

## **Personal Excellence**

To laugh often and much; to win the respect of intelligent people and the affection of children; to earn the appreciation of honest critics and endure the betrayal of false friends; to appreciate beauty, to find the best in others; to leave the world a little better; whether by a healthy child, a garden patch or a redeemed social condition; to know even one life has breathed easier because you have lived. This is the meaning of success."

**Ralph Waldo Emerson**

"When you do the common things in life in an uncommon way, you will command the attention of the world."

**George Washington Carver**

"I have not failed. I've just found 10,000 ways that won't work."

**Thomas Alva Edison**

"Success usually comes to those who are too busy to be looking for it."

**Henry David Thoreau**

"Once you eliminate the impossible, whatever remains, no matter how improbable, must be the truth."

**Sherlock Holmes (by Sir Arthur Conan Doyle)**

"It's kind of fun to do the impossible."

**Walt Disney**

"Perfection is achieved, not when there is nothing more to add, but when there is nothing left to take away."

**Antoine de Saint Exupery**

"To love oneself is the beginning of a lifelong romance."

**Oscar Wilde**

"Knowledge speaks, but wisdom listens."

**Jimi Hendrix**

"If everything seems under control, you're just not going fast enough."

**Mario Andretti**

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

**Henry Ford**

"The only people who never fail are those who never try."

**Og Mandino**

"While we are postponing, life speeds by."

**Seneca**

"The secret of success is to know something nobody else knows. "

**Aristotle Onassis**

"Many receive advice, only the wise profit from it."

**Publius Syrus**

"Make everything as simple as possible, but not simpler. "

**Albert Einstein**

"I am not young enough to know everything. "

**Oscar Wilde**

"Opportunities multiply as they are seized. "

**Sun Tzu**

"The best way to predict the future is to invent it. "

**Alan Kay**

"Never mistake motion for action. "

**Ernest Hemingway**

"A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty. "

**Sir Winston Churchill**

"We are not retreating - we are advancing in another direction."

**General Douglas MacArthur**

"What you do speaks so loud that I cannot hear what you say."

**Ralph Waldo Emerson**

"Undertake something that is difficult; it will do you good. Unless you try to do something beyond what you have already mastered, you will never grow."

**Ronald E. Osborn**

"People do not seem to realize that their opinion of the world is also a confession of character."

**Ralph Waldo Emerson**

"If you do what you've always done, you'll get what you've always gotten."

**Anthony Robbins**

"Don't let what you cannot do interfere with what you can do."

**John Wooden**

"Work as though you would live forever, and live as though you would die today. Go another mile!"

**Og Mandino**

"He who is not courageous enough to take risks will accomplish nothing in life."

**Muhammad Ali**

"He who has begun has half done. Dare to be wise; begin."

**Horace**

"We cannot direct the wind but we can adjust the sails."

**Anonymous**

"To strive, to seek, to find, and not to yield!"

**Alfred Lord Tennyson**

"Change your thoughts and you change your world."

**Norman Vincent Peale**

"Success is to be measured not so much by the position that one has reached in life as by the obstacles which one has overcome while trying to succeed."

**Booker T. Washington**

"Experience is the name that everyone gives to their mistakes."

**Oscar Wilde**

"You are never a loser until you quit trying."

**Mike Ditka**

"There is only one corner of the universe you can be certain of improving and that is your own self."

**Aldous Huxley**

"There is only one time that is important - NOW! It is the most important time because it is the only time that we have any power."

**Leo Tolstoy**

"If there are things you don't like in the world you grew up in, make your own life different."

**R. David Thomas**

"Never confuse a single defeat with a final defeat."

**F. Scott Fitzgerald**

"A problem is your chance to do your best."

**Duke Ellington**

"Whatever you can do, or dream you can, begin it. Boldness has genius, power, and magic in it."

**Johann Wolfgang von Goethe**

"The very act of believing creates strength of its own."

**Anonymous**

"Failure doesn't mean you are a failure...it just means you haven't succeeded yet."

**Robert Schuller**

"You can have everything in life you want if you'll just help enough other people to get what they want!"

**Zig Ziglar**

"One important key to success is self-confidence. An important key to self- confidence is preparation."

**Arthur Ashe**

"When you get in a tight place and everything goes against you, till it seems as though you could not hold on a minute longer, never give up then, for that is just the place and time that the tide will turn."

**Harriet Beecher Stowe**

"Let's cease thinking of our accomplishments, our wants. Let's try to figure out the other man's good points. Then forget flattery. Give honest, sincere appreciation. Be "hearty in your approbation and lavish in your praise," and people will cherish your words and treasure them and repeat them over a lifetime -- repeat them years after you have forgotten them."

**Dale Carnegie**

"When I hear somebody sigh, "Life is hard," I am always tempted to ask, "Compared to what?"

**Sydney Harris**

"Forget past mistakes. Forget failures. Forget everything except what you're going to do now and do it."

