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Sunday school lessons for baptist

The job description for CEOs is simple on paper. Lead your business to success. But, as any CEO will tell you, it's anything but simple. There are no manuals on how to handle the curve balls being thrown your way. When you have so many people to respond to - directors, investors, customers and employees - it's easy to lose your way. That's why so many founders, those with the big idea, don't last long as CEOs. I am lucky to count myself among a dwindling group of founder/CEOs still at the helm of a growing public technology company. To put that in perspective, the average period of a Fortune 500 CEO is about seven years, and the average life expectancy of a public company is less than 10. Needless to say, I've been on quite a journey and learned some important lessons along the trip. As we enter a generation where we see entrepreneurs do it with their first big idea (eg Zuckerberg), the reality is that most managers try, fail and fail again before they taste success. Before I started LivePerson 20 years ago, I had already started (and lost) one company, but without that mistake I would never have found success. As LivePerson now celebrates its 20th year in business, I wanted to share the 20 most critical lessons that brought us here today.1. A company's purpose must be greater than the product or service it sells.2. Meaningful connections are everything in business. Taking the time to connect personally can affect how you work with your employee, customer or investor for the better.3. Losing a large customer is not the end of the world, and sometimes is necessary. It can spur you to even bigger things.4. Learn to find the value in errors. Instead of defeat, failure is an opportunity to reinvent yourself and create a better result.5. Not obsessed with the share price. Just focus on delivering value to your customers.6. Complacency is a disease. Even when things are good, motivate yourself to constantly evolve and change. Standing still is what kills a company.7. Growth and innovation happen when you take risks, so it can be a good sign if you feel uncomfortable.8. Never follow. Copying and one-upping will lead to a lifetime to be compared to other companies, so make your own journey. Invent your own category.9. Take a competitor's eye to your offers and build the product that can kill your business.10. If you are in a rut, fire yourself and treat the next day as day one of a brand new, better, you.11. Never let anything get in the way of a good night's sleep. True success is a long game; to go the distance, you need to reset and refocus every day.12. A good leader creates other leaders. He does not manage his employees: he strengthens them.13. A strong culture is what will sustain a company - not just high growth and high profits.14. Corporate culture is more than good benefits and a office - that's how and why you do what you do.15. Kill the corner office. Sitting in an open will dramatically improve the work culture and dynamics.16. Keep good ideas in the company by investing in your employees as entrepreneurs and owners. You never know where the next big idea comes from.17. Finding the right employee is not unlike marriage. You must share the same values to make it work.18. If you find yourself talking about someone's character more than the quality of their work, then it's time to consider whether they're right for the company.19. Not hiring people that you can control, but the ones that you trust to help you build an outstanding company.20. The most valuable employees are those who have more than the right skills for the job. They have the will to do the job with passion. Whether you have just started in the industry or already run a company of all sizes, I hope the lessons here can serve you and help you on your journey. What are some important things you've learned in your life as an entrepreneur? One never stops learning, so please share in the comments below. Published January 4, 2021 Despite our best intentions and efforts, it is a fact of life to make mistakes. People are prone to mistakes, so we're inevitably going to mess up at some point, which is why it's so important to learn to apologize. Many of the slip ups we do will have no impact on those around us, but what about those times when they hurt someone else, either unintentionally or purposefully? Do we ignore the error and hope it will disappear alone? Do we confront the mistake, no matter how painful it may be, and apologize? How we respond to our mistakes defines both who we are and how we are perceived by others. I'm a voice and presence coach who specializes in training people to find their voice and speak their truth. One of the most difficult tasks I teach my students is how I can apologize authentically. It takes a lot of vulnerability to admit injustice, and even more to seek forgiveness and make up. (After all, we live in a world where some of our top leaders openly avoid taking responsibility for their mistakes.) But like everything else in life, if you ignore something painful instead of facing it, that pain tends to grow and appear in other parts of your life. So how do you apologize effectively? Technically, there is no right way, but there are plenty of ineffective ways to apologize. I am going to approach this from the perspective that we are sincerely remorseful and want to make up for the damage we have caused. Just saying the words I'm sorry is easy, but it's important to match the intention behind your words. Apologizing authentically when you've made a mistake —to express regret that's degraded in your truth—is more complex, and that's what we're going to cover here. To make a real apology where your words are backed up by your truth and your real feelings, I refer to a practice introduced to me by a friend several years ago: Hawaiian Ho'oponopono prayer. I am not an expert in the history of this prayer, but having meditated with it for several years, I have found that this practice of reconciliation and forgiveness is incredibly powerful. Ho'oponopono means to make right or correct a mistake. What sets this prayer apart is not the focus on controlling a particular outcome (that is, healing the wounded relationship you have with this person), but instead the focus is on healing yourself to heal the situation. It is deeply simple, and translates as follows: I'm sorry. Please forgive me. Thanks. I love you. All we need to apologize is here in this prayer. Let's break down the structure of this apology in these 4 specific steps for before, during and after the apology. Before apologizingStep 1: I'm sorryWhat are you sorry about? Before you start talking and directing from pure emotions, it's important to actually find out what you're sorry for: Start by writing down the factsWhen you print this, avoid assigning any reviews to the scenario or making any assumptions about the person affected by your mistake; really stick to the right facts. Dump the whole situation on the page, not omitted any small details. Ex. You struggled with a problem. I reacted very straight to my feedback, and I saw tears forming in your eyes. Ex. You came to me with a problem. I answered an email on my phone and I didn't answer much because I was distracted. I looked up and saw tears in your eyes. You walked away. Write down your part in making this MistakeStick your contribution to the error only. Avoid writing about someone else, even if they were a factor in