



DECEMBER 1, 2020

Wispiration

Every year during advent I follow the tradition of sharing something with others. This year I'd like to share two of my models for creating new ideas to improve our professional lives and our interactions with others. Each day you'll receive an insight and a question to help you on your way to an even better 2021. The first is **wispiration**, part wisdom, part inspiration. Wispiration sessions help discover those hidden aspects you've been looking for. Deeper than just questions and answers, it lets you assimilate what you've already experienced and add new ideas to move you forward.

What have you been thinking about that a wispiration session could give you clarity on? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 2, 2020

Wisdom

Wisdom encompasses cognitive components, such as knowledge and experience, reflective components, or the ability to examine situations and oneself, and prosocial components, meaning benevolence and compassion. Wisdom is also connected to abilities such as perspective-taking, open-mindedness, and intellectual humility. Wisdom is a wonderful mixture of so many aspects that we can benefit from when exploring new ideas, creating new solutions or reassessing something from our past. It comes from many sources.

Would you like to explore the sources of wisdom available to you? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 3, 2020

Inspiration

One simple working definition of **inspiration** is: "a prompting by a force outside yourself (or deeply within) to create". So it appears we have two basic sources for inspiration, something or someone outside of us and something deep inside. We've all experienced something in nature, or in a situation, that possibly moved us to tears but also provided a view that moved us beyond into a place of creating something just as wonderful. My best source of inspiration, though, is other people. Interacting in a group of people with a common mission brings out the best in my creative juices.

Where have you found inspiration lately? Are you longing for more to create a better year in 2021? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 4, 2020

Service

Each small act of **service** is an unending ripple that synergizes with countless others. As Rachel Naomi Remen puts it, "When you help, you see life as weak. When you fix, you see life as broken. When you serve, you see life as whole." Each of us has gifts: skills, material resources, connections, presence – everything we consider ourselves privileged to have. And when we use our gifts as tools to facilitate giving, we deepen our understanding of relationships. And what can bring more happiness to ourselves and others than sharing our gifts for the good of all?

What ways could you explore for increasing your service to others? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 5, 2020

Progress

As author Teresa Amabile writes in her HBR essay *The Power of Small Wins*, **progress** creates a positive feedback loop: "The more frequently people experience that sense of progress, the more likely they are to be creatively productive in the long run. Whether they are trying to solve a major scientific mystery or simply produce a high-quality product or service." Continue down your path, act before you're ready, and know when it's important to get support from others to keep you moving.

How do you know you're making progress? Do you have a system for tracking it? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 6, 2020

Insights

The word **insight** may sound like "looking in". If you're "waiting for inspiration" to come in, that could be a problem. We have to start taking action, and then motivation will follow. David Burns shares the insight that we can't wait for motivation in the book, *Feeling Good*. When we start working on something, we are then given the opportunity to see new things, interact with others, and suddenly we receive our new insights. The more we do, the more insights we can benefit from.

What can you start working on today to bring more insights into your life? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 7, 2020

Reflection

To move forward successfully we need to learn to slow down and find our truth. Only then can we understand the next steps to mastering our lives. This can be achieved through two kinds of **reflection**. The first has been described here, taking time to reflect on yourself. Many times, it's also helpful to have someone hold a "mirror" in front of you, give you feedback on how they experience you, and discuss possible means of improvement. I wish you both types to get a fuller understanding of who you are and where you'd like to be going.

How can you combine self-reflection with feedback from others to develop a new perspective? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 8, 2020

Action

Despite all the wealth of information available today, so many people still struggle to turn the knowledge available into real, practical **actions** and benefits. It's not surprising since taking action requires a lot more motivation and will-power than reading. The lack of progress and the feeling that nothing is working out keep us stuck in our current position and we lose any motivation we may have had. Even if you're not ready, just think of running a race. If you don't "go" at the beginning, you'll never reach the finish line.

