

Thinking For A Change

John C. Maxwell

<u>Unsuccessful</u>	people focus their thinking on survival.
<u>Average</u>	people focus their thinking on maintenance.
<u>Successful</u>	people focus their thinking on progress.

(Page 13)

GOOD THINKING SKILLS

See the wisdom of big-picture thinking.

Unleash the potential of focused thinking.

Discover the joy of creative thinking.

Recognize the importance of realistic thinking.

Release the power of strategic thinking.

Feel the energy of possibility thinking.

Embrace the lessons of reflective thinking.

Question the acceptance of popular thinking.

Encourage the participation of shared thinking.

Experience the satisfaction of unselfish thinking.

Enjoy the return of bottom-line thinking.

(Page 15)

TODAY MATTERS

John Maxwell

Many people approach their lives passively. They take a reactive approach to living instead of a proactive one. It's as if they are waiting for something. But life is not a dress rehearsal. You won't get a second chance to relive today! I believe that everyone chooses *how* to approach life. If you are proactive, you focus on *preparing*. If you are reactive, you focus on *repairing*.

PREPARING

Lets you focus on today

Increase efficiency

Increases confidence

Saves money

Pays now for tomorrow

Takes you to a higher level

REPAIRING

Makes you focus on yesterday

Consumes time

Breeds discouragement

Increases costs

Pays now for yesterday

Becomes an obstacle to growth

Why Customers Quit

<u>1%</u>	Die
<u>3%</u>	Move Away
<u>5%</u>	Develop Other Friendships
<u>9%</u>	Competition
<u>14%</u>	Product Dissatisfaction
<u>68%</u>	Attitude of indifference Toward the Customer

People don't care how much you know until they know how much you care!

PREPARE

CELEBRATE
(Engage)

EVALUATE
(Reflect)

5 Radical Disciple-Making Shifts

1. From reaching to making
2. From teaching to modeling
3. From attending to participating
4. From connecting to transforming
5. From attracting to deploying
(Hotel—Department Store—Airport)

The Apostle Paul reminds us in his writings (216 times) that Christ is living in us.

Platform Get Noticed In a Noisy World

Michael Hyatt

Common Attributes of a “WOW” Experience

Surprise—A wow experience always exceeds our expectations.

Anticipation—As you think about it, you begin to live it in advance.

Resonance—A wow experience touches the heart.

Transcendence—In that moment, you experience purpose, meaning, or even God.

Clarity—You suddenly “get it” in a new way.

Presence—A wow experience creates timelessness.

Universality—Almost everyone will experience it in a similar way.

Evangelism—A wow experience has to be shared.

Longevity—The shine never wears off a wow experience.

Privilege—A wow experience makes you proud in a good way. You’re glad to be associated with it. You feel privileged.

The receptionist’s title is “**Director of First Impressions**”.

The receptionist always refers to visitors as *guests*. The term *visitor* implies someone who doesn’t quite belong and whom everyone hopes leaves quickly. The term *guest* implies someone who is to be honored and shown hospitality.