



'Words of Wisdom' from 2023 MACAO Conference session

- You bring the energy.
- If it isn't broken, don't fix it.
- 4 agreements: take nothing personal, always do your best, be truthful & make no assumptions.
- Don't be afraid to make a decision.
- Attitude is everything and you're responsible for your own.
- Smile.
- Never go to bed angry with your spouse.
- Don't sweat the small stuff.
- Surround yourself with good people and take care of them.
- Breathe.
- Enjoy your life!
- Always show up – be prompt.
- Take time to celebrate victories.
- Stay on the right side of right.
- Don't show emotion.
- Once you have made the decision, be done with it, do not keep pondering it.
- People don't always know what they want until you give it to them.
- Always assume good intentions.
- Don't be afraid to do things for yourself.
- Set yourself free – don't hold yourself to the ideals of other people.
- Comparison is the thief of joy.
- To start saving as early as you can for retirement. Live off what you make now and put all future increases into your retirement investment vehicles.
- Save maximum amount option for retirement.
- Don't let things fester.
- Know what you don't know.
- Home • work • community Balance time
- Always put your best effort into every situation.
- Your job will post for your replacement two days after you give notice. There is no replacement for you in your home life.
- Work expands to fill the time allowed.



- When you see yourself coasting in the rearview mirror, others know you are coasting, too.
- Get to work 1 hour early for 100 days.
- If something is worth doing, it's worth doing right.
- Lay low and pray for sanity.
- Do not take anything personal.
- Be in the moment, be present.
- Don't respond right away when in the red (angry).
- Family first.
- All jobs are customer service and the goal should be mutual satisfaction when possible.
- Stay in touch with people after you leave.
- Work hard and be conscientious.
- Be nice/friendly to people.
- Don't worry.
- If you can do something about it, do it. If you can't and worry about it, you waste time worrying once if it doesn't happen, and twice if it does.
- Pick your battles.
- Mouth shut and listen.
- They are only little once.
- Make each day count.
- Make friends with the bartender if you're down on your luck, he'll buy you a drink.
- Initial reactions are not a solution.
- Never lose faith, trust in God.
- Plan for the future.
- Life will go on without you.
- Don't be satisfied.
- Don't take yourself too seriously.
- You have 2 ears and one mouth, for good reason.
- Speak, even if your voice is shaking.
- All problems are "small" problems.
- If it doesn't feel right, it isn't.
- Don't think so much about career or job – think about what you want for a lifestyle.