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WRIGHT RESULTS

September 2006

The Spirit of Performance Introductory Issue

Dear Timothy,

Thank you, Lubbock Heart Hospital Staff!!

One wonderful aspect of my work is its wealth of continuous learning opportunities. My work with all and each of you last week and the weeks before was truly heart-filling (and no pun intended!) You provided me new and valuable insights about the power—and the spirit—of performance.

One's performance—and this applies no matter what type of work s/he does—is more than "doing." It starts with, relies on, and grows from "being."

This issue of The Spirit of Performance explores the first "Be" ing.

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What Makes the Spirit of Performance?



No doubt, you have heard the Be-Do-Have formula expressed many times, in many contexts. You hear or see it often because it is true.

Who you are (be) establishes the foundation from which you do. What you do generates what you have. It is that simple. Who you are in terms of values, commitment, confidence, energy (the "be") determines how you perform and how you improve (the "do"). Your performance and its improvement generate abundant benefits and advantages that result (the "have").

What does this have to do with the spirit of performance?

Whether we call it energy, soul, force, flow, power, heart or spirit, it is what underlies your be-do-have approach to life, certainly including (but not limited to) the work portion of your life.

Two weeks ago I worked with the Texas Organization for Resident Care Homes. One participant runs a small assisted living residence. Between my two presentations, she said to me, "I reserve

the first minutes of every morning to check in with who I am. I ask, ‘What do I feel and what do I want and what is my commitment that I will live today?’ And I answer those questions to get myself centered. Every day! When I do that, the rest of my day and all the things I have to do are so much easier, so much more fun.”

I will bet that she has been on a continuous performance improvement path most of her life. The spirit of her performance speaks for itself.

If we go with the Be-Do-Have formula, I would suggest the fundamental “Be” is Believe.

Believing that there is a spirit to and of and for your performance is the first step to calling on that spirit. You probably already call on that spirit, so I will add this: the more time and energy you invest in consciously believing that spirit, the more it will inspire your performance (and your performance improvement).

How does Believe manifest itself?

1. **Recognize the power of performance** is below or beyond or behind or beneath the performance that you actually see. The behavior that we recognize and measure and appreciate as our performance (making calls to patients, writing reports for personnel, checking on billing receipts) is a small percentage of what makes up that performance. So much of the excellence (or less) of the performance comes from the spirit that is not so visible.
2. **Realize that believing in the spirit** is a motor-vating power. So many gold medal winners, business successes, physical-challenge conquerors have fueled their accomplishments by believing. They believe more in who they are—the person with the power to be more than at present—than in what they can do or what they will have.
3. **Respect that the spirit of performance** is energy, like physical and mental energy. And so, it requires a supply of fuel, rest, relaxation, even training to hone its sharpness.

My book, **KAPOW! 64 Blasts to Blow the Lid Off Your Performance!**, explores specific ways to tap into and fuel the Spirit of Performance.

- [Click for 5 no-cost, e-mailed Spirit of Performance fuelers.](#)
- [Click to learn about my Spirit of Performance commitment.](#)

Tips to Make “Senses” of Your BE-lief in the Spirit of Performance



1. **Look** beneath the surface. Pay attention to others and what they may show you about their spirit of performance. Allow yourself to look at more than just what they do. What do they reveal of the performance spirit within? Consider their facial expressions, their posture, the way they walk, how they appear when engaged with others. What else?
2. **Listen** to people’s verbs. The action words others reveal much. “I feel” vs “I think.” “I see” vs. “It seems to me.” These are words that come from within, where the spirit is.
3. **Touch** symbols and sources. Give yourself the pleasure of physical, tangible items that represent performance and performance improvement. They may provide motivation or comfort. They may remind you of past performance and inspire you to greater performance. You may choose very obvious symbols

- (photographs, certificates, trophies) or more symbolic sources (a significant coin or stone, a painting or sculpture).
4. **Smell** your spiritual roses. Engage your imagination with your sense of smell. You probably enjoy certain fragrances for both sentimental and stimulating reasons. Visualize scenarios of elements of your performance: greeting a client/patient, presenting a new process to your staff, hiring a new receptionist. Imagine/recall an aroma you can easily and pleasantly relate to that performance.
 5. **Taste** the flavor of performance. Select some aspect of your performance that you have recently improved. Maybe your personal attention to the bushes produced a more beautiful rose garden this year. Perhaps your enhanced relationships emphasis has generated more sales. Possibly you have hired more immediately successful staff members thanks to improved interview techniques. Treat yourself to a main course or (better yet!) a dessert you especially enjoy. Associate the specific taste sensations with the spirit that fueled your performance improvement.

These sensory tips may require you to stretch and test your creativity. Don't doubt that you are creative even if these tips are a bit difficult. Return to them, try them on again. You may wish to subscribe to my **Creativity That Works** techniques. I'll send you one technique every three days. No cost. No obligation. No risk of failure.

- [Click for 5 examples from Creativity That Works.](#)
- [Learn about Creativity in the Spirit of Performance.](#)

Thought to Think On

Life engenders life. Energy creates energy. It is by spending oneself that one becomes rich.
--Sarah Bernhardt

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I also hope you will feel free to share and/or forward this newsletter to anyone you know.

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