, for the first time in history there was enough of everything to go around. "At last we have the blessings of Security," said the people happily. And, not knowing what else to do, they went right on laboring for Security.

Pretty soon, they had more than enough food, more than enough clothes, more than enough gold and weapons so awesome they could never use them. Each man, to show his devotion, strove to accumulate the symbols of Security-a bigger car, a bigger house, and scrolls of paper attesting to his faith. Scrolls known, naturally enough, as "Securities."

# What I Won't Do For My Friends

- I won't steal for my friends.
- I won't cheat for my friends.
- I won't act dumb for my friends.
- I won't do drugs for my friends.
- I won't disrupt the class for my friends.
- I won't disrespect, laugh at, or ridicule others for my friends.
- I won't intentionally fail for my friends.
- I won't behave irresponsibly for my friends.
- I won't knowingly hurt others for my friends.
- I won't destroy my life or anyone else's for my friends.
- **ANYONE WHO WOULD ASK ME TO DO ANY OF THESE THINGS IS NOT MY FRIEND.**



Then a strange thing happened. The more blessings of Security the people of Wonderfulland enjoyed, the more they worried about losing them. They worried that their cars would be dented or their homes burned down or their securities rendered worthless. They worried that the gold they could never use would somehow drain away. And they worried vaguely whether sacrificing their sons in holy wars was the right thing to do. Sometimes in the middle of the night, they would awake to wonder what life was all about. But they seldom talked about that. And they drank their martinis dry.

Meanwhile, their children grew and it came time to give them a goal to seek. The parents gave them the only goal they knew: "You must," said the parents devoutly, "get good grades so you can get a good job so you can make good money so you can enjoy the blessings of Security." But the children, who had never known hunger and want, looked at their parents uneasily. And they put on strange clothes and took strange drugs and danced to strange music to seek strange gods they might never find.

So it came to pass that everybody in Wonderfulland was terribly, terribly insecure-the young because they had no god to worship, and the old because they did.

The story is told of a young boy who drew up a list of the goods of life. He included health, love, talent, power, riches, and fame. Then he showed his list to an elderly wise man who, upon examining it, ruled them all off and wrote down three syllables: "peace of mind." How often children of God overlook this. To be content helps us to have peace in ourselves. The peace of God, which passes all understanding, is a blessing of being in Christ.

The things we crave most in life-happiness and peace of mind-are attained only by giving them to someone else.

# THE EASY AND THE HARD

**We all have the same question: Why is life so tough?**

**Well, there's an answer to that.**

When my husband and I were raising our five children, we taught them everything we knew. Now we know that wasn't much. If we could do it over, here are some crucial facts about human nature that I would start teaching them before they were old enough to brush their teeth without help.

- **Bad is easy. Good is hard.**
- **Losing is easy. Winning is hard.**
- **Talking is easy. Listening is hard.**
- **Watching TV is easy. Reading is hard.**
- **Giving advice is easy. Taking advice is hard.**
- **Flab is easy. Muscle is hard.**
- **Stop is easy. Go is hard.**
- **Dirty is easy. Clean is hard.**
- **Take is easy. Give is hard.**
- **Dream is easy. Think is hard.**
- **Lying is easy. Truth is hard.**
- **Sleeping is easy. Waking is hard.**
- **Criticizing is easy. Taking criticism is hard.**
- **Talking about God is easy. Praying to God is hard.**
- **Watching basketball is easy. Playing basketball is hard.**
- **Holding a grudge is easy. Forgiving is hard.**
- **Telling a secret is easy. Keeping a secret is hard.**
- **Play is easy. Work is hard.**
- **Falling is easy. Getting up is hard.**
- **Spending is easy. Saving is hard.**
- **Eating is easy. Dieting is hard.**
- **Doubt is easy. Faith is hard.**

- **Laughter is easy. Tears are hard.**
- **Letting go is easy. Hanging on is hard.**
- **Secret sin is easy. Confession is hard.**
- **Pride is easy. Humility is hard.**
- **Excusing oneself is easy. Excusing others is hard.**
- **Borrowing is easy. Paying back is hard.**
- **Sex is easy. Love is hard.**
- **Argument is easy. Negotiation is hard.**
- **Naughty is easy. Nice is hard.**
- **Going along is easy. Walking alone is hard.**
- **Dumb is easy. Smart is hard.**
- **Cowardice is easy. Bravery is hard.**
- **Messy is easy. Neat is hard.**
- **Poor is easy. Rich is hard.**
- **War is easy. Peace is hard.**
- **Sarcasm is easy. Sincerity is hard.**
- **An F is easy. An A is hard.**
- **Growing weeds is easy. Growing flowers is hard.**
- **Reaction is easy. Action is hard.**
- **Can't do is easy. Can do is hard.**
- **Feasting is easy. Fasting is hard.**
- **Following is easy. Leading is hard.**
- **Having friends is easy. Being a friend is hard.**
- **Dying is easy. Living is hard.**

We are born, all of us, with a nature that is drawn to the easy rather than the hard. Surely you've noticed that no child ever has to be taught to be naughty; we're all born knowing how. It's easy for us. What's hard is learning to be good.

Knowing this about one self and others softens the heart and builds iron into the will, keeps us going when all around is crumbling, when friends forsake, when the heart breaks, and the courage and confidence shatter.

