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Feature Article

Adapt, Innovate, Overcome

by Wayne Springer



One of the best leadership secrets that I learned at the United States Military Academy at West Point was a mantra about how to succeed in winning tough battles: "Adapt. Innovate. Overcome." A.I.O.

Tough battles aren't limited to military battles. People struggle with tough battles daily to do what is right, what is needed, to survive and succeed. Let's discuss each idea within A.I.O.

ADAPT: There's an old military adage that says that no battle plan survives the initial contact with the enemy. It's the same with life: our life's plans rarely survive the initial contact with reality! We have to adapt. Flexibility in thinking and acting is the key.

- Start with what you have, where you have it.
- Have faith in your decisions
- If you get knocked down, get back up again.

Innovate: There's a military principle that goes something along the lines of: the easiest road to take will always have landmines underneath it. Sometimes life is like that too. To find the path to a safe journey, we've got to innovate.

That means that we either find a way to negate the landmines, or else find a new path to take that doesn't have the landmines.

...Wayne's Article continued on page 2...

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...Wayne's Article... continued from page 1

Effective leadership requires that we keep our eyes open for new solutions, for new ways to do things, using creativity and thinking outside the box. In a word: innovate.

Overcome: Overcoming means being persistent and not giving up. Remember that you're not defeated until you accept the defeat. Overcoming could be as simple as helping yourself overcome your fears or in listening to someone else who's having a problem.

Adapt. Innovate. Overcome. These leadership ideas can give you the inner power and the will to succeed at winning your own tough battles. You can say them like a mantra when you're facing a tough situation. You'll find strength in them.

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WAYNE SPRINGER

LEADERSHIP

Unity Gives Power

So many organizations never reach their full potential because of a lack of unity in the ranks. Unless you have all the oars stroking the water in the same direction, so to speak, an organizations ability to be as effective as possible is greatly diminished. Good leaders bring unity to their people and their teams.



People are talking about Wayne....

"Wayne's interactive presentation was both informative and profitable. His presentations are balanced with humor and memorable examples. I would recommend him to any group."

Pegi Newhouse, America Marketing Assoc.

ABOUT WAYNE SPRINGER:

When you need a keynote or breakout session speaker on the topics of Leadership, Technology, or Entrepreneurship then you'll want Wayne Springer. As a business entrepreneur and CEO of a top Houston company, Wayne speaks from first-hand experiences. Wayne delivers business ideas with humor, memorable stories and a focus on taking action.

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PEGGY MORROW, CSP

CUSTOMER SERVICE

Visit From the Boss

Have higher level executives visit with frontline service professionals often and work side-by-side serving customers.

It will give the top brass a better understanding of what their customers want and need.



People are talking about Peggy....

"I want to let you know our entire company was inspired by the training program you delivered. The content you created was excellent and your presentation really struck a cord with our team members. I have received more positive feedback from people on our team than any other program we have attended....I have seen a noticeable improvement in focus and teamwork already."

Phillip Campbell, Franchise Concepts, Inc.

ABOUT PEGGY MORROW:

For over 25 years Peggy has been in demand as one of the top customer service loyalty, teambuilding and communication skills speakers. She has developed comprehensive external and internal customer service and team building programs for a variety of clients both large and small. Peggy is author of four books on customer service, customer loyalty, teams and communications skills.

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TOM BRITTON

SALES & MARKETING

Got You Last!

What do you say when someone says *Thank You* ?

Do you say—Thank you! If so, you've just thrown their *thank you* back into their face. Got you last!

Do you say—"No problem"? or "Not a problem." Think about it. The words **no** and **problem** are two negative words. Negative!

Starting today: when someone says, "**Thank you,**" say "**You're welcome.**" It will warm their hearts and set you apart from your competition in a very positive way.



People are talking about Tom...

"You were the perfect choice to kick off our conference! They learned, laughed and had their spirits levitated."

Texas Future Educators

ABOUT TOM BRITTON:

Keynote Speaker, Author and former bank CEO with the Magic Touch . When your people need to re-connect, get motivated ...or just simply get their own magic back... Tom Britton will provide some profitable results for your group! Did we mention that Tom is also an award-winning magician?

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WILLA DECKER

HEALTH & WELLNESS

Perspective

"Obstacles are those frightful things you see when you take your eyes off your goals."

Henry Ford



People are talking about Willa....

"On behalf of the whole CaLab Team I would like to thank you for an awesome seminar. The things you shared with us will be beneficial to us all in the work environment, as well as our personal lives."

Keri A., CaLab, Inc.

ABOUT WILLA DECKER:

Willa Decker conducts seminars and workshops on Stress Management, Team Building, Humor and Nutrition. Willa's medical background as a nurse, combined with her humorous delivery, assures that every presentation is both enjoyable and effective. Her presentations focus on life's total health: physical, emotional and spiritual.

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DONNA FISHER, CSP

NETWORKING

Spread the Word

Do the people around you know about the value and benefit of your services? If not, they need to. It is up to you to get the word out.

With a little encouragement others will help you spread the word throughout the community. Ask people to help you reach those who can benefit from your services. You can initiate a word-of-mouth grapevine that creates positive visibility and exposure. Creating this type of visibility is critical - it is the way that the people who want and need what you have can find you.



People are talking about Donna....

"Your practical examples, personal stories and ability to create high levels of participation add tremendous value to your programs."

D. Selke, JPMorgan Chase

ABOUT DONNA FISHER:

Donna Fisher, CSP, is a marketing consultant, best-selling author on networking and expert how people can best communicate and connect with one another to create opportunities. Her programs are ideal for people who want to increase their business by mastering their people skills and building strong alliances with others.

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TERESA BEHENNA

CHANGE

Smiley Face

After you finish dressing yourself in the morning and you're running out the door – don't forget to complete your wardrobe with a smile. (Naturally this would be AFTER coffee).

A smile can do wonders. People let you in their lane of traffic. At the office see how 'nice' can smooth ruffled feathers and improve team work.

Say cheese!



People are talking about Theresa...

"Exhilarating, Thought provoking, Brilliant, Uplifting!...these are the comments I received after your refreshing, fun presentation to our support staff. You far exceeded our expectations!

Mindy Thompson, Director Training & Development, University of Houston Clear Lake

ABOUT THERESA BEHENNA:

This entertaining motivational speaker/pianist and recording artist, specializes in kicking off or closing conferences and meetings. Her piano skills and message dazzle audiences everywhere and guarantee a truly unique program. Theresa is an internationally acclaimed entertainer having appeared in some of the world's most prestigious venues, including the Winter Olympics in Turin, Italy.

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Find the Good

Find the good in every person and every situation.

When that is your focus you will be surprised at the lessons you learn in life and the goodness you discover in others.

This exercise also makes you a happier more positive person.



People are talking about Sue....

"Thank you for a great session! Your energy and enthusiasm connects you to your audience immediately. The S.O.S... Simple Organization System is a concrete system we can all use as a team to make us more effective and turn us into a higher performing team. We are looking forward to reaping the rewards after we have implemented the ideas, tips and system you shared with us. The time we spent with you was refreshing and exciting!"

Maura Dunn, COO & Chief HSE Officer, Kellogg, Brown & Root, Inc.

ABOUT SUE PISTONE:

Sue is an expert at eliminating the daily disorganization that often keeps individuals and companies from achieving the success they deserve. After working with Sue, you will be able to say, "I am an organized and do it now person!" With 30 years experience in the sales industry Sue is known as a merited speaker and consultant to diversified companies and individuals.

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