



Leading you to the T.O.P.

The Franchisee FOCUS



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Success Handler, LLC
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David Handler is founder of [Success Handler](http://www.SuccessHandler.com), a professional business coaching organization. With him as your coach, you'll explore the business and personal dreams you desire. Much like sports coaches with athletes, David will show you how to soar to new heights as a franchisee, franchisor, small business owner or corporate executive.



Few Are Chosen by The Coach, David Handler

This is a story about a religious person, but the message is not intended to be about religion. That's a deeply personal subject that's outside the scope of these monthly reflections. Instead, this is a message of commitment...whatever your vocation and wherever your inspiration originated.

September 5th marked the 10th anniversary of the death of Mother Teresa, who dedicated her life "to care for the hungry, the naked, the homeless, the crippled, the blind, the lepers, all those who feel unwanted, unloved, uncared for throughout society." While much is known about this Nobel Peace Prize winner, a just-released compilation of her writings shows she struggled for years with her belief. "I have no Faith," she wrote. "I dare not utter the words & thoughts that crowd in my heart – & make me suffer untold agony."

It probably surprised many to learn that a nun – who appeared on the cover of *Time* in 1979 under the heading "Living Saints," received beatification by Pope John Paul II, and was ranked by Gallup in 1999 as "the most admired person of the 20th century" – faced conflict with her own faith for most of the last 50 years of her life. A frequent theme in her letters is of "so much pain and darkness in my soul," of being disconnected from the source of her sacrificial calling. As a business owner, have you ever had similar feelings about your calling...about the next step for your company? Perhaps a thought of "What path do we take now?" or "How do we overcome this one?"

The lesson, from a business perspective, to take from Mother Teresa's decades of struggle is it's imperative to keep believing you're

"I just wanted to let you know that I really appreciate you calling me on our "off" time and helping me out. Just a few supportive and empathic words can really make a difference."

- Andrea S, California

"I can't say enough how much I appreciate your help this year with my operations. You are a great coach!"

- Mike S, Texas

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Blue On Blue

A year ago, I journeyed to New York on the initial JetBlue flight from Houston. To experience service in action, [read about my flight](#). There's also a later article on the [struggles](#) the innovative airline faces.

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Special Friends Answering The Call

Different as they lived –

doing the right things – that you're answering your calling – no matter how far removed you may feel from the energy and excitement that are present when things are going smoothly. Italian Cardinal Angelo Scola of Venice, commenting on the new book, said, "Mother Teresa is one of us...she went through all the trials just as we do, no more, no less." She stands as an example of how to summon the strength and courage each day to remain dedicated to your goals, regardless of how things seem at any single moment.

Yes, everyone has "those days": Periods where inspiration and insight seem to have disappeared forever. In serving the most underserved, Mother Teresa stayed committed to her purpose; the call was stronger than the need for proof. "It is not how much we do, but how much love we put in the doing," she said. "It's not how much we give, but how much we put in the giving." Successful business owners share common bonds. One of them is being totally committed to doing whatever it takes to succeed: You love to put everything you have in giving value to your customers.

Former Vatican spokesman Joaquin Navarro-Valls offered this about Mother Teresa's struggles: "But all this is not the expression of a lack of faith, but rather of the normal – perhaps in this case heroic – sacrifice that people discover when they try to live a life of commitment and a choice coherently and completely."

Chances are nothing you and I do will be as sacrificial as Mother Teresa's dedication to live among the poor and downcast. However, all of us are here to serve. The key is to stay focused on your personal calling instead of seeking why it was given to you. Accepting that is a statement of faith that has nothing to do with religion.

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Leap Of Faith

Earlier this month I gave a keynote at the National Association of Quick Printers convention in Chicago. With full faith in answering my calling to deliver a creative message for those in attendance at the breakfast meeting, I challenged myself to memorize a book excerpt as the finale of my presentation. Having practiced it literally 100 times – including 15 consecutive flawless rehearsals that morning in my hotel room – I was primed to nail it.

At the moment of truth, everything went great for the first 30 seconds, then, much to my surprise, the next line vanished from my memory. I paused, gathered myself, and – drawing on three decades of public

one among the wealthy, the other amidst the poor – Diana Spencer and Mother Teresa shared plenty. The tiny nun gave her life to serving those in need, and the tall princess gave much time and influence to assisting them. Mother Teresa used her fame to spread the cause for her Missionaries of Charity, while cameras built the image of Princess Di, and followed her relentlessly until the end. They died five days apart, but should be remembered for the dedication to their callings and unique bond.

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To read previous issues of this E-Newsletter – which has subscribers in 16 countries (USA, Canada, England, Germany, Australia, South Africa, Norway, Egypt, Saudi Arabia,

speaking – went deep into my thoughts to summon the remaining words. And...nothing. I recall the sensation of a smile appearing on my reddening face. Turning to an audience member, I said something like, "You'd think after 59 minutes, I wouldn't blow it right at the end." Suddenly...still nothing.

Somehow I shifted into automatic, and ad-libbed a solid closing that tied into my message. Afterward, many people came up to me including the woman who would deliver the final session later that day. She asked if I had planned "that little gaffe at the end that came off great." No, I told her, it was completely unintentional.

Messing up in public isn't a pleasure anyone wants to experience, but I'd much rather take a shot at stretching my talent, than never testing the limits of my abilities. I realized that when you speak passionately from your heart and give unconditionally to your audience, it creates a powerful connection that's stronger and influences far greater than sharing something written by someone else.

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Engaging Engagements

Despite my faux pax in Chicago, I do deliver solid keynote and breakout sessions. If you're looking for a speaker for an upcoming conference or convention, please send an [e-mail](#) or give me a call at 281.251.3200. My sessions always receive high rankings from audience members including three times being rated the top speaker in the entire program.

Each presentation is customized for your attendees, so you won't experience another "here's my message, fill in your company name in a few places" speaker. Recent topics include: Talent Development;

Kuwait, India, China, Taiwan, South Korea, Argentina, Ecuador) – visit www.successhandler.com and look in Archives.

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