

**YOU CAN NEVER HAVE TOO  
MUCH SUGAR**

**Michael, 1997**

**Serendipity Defined:**

**Life is a Chain Reaction Fluke Fest**

**Steven Wright, Comedian**

# How to get started:

Clear alignment to purpose, principles, and people allows for maximum autonomy

# You Have to Make Sacrifices for the Unknown

Herb Brooks, 2004

# Conflict Resolution

There ain't no good guy, there ain't no bad guy. There's just you and me and we just disagree.

Dave Mason

**The honor of one is  
the honor of all.**

**Native American saying**

**Those who can, do.**

**Terry Everson, 2007**

# Some stats to ponder:

- 50% attitude      50% aptitude
- 50% consistence      50% change

# Pareto's Rule

20 % Proving Yourself

80% Improving Yourself

Accenture ad for Tiger

**Never argue with an idiot; others  
watching may not be able to tell  
the difference.**

Dave Crawford

**Only You Can Decide;**

**Choices/Consequences**

Watch your thoughts for they become words. Choose your words for they become habits. Study your habits for they become your character. And finally, develop your character for it becomes your legacy.

**The Customer Isn't Always Right,  
But the Customer Will Remain Loyal  
If Treated With Respect**

**"Can't always be the  
one in the water,  
Ben."**

**Kevin Kostner in The Guardian**

# Money Doesn't Make the Person, But it Sure Does Reveal True Character

Terry Everson, 2007

# Share your Wealth

You make a living by what you get,  
you make a life by what you give.

Winston Churchill

**What matters most is not what happens, but how you react.**

Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness, that frightens us. We ask ourselves, "who am I, to be brilliant, gorgeous, talented, and fabulous?" Actually, who are you not to be?

# Listen to Warren

For your first job, don't worry about the money. Look for something you love and if you are good the money will come.

Warren Buffet, 2006

Success is the sum of the  
consummate decisions you  
make

# The Lifelong Learner

Become intoxicated with the  
voyage of inner discovery

Terry, April 2006

**If You Can't WOW Them With  
Talent, Triumph With Your Effort**

- **I May Have To Lower My Outward Expectations, But I Will Never Lower My Inner Values**

I've got my faults, but living in  
the past isn't one of them.  
There is no future in it.

- Sparky Anderson

**SACRED COWS MAKE THE  
BEST STEAKS**

**PAIN IS TEMPORARY~**

**PRIDE IS FOREVER**

**IF YOU ARE DOING ROUTINE  
WORK YOU AREN'T DOING  
THE JOB**

Terry- 2000

Too many managers prefer to live with problems they can't solve, rather than with solutions they didn't invent.

**When will they ever  
learn, when will they  
ever learn?**

**The Kingston Trio, 1958**

**Information Isn't Power;  
Knowing Where to Find It  
Is!**

Terry Everson- 1998

**Mentors Care,  
Mentors Challenge,  
Mentors Lead,  
Mentors Grow**

Terry Everson- 2005

**It's easy to forget  
what's important-**

**So Don't**

**Michael Keaton,  
Mr. Mom**

Nothing right in my left brain,  
Nothing left in my right brain.

**We don't rent what we do,  
we own it.**

**Wendell**

**If we don't fix it,  
no one else will!**

**Terry- 1998**

**Would I Hire Me If I Owned  
The Place?**

**Terry- 1998**

**Who's rightful place  
is that dullard usurping?**

**Harvard Law Professor**

**It is not at all that I am lost.**

**I wander**

**Terry, 2001**

**What gets measured gets  
done.**

**(Mason Haire)**

**Get the facts, analyze them,  
then go with your gut!**

**Terry-2003**

**Brainstorming- The act of  
speaking before thinking**

**Capezio/Morehouse**

**Fear is the primary  
block to creativity**

**Ernst and Young**

For every problem there is a  
solution: Simple, neat, and  
wrong

Deming

**Where there is fear there will  
be wrong numbers.**

**W. E. Deming**

**A person without a smile must  
not open a shop.**

**Adapted from a Chinese Proverb**

**If you are not serving the  
customer, you'd better be  
serving someone who is.**

**Ron Zemke and Paul Albrecht**

**The Customer Doesn't Have  
To Understand. The  
Customer is the Customer**

**Philip Crosby**

**Students are Statistics.  
Customers are People.**

**Terry D. Everson for WASFAA 2003**

# I Failed My Way To Success

Thomas Edison

**I Am Still Learning**

**Michelangelo**

# Manage From The Left Side of The Brain. Lead From the Right

Steven Covey

**Managers who are always  
bawling out their  
subordinates, but never  
teaching them, have no right  
to be called managers.**

**Ishikawa**

**If Three People Say You Are  
An Ass, Put On A Bridle**

**Spanish Proverb**

**First-rate leaders hire first-rate  
staff. Second-rate leaders  
hire third-rate staff.**

Adapted from Leo Rosten

**Managers work within the  
organization chart --- Leaders  
work the white space**

Terry Everson- 2006

**Time wounds all heels**

**Dear Abby- 2006**

**The Secret to Success in Business?**

**Your Job is to Make Your Boss Look Good**

**Leadership is Taking Someone to a  
Place They Wouldn't Have Gone to on  
Their Own**

Terry Everson- 2004

**Training/Coaching/Mentoring are not synonymous. They occur at very different stages of the learning lifecycle**

Terry Everson-2006

**Money Cannot Buy Loyalty.  
Loyalty Can Only Be Earned.**

**Terry- 2006**

# The Secret:

**Preparation + Opportunity + Guts = Success**

Terry Everson 2006

# The Grass Isn't Always Greener

There is a big difference  
between  
being excited and being  
happy.

**What you measure you will  
accomplish.**

Terry Everson 2006

# A Life Lesson

You don't stop learning because you get old:  
you get old because you stop learning.

Adapted from George Vitense  
Vitense Golfand, Madison, WI

# You Have To Believe

Terry 2006

**If You Always Tell the Truth  
You Don't Have to Have a  
Good Memory.**

Adapted from Mark Twain by Terry Everson 2006

**You Can't Be Anything You Want  
To Be, But-**

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**You Can Be All You  
Were Meant to Be!**

Terry Everson 2004

**Celebrate the person you are, versus  
grieving the person you aren't.**

Terry Everson, 2008

# On People and Processes:

Put really dedicated people in a flawed process and the process wins every time.

Phillip Crosby