



- I. Huddle Up -- THE ROI OF FORGIVENESS
- II. Pep Talk -- Monthly Quotes
- III. MVP Award -- Successful People Living with Intention: Mike Ma
- IV. Game Schedule -- Propel yourself into Fall with Life 301!
- V. On 3 - Ready...1,2,3 - BREAK

Greetings!

Quick check in to say hi and I hope your Summer is treating you as good as mine. I included a quick pic of Baby Taylor Anne Slaten - my new niece... I can't help but be a proud auntie! This month I am hoping to hear back from folks on what they think of forgiveness vs. trust - so if you haven't already subscribed to my blog check it out at <http://www.shandel.com> and let me hear your musings on trust. Oh and of course I am big twitter girl so if you are too I'm at <http://www.twitter.com/shandel>

Enjoy the Sun!
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I. Huddle Up -- THE ROI OF FORGIVENESS



Can you forgive someone and not trust them? Must you trust someone in order to forgive them? Why does forgiveness in the business world matter, anyway?

Almost weekly, I find myself talking about this important topic with clients. Just last week I launched into it on my "Ask Shandel" show. www.shandel.com.

The relationship between trust and forgiveness is key. I find when coaching teams that they often do not forgive because they are not ready to trust. Yet, once we work through the distinction of the words, a softening toward forgiveness begins to occur.

These are deep concepts, and I cannot really coach thoroughly here on the deep matters of the heart, soul and spirit. However, I want to open your mind to consider the next action step you may need to take in learning more.

This month we will discuss forgiveness, and next month we will tie it together with trust. (Would love your thoughts in the meantime.)

DECIDE TO FORGIVE

Forgiveness is a decision. To forgive, one makes a choice with one's will. A good practical definition of forgiveness is, *Giving up my right to hurt you, even though you hurt me*. It is about releasing a debt owed - almost like severing the bond the debt has on you when you have not forgiven the wrong against you.

Many of the wrongs in the workplace are behavior and motivation issues that manifest from a miscommunication or misunderstanding. When I go into an organization to clean up chemistry and culture

issues, I start with the communication and conflicting motivator styles. It is there where we unearth many issues of unforgiveness and silent bitterness. A lack of forgiveness destroys teams and literally causes sickness.

Maybe you are like me. At times I don't deal with an offense head on; I revert to other coping mechanisms in an effort to get the person to understand the pain. I punish the person with my bad attitude, ill treatment, or loud silence, trying to make the scoundrel pay for the offense - or at least realize he or she has committed a crime. What I really desire is for this colleague to draw close to me and apologize.

BITTERNESS IS INEFFECTIVE

Sorry, folks. You as the "victim" are usually the only one aware of the real or perceived offense. Meanwhile the "villain" is blissfully unaware he or she has offended you or caused you pain. Most people you are angry and bitter at are seriously unaware of the hurt and pain they have caused you. Shocking, huh?

So how ineffective is my bitter behavior? Do we really think that the other person is somehow going to figure all of it out? That they will learn from my snippy answers and nonverbal withdrawal exactly what they have done to offend, and then know what to do to make it right?

Come on. Really!

They just experience YOU as a pissed-off person, and probably surmise you are an over-sensitive, defensive jerk.

KEEP SHORT ACCOUNTS

I know you don't want to hear this about your colleagues, but they most likely are not trying to make your life that miserable. If they are, you need to confront it in a loving, kind, effective way with the goal of restoring relationship.

If you do not confront the issue, or choose to forgive, you end up being the one carrying the hurt around like a backpack of heavy rocks. To move successfully and lightly through life we must keep these accounts short. Meaning, deal with conflict and misunderstandings in a timely fashion!

Forgiveness frees up time, energy, and life-giving resources. It is the path to effective living and successful results. I urge you to look at your team and if there is anyone you feel you cannot forgive, then give yourself a gift and do it anyway.

Next time we'll discuss how trust is different than forgiveness.

Would love your comments at www.shandel.com

Your Coach,

Shandel

II. Pep Talk -- Monthly Quotes

"To forgive is to set a prisoner free and discover that the prisoner was you." - Lewis B. Smedes

"The weak can never forgive. Forgiveness is the attribute of the strong." - Mohandas Gandhi

"Forgiveness is the fragrance that the violet sheds on the heel that has crushed it." - Mark Twain

"Forgiveness is the giving, and so the receiving, of life." - George MacDonald

"Resentment is like a glass of poison that a man drinks; then he sits down and waits for his enemy to die." - Unknown

"When you forgive, you in no way change the past - but you sure do change the future." - Bernard Meltzer

[Click here for more...](#)

III. MVP Award -- Successful People Living with Intention: Mike Ma



This month's MVP is Mike Ma, of Judy's Book www.judysbook.com - and other entrepreneurial adventures. If someone asks me what I am looking for in an "ideal" client, Mike is my new example. This 27-year-old signed up for three months of coaching, and was engaged for 90 days straight-and he's still growing! Usually I wait a bit to see if quick growth is real and the client is going to truly live life with intention. Not with Mike, though: I knew it within weeks. He challenged his belief systems, changed his internal story, and created his purpose statement in lightning speed. That's not all, though. What also impresses me is Mike's sincere desire to make a difference in the world and to use his life to serve others. His love of business and entrepreneurship is contagious, yet his commitment to living with purpose and on mission is even more infectious. I want you to get to know this guy. He's got a long

runway, and I can't wait to see where he flies!