**William Durant (founder of General Motors)**

"Don't judge each day by the harvest you reap, but by the seeds you plant."

**Robert Louis Stevenson**

"I have had dreams and I have had nightmares, but I have conquered my nightmares because of my dreams."

**Dr. Jonas Salk**

"Remember, if you ever need a helping hand, you'll find one at the end of your arm. . . . As you grow older you will discover that you have two hands. One for helping yourself, the other for helping others."

**Audrey Hepburn**

"It is funny about life: if you refuse to accept anything but the very best you will very often get it."

**W. Somerset Maugham**

"The greatest glory in living lies not in never falling, but in rising every time we fall."

**Nelson Mandela**

"A ship in harbour is safe, but that is not what ships are built for."

**William Shedd**

"Don't be sad, don't be angry, if life deceives you! Submit to your grief -- your time for joy will come, believe me."

**Alexandr Pushkin**

"Ability may get you to the top, but it takes character to keep you there."

**John Wooden**

"When it is dark enough, you can see the stars."

**Charles A Beard**

"All of our dreams can come true -- if we have the courage to pursue them."

**Walt Disney**

"Any fact facing us is not as important as our attitude toward it, for that determines our success or failure."

**Norman Vincent Peale**

"Consult not your fears but your hopes and your dreams. Think not about your frustrations, but about your unfulfilled potential. Concern yourself not with what you tried and failed in, but with what it is still possible for you to do."

**Pope John XXIII**

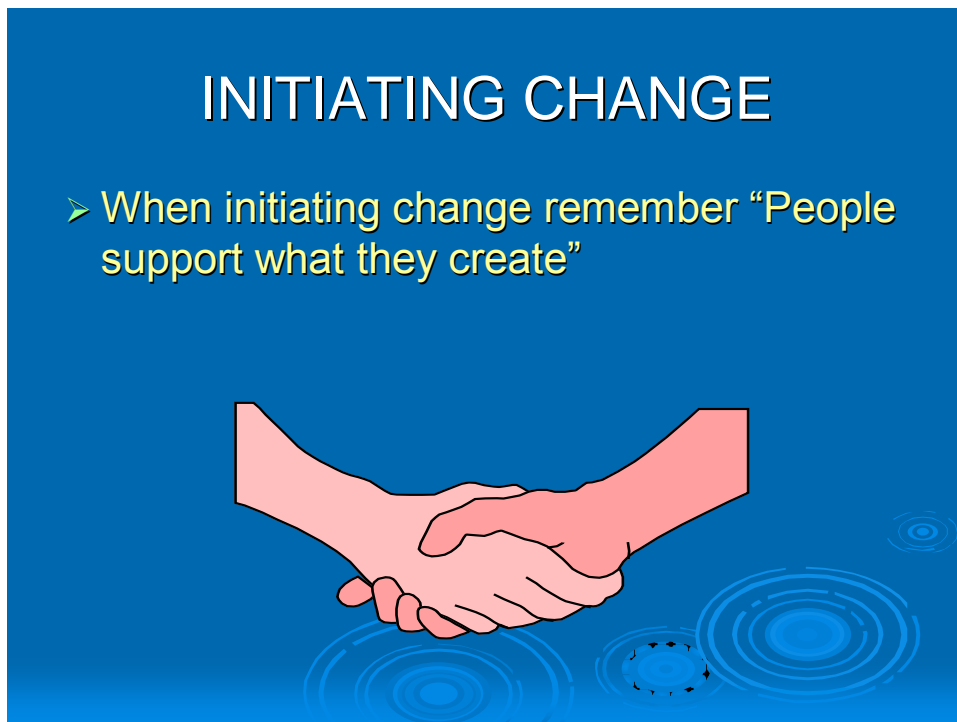
"Excellence is no accident"

**Laurie Laurence**

"Failures in leadership are invariably failures in character, not competence"

**General Norman Schwarzkopf**

The following are tips on achieving personal excellence.



Minimise the bureaucracy and bull-shit.

The number one job of a leader is to transmit and embed high value standards.

When facilitating learning for adults use Action & Experiential learning models that promote critical reflection. Minimise the use of lecture-style presentations.

Do not take yourself too seriously as if you do you will have difficulty coping with the fact many will not share your passion.

Be a life-long learner in a variety of fields.

Nothing is more central to an organisations effectiveness than its ability to transmit accurate, relevant & understandable information amongst its members.

It is often the relationships you build, not your technical skills, that determines success.

Challenging the status quo is a lot of fun and very satisfying, much better than putting up with fools and mediocrity. Being a bit of a stirrer is an admirable approach provided it is done in a sensitive manner.

Do not get too focused on work, your family should come first.

Believe in yourself. If you do not believe in yourself, how do you expect others to believe in you? If you want to achieve greatness, you have to first believe you are capable of doing it.

Keep building your skills. The path to excellence is a continual one that requires constant upgrading and development of skills.

