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What Others Say:

"I thought I would check in to say hello. I still think back to our sessions and use a lot of the tools to this day. I am now living in Seattle having accepted my new position with Starbucks! I'm really enjoying my new role. I often look back to our coaching discussions and pull from them. Thank you for everything."

- Ishi Malik

Brand Manager, Starbucks Coffee Co.

The Genesis of Your Great Ideas

When you're doing your work, are you just doing your job? Just performing your tasks? Or do you ever find your mind creating new ways to complete a task or solve a problem? If not, why not? If so, what do you do with those ideas when they're triggered? Recording them is the first step toward creating positive, productive, innovative change.

And why do we sometimes think that innovation seems to only ooze out of the start-up or entrepreneurial mind? It doesn't have to be this way.

I clearly remember the days when we used carbon paper and typewriters during my graduate studies. I cannot begin to tell you the anxiety that would build up within me as I approached the last two or three lines of a page, fearful of making one mistake. Inevitably and often, I'd make just one typo. And before the age of desktop computers, that one mistake meant retyping the entire page. I rarely got away with only needing to retype just one page of a twenty page term paper. That was the problem faced by millions of students and secretaries alike, until 1951.

In 1951, with a problem ripe for an innovative solution, Bette Graham, a single-parent mother and executive secretary at Texas Bank and Trust, came up with a solution. Tired of retyping entire pages because of one small error, she determined to find a more efficient, effective alternative. Her solution led her to become one of the most famous inventors of the 20th century.

As is often the case, her innovative idea came through observation. It came to her as she was watching painters paint her bank's interior.

To Bette's amazement, when the painters would make

a mistake, instead of removing the mistake, they would simply paint over it. This single mother/secretary decided to try this idea on her typing errors and she created a paint solution that worked on paper and typewriter ink.

Soon, others found out about her successful idea, and before long, Bette Graham was flooded with requests for some of their own "Mistake Out" solution. Demand grew to the point that this enterprising lady started producing bottles of "Mistake Out" in her Dallas home. Within a year or so she applied for and was granted a patent and trademark. And in 1956 "Liquid Paper" was born.

But this isn't the whole story. Overwhelmed by the demand for her product, she had no choice but to employ her son and his friends to help fill all of the orders pouring in. And within a few years her son, aspiring to be famous, landed an acting role in a 1960s TV show. The television program was titled "The Monkees" and her son's name is Michael Nesmith. Michael Nesmith has been given credit for creating MTV. So, in this instance, the apple didn't fall too far from the tree did it?

One of the greatest things you can do for your attitude, your health, your career and your company is to allow your mind to think creative thoughts about the tasks and situations you encounter on a day-to-day basis. What ideas have you come up with over the past 3-4 weeks that would improve things for you and your company? Did you write them down? Did you discuss them with two or three key people who can help make these ideas actionable? When you allow your mind to create and you act on those ideas, everyone benefits. Work becomes something to look forward to. Create something today!

Three Ways to Boost Engagement

1. Talk about the company's impact, not just its financial results.
Employees are motivated by the impact their company has on the world.
 2. Reward inspirational leadership as much as effective task or project management.
People who work for inspiring leaders are more committed, satisfied, and productive.
 3. Measure employee advocacy, not employee satisfaction.
An employee who is just "satisfied" isn't necessarily deeply committed. A much better measure of engagement is whether an employee will recommend his company to a friend.
- Harvard Business Review, *Management Tip of The Day*

Development & Learning Quotes

"Don't wait to be invited to important meetings or to work on crucial assignments. Instead, do what it takes to ensure that you're at the middle of your business. Speak up. Volunteer. Show your enthusiasm. Knock on doors."

Mary Barra, CEO, General Motors

"When you are chided for your 'naiveté', - and you will be - remind your critics that an amateur built the ark and experts built the Titanic."

Peyton Manning, Quarterback, Denver Broncos

"The real joy in life comes from giving. It comes from service. It comes from doing things for other people. That is what is so powerful. Nothing will make you happier than giving."

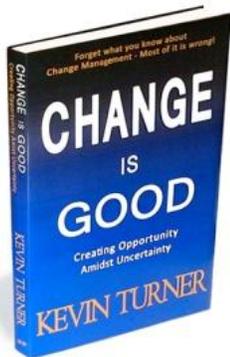
Marc Benioff, Chairman & CEO, Salesforce.com

"Everyone you will ever meet knows something you don't know."

Bill Nye ("The Science Guy"), University of Massachusetts Graduation Commencement

Tip of the Day

"Always have a willingness to learn one more thing about an employee."
– Alan Mulally, former CEO, Ford Motor Company



Kevin Lane
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