

Lee Milteer's Millionaire Smarts® Coaching Program Less Clutter More Freedom

Lee Milteer Interviews Barbara Hemphill

IV. Good Habits

Dear Millionaire Smarts® Members,

Our expert Barbara Hemphill is the author of the **Taming the Paper Tiger** series, co-author of **Bushido Business**, and her newest book is **Less Clutter More Life**. She is the founder of the Productive Environment Institute whose mission is to help organizations create a Productive Environment so everyone can accomplish their work and enjoy their lives.

Barbara says, "One of the items on my "bucket list" was to write a book with the timeless principles that have evolved through my work beginning with "Clutter is postponed decisions" and ending with "Together we are better." **Less Clutter More Life** is not a "how to" book – it is a "why to" book."

In the spirit of "how to" get to the "why to" I am delighted to share the following article from Barbara about 4 incredibly good habits we all should pay attention to and make an intention to honor daily. These habits are indeed timeless and are often overlooked by the very people who are so overwhelmed with clutter that they forget the basics of decent, honorable behavior. The following is for your personal use only and may not be reprinted.

4 Good Habits that Make Great Business

by Barbara Hemphill, CPO®

The world often judges business by "the bottom line" – but often the bottom line is dramatically affected by human behavior. I want to share the "Four Referability-Habits" with you. They are simple behaviors that any business owner can utilize to make it easy for people to recommend their services to others.

- Show up on time.
- Do what you say you will do.
- Finish what you start.
- Say "please" and "thank you."

Like many ideas that could be classified as "simple," they are not "easy!" But would anyone argue that doing those four things can do wonders for improving any business? Yet, how few individuals – let alone entire businesses -- adhere to them!

I realize that I'm taking a risk talking about this – since there are certainly times when I have failed on all four fronts, but I'm dedicated to continuing to improve. Every day I'm getting

better, and thankfully, productivity is about progress, not perfectionism! Let's take a look at each one:

Show up on time. All of us know people that are perpetually late, and what I've never understood, is that some of them seem proud of it. The unspoken implication is that the time of the person who is late is more important than the time of the person who is waiting.

Growing up on the farm in NE, my mother used to keep the kitchen clock five minutes fast. I never understood how that helped, since it seemed natural to just look at the clock and say, but that's five minutes fast. Nonetheless, it instilled in me the importance of being on time, and I use a variety of techniques to ensure that I am. For example, I always carry something with me that I want to do, so if I'm early, I'm not bored waiting! Inevitably things happen to make us late which are out of our control. A simple phone call to alert people of the situation can salvage the situation.

Do what you say you are going to do. Based on my observations, the biggest challenge here for many of us is that we commit to more things than are humanly possible. Recently, I've observed that happening in my own business and life, and the situation has challenged me to revisit my business plan, and narrow my target market. It's an eye opening experience!

Finish what your start. This is an ongoing challenge for me! Many, perhaps even most, entrepreneurs struggle in that area. After all, we are idea people – and for us, it's often much more fun to think of ideas than it is to implement them. This means it is essential to ask ourselves whether or not we should start something at all – or make sure we are surrounded by people who will run with the ideas. As you've heard me say many times, "Together We Are Better!"™

Say "please" and "thank you." I remember reading an article many years ago by Tom Peters, author of *The Pursuit of WOW*, in which he described how much extra effort he had taken to fly across the country, on short notice, to complete a consulting contract for a client. Not one of the many people for whom he had made the effort ever said "Thank you." How many thank you notes have you written lately? It's one of the best ways I know to be memorable in the eyes of your client and loved by your family.

So here's my challenge for you: Observe which of these four habits you would do well to improve. Like anything worthwhile, habits require discipline, so keep on practicing, and live in a way that inspires those around you to do the same.

In Closing from Lee:

I encourage you to take Barbara's advice to heart. What of the four habits do you need to work on? I know we all get distracted by shiny objects...after all, we're entrepreneurs! But it's important for us to make a commitment to finishing what we start and having integrity with our word.

If you haven't been writing thank you notes, I encourage you to go out and get a big pack printed notes and start writing at least one each day. I'm a big fan of writing thank you notes, both personally and professionally. You'll be amazed at the difference that showing your gratitude makes in your business and life.

In conclusion for this month's program, I'd like to leave you with this thought: having too much in your life causes confusion. Confusion creates complications, which is the opposite of simplicity. Letting go and releasing what is no longer needed or wanted allows your life to be more organized, less stressed, and you'll gain a sense of clarity.

Your Mindset and Performance Coach,
Lee Milteer

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Remember, on the membership site you can download the interview for your portable devices, a transcript of the program, and all four reports. You'll also find Free Bonus reports from me, Dan Kennedy, Phone Sales Doctor Chris Mullins, Newsletter Guru Jim Palmer, Health and Fitness Coach Joe Carabase, Leadership Coach Kevin Eikenberry, and Sales Coach Steve Clark.

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