What could you do to just take the next step, even if you're not sure? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 9, 2020

Teamwork

Susan McDaniel, a psychologist, notes, "We all have blind spots about our behaviors and strengths that we may be unaware of, and feedback from a team member can expose them." Recognizing these strengths and addressing the weaknesses can make you a better team member, and even a better person. Don't underestimate how much you can benefit from positive **teamwork**. And if you work alone, there are so many communities you can join to create your own support system in a new team.

What options do you have to share in a team and improve yourself and the others on your team? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 10, 2020

Innovation

Innovation practices can help build a culture of continuous learning, growth and personal development. This type of innovative environment can again motivate people to constantly improve the way they and their team work. Everything that exists in our world today was once just a thought in someone's imagination. Exploring ways to create innovative ideas, try them out, and then continue to improve upon them is key for progress for ourselves and our world.

What can you do to cooperate with others to enhance innovation and create those results that you are looking for now? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 11, 2020

Opportunities

Many people miss out on great **opportunities** because they have not made the necessary preparations to step through the door when it opens. Don't miss your opportunities because you cannot see past your current situation. Don't let your opportunity pass because you are looking through the wrong door. In hindsight, we may say, it was there all the time and I didn't see it. Work on sharpening your awareness and looking from a different perspective to take advantage of what you're being given.

What can you do to become aware of opportunities that are being presented to you? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 12, 2020

Network

Networking is a great opportunity to exchange best practice knowledge, learn about the business techniques of your peers and keep up with the latest industry developments. A wide network of informed, interconnected contacts means broader access to new and valuable information. Even in times when personal real-time contact isn't so accessible, we can still use the virtual world to expand our horizons and find out not only what is new, but others who would like to join us to put these new ideas into practice.

How could an extended network support you in finding the success and results you're looking for? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 13, 2020

CREAVELOP

CREAVELOP is an acronym I created to highlight the nine aspects that I believe are most essential in improving our communication across cultures. You'll discover each of these over the next nine days. If one of your goals for 2021 is enhancing your relationships, not only with people from other countries, but even in the next "silo" in your organization, I hope you'll be able to incorporate these ideas into your professional communication and become more successful.

Which "cultures" do you interact with at work? Can you recognize the differences and bridge the gaps when sending and receiving thoughts and ideas? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 14, 2020

Culture

Culture has many definitions, one is the characteristics and knowledge of a particular group of people; another the growth of a group identity fostered by social patterns unique to the group. My view on culture is that it isn't only about what your passport says, but that we live in so many groups that have various identities: our nationality, the organizations we belong to, the department we work in. Many salespeople, for example, have a totally different view from engineers, even if they speak the same language and work in the same company. A broad definition helps us make room for many influences in our communication.

How does culture (national / corporate) affect your communication? What aspects of culture would you like to explore more? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 15, 2020

Ratio

When I did my teacher training, I was taught to reduce TTT, teacher talking time. The **ratio** of how much we speak and listen is vital for us to communicate effectively. Try speaking less and listening more. The benefits are: thinking before you speak, processing the ideas of your counterpart, saying only what's important, having all the facts before you decide on something, and valuing other people's opinions more. In a noisy world, the quiet of active listening and quality responses is priceless.

How long do you listen to others and how long do you speak? Monitoring and controlling this effectively can improve so many aspects of our lives. If you'd like to cooperate on this with others, please send me a message.



DECEMBER 16, 2020

Expectation

This aspect may be one of the most difficult ones to assess. The reason you are expressing your message may not be what the audience regards as their gain from listening to or reading it. Managing **expectations** can work better if we observe these guidelines: find something good to say; be positive first; listen first, then comment; be specific, not general; talk about change if necessary and speak from the heart. If the foundation is laid with both parties in mind, the chances for effective communication rise significantly.

