

Undisturbable

Change the Buzz



Bee the DifferenceTM



Red Shoe Solutions

Copyright 2011 all rights reserved

randy@RedShoeSolutions.com 1-800-893-9002



Undisturbable

We live in a culture fascinated by fear. The news, media, even our daily conversations are dominated by discontent. Every dispirited thought generates a physical and psychological weight, sapping us of energy, creativity and resilience. These are not the unavoidable results of challenging economic times, but the unobserved habits of errant attention. Being Undisturbable™ is not about motivation. **Nobody needs motivation. We simply need to learn to let go of our illusions.**

Most of us believe that worry, blame, regret and resentment are not only justified they are helpful. They never are. Thoughts are pictures verbalized; and every picture has an attraction. Think about it right now. What are you attracting into your life? Did you get enough rest last night? Are you a little tired or maybe hungry? Chances are you are now a little of both simply because you “entertained those thoughts in your mind”. Thoughts NEVER just stay in your mind. Your body is designed to have a synchronous response to even the slightest imagination.

Do you like lemons, juicy, tart, ice cold from the refrigerator? Imagine cutting one open and watching the juice spray as the tiny pulp “bubbles” rupture. Now imagine holding it up over your mouth and squeezing. Did your mouth begin to pucker? Not only did your mouth respond to just the thought of a lemon, but the lining of your stomach began to prepare for digestion, and blood flow was diverted to absorb the nutrients.

Now imagine you are in traffic. Not just any traffic or even typical rush hour traffic, but the worst traffic jam you have seen in years; and of course you are late and this is maybe the most important meeting of your life. Now what is your body doing? Your blood pressure is increasing, your vision narrows and your brain function is being diverted from your creative, resourceful cortex to your primitive, reactive, reptilian limbic center. How “good” will you be if you actually make it to your meeting? Will you be prepared for action or ready for a nap?



Red Shoe Solutions

Copyright 2011 all rights reserved

randy@RedShoeSolutions.com 1-800-893-9002



Undisturbable

These are the unconscious, reactive habitual cycles most of us go through every day. Your fiscal responsibilities, whether paid or volunteer, are to make certain that "everything adds up". At the end of the day you want to make sure there is a bit more in deposits than in withdrawals, but are you as equally vigilant about the emotional withdrawals you are making from yourself and those around you? The most important accounts to balance are your own. My dad always said "*pay yourself first*". He was right, but the most important, most significant, most irreplaceable deposits are those you make in your emotional accounts. If there is nothing else you take away from today's program remember this.

***"We are not thinking beings who have feelings,
we are feeling beings who have thoughts."***

There are many things that separate banks from Credit Unions, but the one thing that makes you COMPLETELY different is that your ENTIRE PURPOSE is to be there for each other.

During your next break call your Credit Union and ask anyone "What makes us different from a bank?" After they tell you the standard "we're member owned" ask them to give you a specific example where being "member owned" made a difference to a specific member. I know there are privacy issues and 14 acronyms that describe all levels of bureaucratic rhetoric, but is that what gets you up in the morning? Does "balancing the books" fill you with energy? If not, you are not balancing the right books. I know an audit committee member who drove an hour each day, every day of the week for thirty years to lead his credit committee.

Where do you get that kind of staying power? You get it by KNOWING your members. Knowing your members so well that you cry telling how the Credit Union helped them.



Red Shoe Solutions

Copyright 2011 all rights reserved

randy@RedShoeSolutions.com 1-800-893-9002



Undisturbable

I know just such a Credit Union. I know their stories. And even though their manager passed away in the last year I know those he left behind will never forget. They remind each other every day what is really important. Credit Unions are not for "the members". They are for that one member who needs a little hand right now. And then on another day he will reach out his own hand to help another.

If you think this is unrealistic dial this number 1-702-293-7777. You will reach the Boulder Dam Credit Union. Ask for anyone. Ask them to tell you a story about one of their members. BDCU is what Credit Unions are meant to be. If you are one of the caring-kind then you deserve hearty congratulations. If you used to be but have lost your way, start again. *We have all been the people we would like to be. Sometimes we just forget.*

We succumb to the programming of the mindless masses. WE conform to the "*domestication of discontent*". Choose to be different. Try on a pair of Red High Top Chuck Taylors. Notice how they make you smile. Sure, maybe that kind of bold attire is not appropriate for a person in your position of importance, but maybe it should not be the *position* that is most important.

Even after thirty years with the Credit Union, Bill Ferrence would not call himself more than the manager of BDCU. Bills' position was not important, and if he were here today he would tell you he wasn't important. But the hundreds that gathered at his funeral would tell you otherwise. So if you are just passing through Boulder City, Nevada, stop in to "THE Credit Union". It is right next door to the police station.

If you can't make the trip visit <http://randymorgan.com/redshoesnews.html>. Add Credit Union to the keyword search box on the right, and while you are there leave your name so we can include you in future articles to inspire your mind and encourage your spirit.



Red Shoe Solutions

Copyright 2011 all rights reserved

randy@RedShoeSolutions.com 1-800-893-9002



Undisturbable

Here are Seven Red Shoe Reminders to make yourself remarkably less self-disturbing.

1. Notice when you judge. Start with small things and just become aware of the story you are telling yourself.
2. Question your assumptions. Is it reasonable to question the marriage status of someone's parents during their conception by their behavior in traffic?
3. Choose not to know. Instead of assuming, ask questions. Become wonder-full.
4. Tell yourself a different story. Realize you are not experiencing reality, but the story you have told yourself about it.
5. Don't join in others stories of distress. It may be easy and even popular to join in the blame game but before you know it you're part of the story.
6. Lift others (and yourself) by noticing something special about them. Take your time to tell them how you appreciate them.
7. Become aware of your language. Words and phrases like *should*, *have to*, *can't* all reflect some level of judgment.

Randy Morgan CSP is the President of Morgan Systems International (MSI). Headquartered in Boise, Idaho, MSI is a full service training and association management company that has served members in more than 40 countries around the world. As an Educational Humorist, Randy is sought after for his expertise in Leadership, Customer Service and Human Performance.

His work with Credit Unions and their leagues from coast to coast has created a network of lasting friends and life-changing lessons. Randy believes that Credit Unions are not about money, but about moments and the best moments are yet to come. When we put employees first they in turn extend that same respect, value and service to our members. These are not head skills, but heart skills and where our heart goes, the rest will follow.



Red Shoe Solutions

Copyright 2011 all rights reserved

randy@RedShoeSolutions.com 1-800-893-9002