that you made the mistake. Just focus on what you did that you know helped create the situation. Ex. I think I gave you feedback that you weren't interested in hearing, and I think my mistake was to assume that you'd be better off if you heard what I felt I needed to say. Ex. I wasn't quite there to listen to you when you were in distress. I think my mistake continued to work on my phone when talking, instead of saying I needed a moment to finish what I was doing first, or just put down my phone so I could listen. Ask yourself how you feel by grounding yourself in your truthI teach a process to my clients called the Voice Body Connection process, which starts with grounding yourself into your physical experiences. This process will help you find your voice and speak your truth objectively, even if you are flooded with strong emotions at the moment. Identify the physical feelings you feelNow that you have relived the experience of making the mistake of printing it, tune into your body, and ask yourself the question: What is the strongest feeling I feel in my body right now? Be sure to keep this body based. As you prepare to apologize, taking note of your experiences helps you ground yourself in how you feel so that you can show up. Find out why you you feel these that you have identified your primary experiences, ask yourself the following question: What do I think is the stimulus that made me feel this feeling? This is probably a very simple statement that you have already written about. It's the heart of the matter. Ex. I spoke inappropriately with my friend. Ex. I ignored my friend when they were in distress. Identify your feelingsNow that you know why you feel these physical feelings, move to identify your feelings. Ask yourself: What are my feelings about noticing all this? Some primary feelings are fear, anger, sadness, disgust, joy and arousal. Ex. I'm sorry I crossed my friend's boundaries. Ex. I feel sad and frustrated that I hurt my friend's feelings. Identify your ideal performanceFeelings are related to your desire for a future result. Ask yourself: Do I have any wishes related to everything I just noticed? Examples of core desires are safety, comfort, bonding/love, and curiosity/growth. Ex. I want to apologize so that we can be close again and improve our relationship. Make sure you actually want to reconnectIf you don't feel safe with that person, there's no need to apologize and reconnect. But if you feel safe and comfortable with them and want to be connected again, then you can proceed to the next step in ho'oponopono prayer. Under ApologyStep 2: Please forgive meYou are not going to share everything from your process above with your friend. What you're going to share is your recognition of the damage you caused, your part in creating that situation, and your desire to reconnect. It is also very important to be aware of just speaking your truth and not commenting on their side. That's their job. You can use this script by filling in the observations you noted above: I think happened between us ... And I think my mistake was <insert your= part= here=>... And I was left feeling <insert your= emotions=>... and forward, I want is to <insert your= desires=>. Ex. I think I gave you feedback that you weren't interested in hearing, and I think my mistake was to assume that you'd be better off if you heard what I felt I needed to say. And I'm again sad that I crossed your boundaries. Going forward is what I really want to apologize, be close to you again, and assure you that I will ask for permission in the future before providing feedback. Ex. I wasn't quite there to listen to you when you were in distress. I think my mistake continued to work on my phone when talking, instead of saying I needed a moment to finish what I was doing first, or just put down my phone so I could listen. And I am again sad that I hurt your feelings. Going forward, what I really want to apologize is be close to you again, and assure you that I will be more present in the future, or tell you that I need moment to finish what I do so that I can be present. Once you've shared it, stop talking about yourself. </insert></insert></insert> </insert></insert></insert> everything you needed to say to get the conversation started. Start listening and be curious. Ask open questions about their experiences like How did it feel to you? When you speak, let them know that you hear what they say and you acknowledge your impact. Step 3: Thank youAfter expressing yourself, leave space to see the impact you've had on the person. Understand that the reaction may not be what you expect or hope for. The act of apologizing is about centering the other person's experience, not about focusing on yourself. Now that you've asked the other person about their experience, it's quite possible that they'll say things you don't want to hear. You can feel defensive or angry. A stressful situation like this can also trigger Fight or Flight mode in your body: you may notice that you are starting to sweat, that your students are narrowing down, your eyes tearing up, or starting to experience tunnel vision. All this is normal. To avert this, become genuinely curious about what their experience has been. Don't listen if you're right. Listen to stay connected and to understand. Thank them for everything they've said and for being in your life. Even if they say something you don't like to hear, thank them anyway for sharing the truth about their experience. This is not an easy thing to do, but it is a necessary step towards your own healing in Ho'oponopono prayer. Going ahead After apologizingStep 4: I love YouLet saying that you are actually in a place where the relationship you have with the other person can be repaired. I love you encourages curiosity: how can you repair and reconnect? How can things look different going forward? Think of something you can do to reconnect with each other, express and experience your love, gratitude, or respect for each other. Make a plan for how to move forward. Continue the practice from step 3, make a list of things you're grateful for about the other person. We don't often stop sharing how much we appreciate each other, and it feels as good to share gratitude and gratitude as it is to receive it. This last part of the prayer is not just for the other person's fault your mistake affected. It is for you too, to ensure that you are healing and able to move on from the error. It is easy for many of us to beat ourselves up and continue to hold on to guilt, or even shame, about a mistake we have made, even if we are sincerely remorseful and have tried to make amends. Keep repeating the whole Ho'oponopono prayer to yourself after the meeting:I'm sorry. Please forgive me. Thanks. I love you. Maybe you want to apologize to yourself for hurting yourself inadvertently as well. Bottom line When we speak our truth as an excuse, we appear fully in our truth without expecting anything from the other person or trying to encourage them to behave in a certain way. Although we cannot influence or control the outcome of the apology, no matter how remorseful we are, following Ho'oponopono can guide us to true repair and healing. If you've been stuck on finding the right way to connect and apologize to someone in your life, I hope you'll find yourself inspired to take the first step to do things right. More on How to apologizeFeaturert photo credit: Gus Moretta via unsplash.com unsplash.com

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