What will your message do for you and your audience? What should you think about before expressing yourself? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 17, 2020

Attitude

The subtle factor of **attitude** can make or break communication so easily. Here's a formula to help you manage yours: The ICE formula is a good way to practice assertiveness. 'I' is for the ISSUE, 'C' is for the CONSEQUENCES, and 'E' is for EMOTIONS. You might say to someone: "The ISSUE is that you keep interrupting me, knowing I have a deadline to meet. The CONSEQUENCE is that I might let our customer down. The EMOTIONS that arise as a result are frustration and anger." Then your counterpart has their chance to reply.

How do you feel about your communication with others?
Your attitude may determine your success, not what you express. If you'd like to cooperate on this with others, please send me a message.



DECEMBER 18, 2020

View

Based on our background, each of us has a different point of **view** on any topic we discuss. The way you see things may not coincide with the perspectives of others. Try putting yourself in the place of your counterpart. Then express your message beginning with a statement of understanding. Your counterpart will feel that you understand them (or at least are trying to) and be more open to listening to what you have to say, even if there are disagreements.

What is your perspective / level of knowledge / experience with the topic? Can you imagine what your counterpart's position is? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 19, 2020

Expression

Expression is a substantial factor in the success of effective communication. One of the most important questions you may ask is to find out what preferences your counterpart has in receiving messages.

Depending on personality, working environment, learning styles, etc., the method used to deliver a message may be more or less convenient for your counterpart. When I work online, for example, I turn the sound on my phone off. That's why I say I prefer email, because I can speak to someone online and read at the same time. To get your message across, know the best method to use with your counterpart.

How do you prefer to send your message (e.g. email or meeting)? Do you know others' preferences? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 20, 2020

Language

Operating in a second **language** is not the same as operating in a native language. But, on the other hand, language diversity has a big impact on perception and conceptions. This has implications on how information is accessed, how it is interpreted, and how it is used by second language speakers when they interact with others. If you speak only one language, your way of interacting with others differs greatly from those who are multilingual. This distinction should always be considered in your communication with others.

Which language are you and your audience using (first or second)? What differences do you notice in your interactions? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 21, 2020

Objectives

Most experts in any subject know so much about their topic. If you want to share everything you know, there's a good chance you'll lose most people on the way. Before speaking to anyone, think about the **objectives** of your interaction: what content they need (in your opinion) and what they want to know. Where and when they need it is also critical. Communicating in a manner that appeals to them assures better understanding and a higher motivation to respond in the way that you prefer.

What does your audience want to know? What should they know? How do you find out about this? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 22, 2020

Personals

Your **personals**, those aspects of your personality, style and preferences play a major role in the success of your communication. We've all interacted with someone we just couldn't understand. What caused the problem? The voice, the level of emotion, the words they used, the means, there are so many factors that can play a role. If you'd like to know how you come across, it's best to collect feedback from others who are willing to be honest with you and have your best interests in mind. What you learn can change your life.

Which aspects of your style help or hinder expressing your message? Once you know, how can you adjust them? If you'd like to cooperate on this with others, please send me a message.



DECEMBER 23, 2020

Endings and Beginnings

This brings us to the end of this series of insights for advent 2020. I hope you've found some inspiration to help you formulate your ideas, think outside of your normal framework, explore new perspectives for creating those new things you'd like to accomplish in 2021. I've decided to extend this tradition into a full-year experience starting January 1. There will be various levels of participation, all of which can support you in making 2021 a year full of better results and more success.

What have you been thinking about that you'd like to cooperate with others on next year?? If you'd like more information on the full-year program, please send me a message and I'll provide you with all the details.



DECEMBER 24, 2020

A Better Year in 2021

Many of us were taken by surprise in early 2020. Now that we've found ways to survive in this new world, 2021 is the time to take everything we've experienced and learned and thrive. If you'd like our support, please contact us for more details on a new program for insights every day in 2021, and, if you would like to cooperate, there are options to work with others in a private group setting as well.

Please send us a message if you'd like more information on how you can join a program to support you every day next year, on your own, with others in a group or in private sessions with me. We want you to thrive in 2021 and will be with you every day of the year. Join us to make 2021 your best year ever.