

THE BEACON for Business Success

For People Who Want to Boost Their Business Skills And Embrace Success



MARCH 2008: A 5 Step Guarantee

Become a Better Problem Solver in 5 Easy Steps

Ever had a problem you needed to solve but didn't know where to start?

Let me show you how you can benefit from learning these 5 easy steps. You can also build stronger teams by teaching its members these skills.

Now ... here is all you do.

1. **Clearly identify exactly what the problem is.** Get very specific about this. Saying that your problem is about 'customer service' is too broad. Narrow this down. Could it be that the real issue is eliminating rudeness on the part of your employees when they are serving customers on the phone? By doing this, the individuals who are working on correcting the problem won't be swimming around in vagueness.
2. **Ask this question: What are the possible causes of this particular problem?** So what's the answer ... identify the root cause. Most managers jump right from defining the problem to solution mode. In the case of employees being rude to customers, a good manager might wonder if the employees are being over-worked. Underpaid? Unable to handle the stress?
3. **Once the root cause is identified, then solutions will become more obvious.** In this case, the manager could call a 'venting meeting' of the employees who deal with customers. Perhaps the employees are feeling undervalued and a good manager will listen, understand and decide on a plan to resolve this issue first.

4. **Review.** Take into consideration everything that you have learned about this problem and the possible solutions you have come up with. Now decide your best plan of action.
5. **Once the solution is decided, you can create a detailed plan** that holds people accountable and responsible for getting things taken care of.

Remember this: Problem solving is a learning process for everyone involved, and that includes the leader.

It's true... You are the CEO of your professional and personal life.

Let me ask you this question?

What if I could ensure that you are on the leading edge, living your true potential?

How is that possible?

Hire a personal coach!

Coaching is the best investment you can make in yourself. AND it can happen in person (if you live locally) or more typically, it is done over the phone. Sessions can be weekly, monthly, as needed. Whatever works for you.

See what clients are saying about their coaching experience with Lois - click: www.discoveryyourselfcoaching.com/testimonials.htm

Let's tailor make the best possible plan for your success.

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Now here is all you need to do...

Call me at (905) 713-1352 and we'll schedule your first **COMPLEMENTARY session** to talk about how I will support you in achieving your true potential. That's it! Simple.

You can also email me:
lois@discoveryyourselfcoaching.com

One more thing...

I also provide workshops on topics such as:

- Work/life balance
- Goal setting
- Time management skills
- How to network like a professional
- Unleashing the power of your business cards
- Creating great customer service

I Have Learned

I have learned coaches don't fix problems; they support people who are ready to own their own lives!

Quote

"We can't solve problems by using the same way of thinking that we used when we created them."
- Albert Einstein

The Truth About Meeting Success Head On

**What is it that you really want to do with your life?
Do you know?**

AND if you do know, then
what is holding you back?

It most likely comes down to this: FEAR. Fear of failure to be specific.

Fear of failure can keep people from doing the tasks that need to be done in order to achieve their life long dreams.

People that are hesitant are usually paralyzed by fear.

Are you throwing up unnecessary
and fear provoking obstacles?

Just imagine if you went ahead and did that task you've been putting off for so long. Now you would be free to move forward and do the next constructive task. And then the next and the next.

See what I mean?

Once you make up your mind to do a what you need to get done, then nothing is going to stop you.

Here's the real truth... Many capable individuals have allowed FEAR to keep them from achieving their highest level of success.

Don't follow in their footsteps!
Most importantly - **don't let your fear destroy your courage** and render your destiny to be a mediocre performance in your life.

**Get rid of that fear... Meet your success head on!
Lois Galloway**

Contact Lois for a **FREE 30 minute discovery session** either by phone or in person.

Lois Galloway
Business & Personal Development Coach

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Lois Galloway is a member of International Coaching Federation, Coaches Canada and International Association of Coaches; trained by Coach University, Facilitation First and Relationship Coaching Institute, all well respected training facilities.



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Lois provides her clients with a nurturing, non-judgmental space to engage in stimulating conversations and explore exciting possibilities that get positive results.

Her 30 years experience as a successful entrepreneur helps guide individuals on their journey toward personal and business related goals.

Personal Coaching:

- Women in their turbulent (sometimes troublesome) 40's and 50's
- Middle-age men wanting to reshape and transform their lives

Business Coaching:

- Business owners who can't find enough hours in the day to get things done
- Leaders who are paralyzed by fear of failure
- Team players who are frustrated with dysfunction and conflicts

Facilitation:

- Focus Groups looking for clarity and solutions
- Business teams, meetings
- Workshops and teleclasses
- Lois is a Certified PRINT Survey Assessment provider/coach.

Lois' fees are available upon request. For fee structure and additional information, please send an email to: lois@discoveryyourselfcoaching.com

To subscribe to THE BEACON - For People Seeking Ultimate Personal Power newsletter, go to: www.discoveryyourselfcoaching.com. Or send an email with JOIN in the subject to: lois@discoveryyourselfcoaching.com

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