Knowing that such experiences are part of the deal gives us opportunities to choose to do hard things. Constant challenges make our journey exhilarating, wonderfully fulfilling, never, never boring. As the Arabs, put it, "All sunshine makes a desert."

And here's a small secret that most sad and lonely people never learn: Deep down inside, we are all asking the same question. No matter who you are, life is hard, and we all ask why it should be so.

But there is comfort in knowing we're not alone. So maybe your child-or the person sitting over there-needs to hear from you right this minute that sometimes you question, too, but that One who knows us best and loves us most promises that for those who choose the hard way, "the dawn gives way to morning splendor while the evil grope and stumble in the dark."

Easy is its own reward. Hard is much finer.

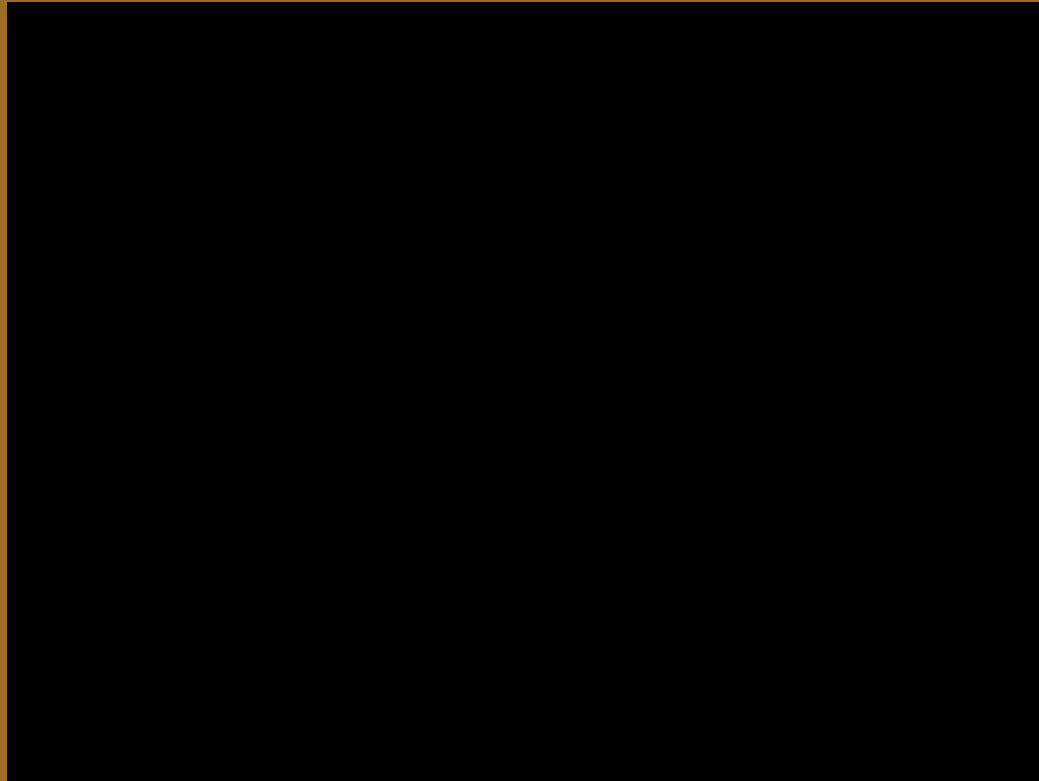
-----Beverly Heirich



**Everyone you meet is fighting a tough  
battle**

**--Balance Nail Example--**

**The Funeral**





**& THINK**

- **1. IS THIS A RISK I CAN AFFORD TO TAKE?**
- **2. HOW WILL THIS AFFECT MY FUTURE?**
- **3. HOW WILL THIS AFFECT MY FAMILY?**
- **4. HOW WILL THIS AFFECT MY TEAMMATES AND COACHES?**

# Finish Strong!

## Lou Holtz Questions for Leaders and Followers

- 1.Are you committed to excellence?
- 2.Can I trust you?
- 3.Do you care about me?

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## FOX HOLE TEST

[http://www.finishstrongmovie.com/?cm\\_mmc=Responsys- -MO- -08.02.10- -FSTRmovie](http://www.finishstrongmovie.com/?cm_mmc=Responsys--MO--08.02.10--FSTRmovie)

# SERVANT LEADERSHIP DEFINED.....

- LEADS BY EXAMPLE... Not the main thing, the only thing.
- INSPIRES CONFIDENCE AND RESPECT
- RADIATES CONFIDENCE
- QUICK TO GAIN THE TRUST OF OTHERS
- COMMANDS THE ATTENTION OF OTHERS
- EFFECTIVELY USES POWER AND INFLUENCE
- INSPIRES OTHERS TO BECOME SERVANT LEADERS
- HAS THE GIFT OF HUMILITY THAT COMES FROM WISDOM

# THREE STEPS TO A PRODUCTIVE LIFE

- 1) Find your unique talent or gift.
- 2) Develop that talent or gift to the fullest..people do not pay for average.
- 3) Give your gift away every day.
- Remember: Your example is not the main thing in leading and influencing others; it is the ONLY THING.

If you want something you can help yourself. If you need something – we are here to help?

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