Here's Mike...

After leaving a cushy corporate job to pursue a dream of being an entrepreneur running a business, I ended up at Judy's Book www.judysbook.com, a local business reviews and recommendations website for soccer moms. It was a start to an exciting but also stressful time.

I began to see my own identity closely tied to the performance of the company; I was happy when things were going up, and I was depressed when things were going down. My outlook on life was dim and purposeless, and above all, I felt like the rest of my tomorrows will be an endless repeat of today.

Around the same time, I began to get this nagging feeling that something better was just around the corner. If I only changed my perspective a little, the things I thought were impossible would become a possibility. I wanted to find a life coach who had gone before me, who also had a great track record, to show me the blind spots in my life.

So I hired Shandel and right away she helped me gain clarity through her assessments to understand who I am and how I am wired. Being equipped with this knowledge has helped me to accept myself as I am, as opposed to always trying to fit into a mold of what a successful entrepreneur should be. This clarity also brought in newfound confidence in the strength and the gifts I already had in myself.

And there was more. Part of the process of getting to the next level involved understanding why I am the way I am, think the way I think, and respond the way I respond. I am an aggressive go-getter, and could never understand why there are some things I just couldn't internalize.

One of the breakthroughs was that I had carried many wounds from disappointments and hurts in life. As a

result, I believed lies that I've told myself as a means to protect myself. All those manifested themselves in my behavior as either my strong need to control, or passiveness in some areas and fear towards certain situations.

Through the coaching journey, not only did Shandel help me to see the hindrances that pulled me back, but also understood my strengths, clarified my values, and best of all, brought clarity and confidence for myself and where I am on this life journey.

I often wondered how I could change the world if I am so wrapped up in my own little world. But now I am freed to see beyond myself. I am now equipped with tools and knowledge to continue to grow, to learn, to heal and to impact this world with my unique gifts and purpose. The company performance doesn't define me, my bank account doesn't define me, and being an entrepreneur doesn't define me. What defines me is where I've placed my hope and my future.

I know the road won't be easy and I will stumble but I know I have what it takes to face all the exciting possibilities. One thing I know for certain, I have a new desire that my heart beats loudly for, and that is beyond myself - I want to help people to live their lives to the fullest.

--Mike Ma

[You have to read the whole thing! Here is Mike's Full Story!](#)

IV. Game Schedule -- Propel yourself into Fall with Life 301!



START YOUR FALL BY TAKING YOUR LIFE TO THE NEXT LEVEL!

LIFE 301 starts September 17th!

Define yourself, your next level, and what success looks like to you!

Do you have a charged life battery? The Life 301 workshop is for those who have successfully taken on the basics in life and now seek the next level in which to excel. If you've attained a measure of success, yet find yourself at a personal or professional plateau, Life 301 is for you. If you find that practically every minute of your life is filled, yet you lack fulfillment, this workshop is just in time for you. Discovering and working from your personal values you'll maximize your potential to succeed in all aspects of your life. Are you ready, willing, and able to do what is necessary to experience such a life?

"The Life 301 Workshop was an amazing and valuable experience. It's easy to measure the impact of improvement in my life - the time and financial investment of this class were incredibly well spent. "Life 301" stays committed to personal responsibility and developing integrity. The tools and ideas in this course were an incredible resource as I work to improve my business, personal, and spiritual life. The process and assignments emphasized that this is a class with clearly defined objectives - not just a 'feel good experience.'" -- Life 301 participant

Contact us today for more information or check out our Workshops page on www.truelifecoaching.com !

[Testimonials and more details on Life 301](#)

V. On 3 - Ready...1,2,3 - BREAK

Thank you for taking the time to read this month's edition of *The Coach's Time Out*. I truly appreciate you forwarding this newsletter to those whom may find it beneficial. If you desire to subscribe, please visit the front page of our website or send an email to ss@truelifecoaching.com with the word SUBSCRIBE.

If you would be so kind to forward this to a friend - see below for an easy click to help you pass it on.

Life's a blast - go for the 2 EXTRA points!

Shandel Slaten

Your Life Coach

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Be You. Be Real. Be the Best You can Be...Today!