

## Tick Tock..Tick Tock

Time is an equal opportunity employer. Each human has exactly the same # of hours & minutes in a day. Rich people can't buy more hours. Scientist's can't invent new minutes. And you can't save time to spend it on another day. Even so, time is forgiving. No matter how much time you have wasted in the past, you still have an entire tomorrow.

Use it wisely: plan and set priorities.



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## It's Just a Matter of Time

Did you know that there are eight possible adjustments in setting the timing on a pocket watch? Temperature, Crown up, Crown down, Crown right, Crown left, Dial up, Dial down and Isochronisms.

The purpose of a pocket watch is to keep time, a commodity we all have in common.

However no one has an advantage over anyone else when it comes to time. We can't *save* it, *store* it away for a rainy day, or *buy* time.

We all have the same twenty-four day in which to get things done. Some accomplish much while others accomplish little.

## Thank You, Thank You, Thank You

Life in the fast lane (the Eagles were right!) Thanksgiving is a time to be thankful. Most of us are so busy that we forget how good we do have it.

Let be thankful for: A beautiful song, a drink of cold water, a scenic drive, family, laughter, good health, chocolate, autumns, snowflakes, true friends, sparks of

What we can do is learn how to *spend* our time smartly to avoid *wasting* our time, here are several suggestions:

- Create a "things to do list" — it's helps to set priorities and keeps you on track.
- Get organized—Put your daily schedule into detail.
  - Divide and conquer — Break jumbo task into easy to manage ones.
  - Be practical — Plan your time allotments according to the complexity of the task at hand.
- Keep your work place organized —Put things



away in their place.

- Don't procrastinate — Prepare for tomorrow at the end of today.
- Post it on the bathroom mirror — Place "don't forget" notes everywhere as a reminder.
- First things first — Prioritize task in order of importance. Highlight with markers **RED, BLUE, YELLOWS** (Must do's, Should do's, Possibly do's)
- Just say *Nope!* — You do not have to take on everything for everyone, every time asked.
- Come up for air. — Step away for task every once in a while in order to get perspective, to become focused, and to catch your breath.
- Be bendable — Nothing is so important that "it must be done today" or "or to lose sleep over ."

wisdom, holding hands, morning tea, thunderstorms & rainbows, ability to cry, porch swings, the ocean surf, diversity, strong faith, a sense of humor, banana splits, good teachers, great conversations, fairness, soft shoes, the smell of homemade bread, special moments, and most important, the words:

**"I LOVE YOU!"**



## Traits that Characterize an Effective Leader



*The leadership instinct you are born with is the backbone. You develop the funny bone and the wishbone that go with it.*

Some people believe that leaders are born. Others believe that leadership can be learned. In either case the following traits are needed by either in order to be successful:

**Emotional stability:** well-adjusted, psychological maturity

**Dominance:** competitive, decisive, assertive

**Enthusiasm:** active, optimistic,

expressive, & energetic

**Conscientiousness:** dominated by a sense of duty, high standard of excellence

**Social boldness:** spontaneous risk-takers, socially aggressive, high emotional stamina.

**Tough-mindedness:** practical, logical, & to-the-point.

**Self-assurance:** Self-confidence, resilient,

& free from guilt.

**Compulsiveness:** Controlled, precise, protective of their integrity & reputation



## Tips to Remember Regarding Feedback



*Brad Federman, president of Performancepoint, LLC., & Dr. Marc Clark on five city convention tour.*

- Once you ask for feedback, employees expect positive change.
- If you want a change, you must believe in it.
- Leverage your organization's strengths. They can be most helpful.
- Involve others. Share with others. Get help from others. It helps create success.
- Perception is reality.
- Neither accept feedback completely nor denounce it completely; find the balance.
- Ignoring feedback will decrease the engagement of your employees.
- To change the view of our employees, we must first make change in ourselves. Watch yourself, we tend to focus on the negative.

Taken from the book, **"Employee Engagement"** by **Brad Federman.**

A great read written by a great mind. (Published by Jossey-Bass-A Wiley Imprint)

## Spooky Stuff



The celebration of Halloween has some elements of a festival of the dead. The ancient Celts believed that the border between this world and the **Otherworld** became thin on **Samhain**, allowing spirits (both harmless and harmful) to pass through.

The family's

ancestors were honored and invited home whilst harmful spirits were warded off. It is believed that the need to ward off harmful spirits led to the wearing of costumes and masks.

Their purpose was to disguise oneself as a harmful spirit

and thus avoid harm to themselves.

Bonfires played a large part in the festivities. All other fires were doused and each home lit their hearth from the bonfire. The bones of slaughtered livestock were cast into its flame ritual.



Trick or Treat

# SmartBizzOnline Supports the Angel Tree Project



Each Christmas Dr. Clark working with the First United Methodist Church in Franklin, Kentucky,

takes part in the worth while ministry know as Angel Tree.

Angel Tree is a ministry that reaches out to the children of inmates and their families. It seeks to transform the lives of these families and to reconcile them with each other. It is estimated that there are approximately 2.3 million

children that have either a mom or dad in prison.



***It starts with a Gift..it Leads to Lives Transformed***

***Forgiveness is the answer to the child's dream, of a miracle by which what is broken is made whole again.***

## Owner Certification Held At Best Western Hotels

An extensive four day certification workshop was conducted at BW corporate headquarters located in Phoenix, Arizona for hotel owners and members of the Asian American Hotel Owners Association.

The CHO program (Certified Hotel Operator)



is the highest designation that can be achieved through the association.

Dr. Clark has conducted 4 of the 8 educational modules for the past two years.



More older workers are delaying their retirement. This

can be due to economic reasons, the need for medical benefits or just because they're not ready to be sent out to pasture. How can an organization create a positive work environment for this group of contributors? Consider offering the following:

- Session on life coaching

## How to Show Value to Worker's that are 50+

- Tuition reimbursement for job related classes
- Free health risk appraisals
- Free health screenings
- Classes: Yoga & Tai Chi
- Leadership development programs
- Working in multigenerational teams
- Care giver support groups
- Matching contributions to 403b Plans



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Dr. Clark at  
Niagara Falls,  
New York.

Canadian  
Niagara  
pictured in  
the back-  
ground.



**99% of Education is Encouragement**

It is important for me to understand the needs, wants, and expectations of those attending my sessions. For each is an individual with a unique set of learning styles, experiences and personal perspectives. It should go without saying that the learning environment, where participants are encouraged to share their inner thoughts should be one free of the fear of embarrassment, snap judgments, disrespect, reticule and harsh criticism.

*The Clark Family  
wants to wish you and your loved ones a  
wonderful & blessed Holy Holiday Season.*

**A Christmas Thought**

**The best of all gifts around any  
Christmas tree: the presence of a happy  
family all wrapped up in each other.**



**PROVIDENCE, R.I. CHOICE Regional Meetings a Success**



**Seminar**

**Employee  
Engagement**

*The meetings were well attended at each of  
the locations. The atmosphere was upbeat  
and positive.*

**LOUISVILLE, KY**



**RENO, NV**

**Seminar**

**Becoming Street Wise!  
Tactics for Reducing Expenses**

**CONCORD, NC**



*CHOC  
meetings  
were held to  
discuss  
future  
business  
plans and  
strategies*

**Seminar**

**Ensuring You Have the  
Skills to Lead Today's  
Employees**

**KANSAS CITY, MO**



Psalm  
63:7