Concentrate on the things that give the biggest bang for your buck.

Whatever you do must be based on a needs analysis.

Get out of your comfort zone. When you are out of your comfort zone you are already growing by default.

Be around the best. Someone said "It is hard to soar like an eagle when you are surrounded by pigeons" If you are hanging around people who are committed to excellence you are going to emerge a different person.

Set huge goals. Not the standard goals which you know you will definitely be achieving with a certain amount of work & effort. It is hard to achieve excellence without knowing what you are after.

Turn off the T.V. and do something constructive with your life.

Stay committed to doing something every day that furthers your goals and dreams.

The key to personal excellence is continuous progress. If you can stay focused without pressuring yourself to getting it all done in one day, you are on your way.

One of the best ways to learn is through your mistakes.

Be grateful for what you have.

Persist until it pays off. Never give up.

Have a personal hero and a mentor.

Help out those less fortunate.

Trim your e-mails.

Look after yourself, you cannot help others if you do not take care of yourself.

Discomfort is a prerequisite for success.

Put yourself in other people shoes.

Take 100% responsibility for everything that happens to you.

Be realistic

Learn about time management.

Do not presume...Ask

There is no reason to hate anything in life.

Follow your inner voice. Often your intuition or gut feel will be right.

Do the simplest thing that could possibly work.

Just do it. Planning is important but do not spend too much time on it. Analysis paralysis can be a problem.

S.W.O.T. and force-field analysis are useful tools.

Set aside a time every week for personal reflection and maintain a reflective journal.

Learn the skills of reflective listening and appropriate self-disclosure.

Make a list of 10 books you want to read every year.

Plot the future. Have a plan for your personal and professional life.

Make sure you get enough sleep and make fast food a rare treat rather than a regular thing.

Learn from the best.

Happiness is a choice. You have the power to choose your response to external events.

Remember "Procrastination is the thief of time"

Remember good enough never is.

Excellence is deliberate, not something we stumble onto.

Even when doing crap work do it well.

Seek extra responsibilities and you will be noticed.

Spend quality time with loved ones.

Go for walks in the country or on the beach. Appreciate nature.

Have a pet. I have always said you can have an intelligent conversation with a Blue Cattle Dog and an Australian Stock Horse.

When ever possible communicate face to face.

Be succinct in your written correspondence.

Concentrate on the real world not theory.

Do something really silly at least once a week.

Use humour to reinforce your messages.

Go camping in the bush with friends. Sitting around the campfire staring at the flames is a good time for meaningful discussion and reflection. It is also good fun.

You are dead a long time, enjoy yourself as much as you can while you have the chance. People who take life too seriously are often not well accepted by others.

Be conscious of “catastrophising”. Some people put undue weight on the bad aspects of their life and let that overcome the good aspects of their life. This makes it difficult to develop strategies to move forward.

The differences between how men and women think can be a source of annoyance for both sexes, but only if you let it be. You should try to perceive this as an opportunity rather than a threat.

After you do something significant you should ask yourself “What went well?” and “What opportunities for improvement were presented?”

1 The world is growing smaller and more competitive every month

2 Customers expect more and more every day-and the competition works every night

3 Ideas, innovation and initiative can change the game

4 Managing change and driving execution can change the game

5 If change is constant learning must be continuous

6 Talent is a competitive advantage and fast learning can build sustainable competitive advantage

If you are having personal problems in your life get professional help, often going along to counselling helps you to clarify issues in your own mind and helps you to develop strategies for you to move forward in your life.

Try to be positive in your comments about others. Giving others a blast about what they have done is sometimes tempting but can often make the situation worse. Before you hit the send button on that angry e-mail think about how it can bounce back and bite you.(Speaking from personal experience)

There will be times others do things that annoy you, often they will have what they think are good reasons for what they are doing and they will have no idea they are annoying you. A good formula for these situations is to express your feelings as follows-

“When you A, I feel B, because C, and I would like you to do D, because E”

The only person who knows how you feel is you and most people will not know how you feel and many will be happy to adjust their behaviour accordingly. If this does not happen at least you have the basis for ongoing discussion. This is a very powerful technique!

It does no harm to learn about leadership. The paper “Safety Leadership” on [ohschange.com.au](http://ohschange.com.au) has an extensive reading list on general leadership.

The following are books I have found very helpful in this area, there are exercises you can do at the end of every chapter that makes it like completing a course on the topics.

1 “People Skills-How to assert yourself, listen to others and resolve conflicts”-Peter Bolton

2 “Reaching Out-Interpersonal effectiveness and self-actualisation”-D.W. Johnson

3 “Intentional Interviewing and Counselling”-A.E. Ivey

For those of you with teen-aged male children a bloke called Stephen Biddulph has three books that are essential reading for mothers, but more particularly fathers.

1 Manhood-An action plan for changing men’s lives

2 Raising boys

3 The secrets of happy children