

Lesson 18

Be Willing to Listen and Ask Questions

Greatness is everywhere. People make different contributions. I believe you need different kinds of input into your life and your customers and team members can enrich you. You are the sum of your experiences.

Personalities differ. Each person around you contains a different body of knowledge. It is up to you to “drop your pail in the well” and draw it out.

Be willing to *listen* and ask questions of others. Everyone sees through different eyes and feels with different hearts. They hear through different ears. Someone knows something that you don't know. You will not discover it until you take the time to stop and hear them out. One piece of information can turn a failure into a success. Great decisions are great products of great thoughts.

Assignment:

1. Prepare your Six Most Important Things to do for today.
2. Make 15 phone attempts to customers to offer them a makeover, manicure, or facial.
3. Work on your I-story, which is point two of the four-point recruiting plan. Write it out and send me a copy.
4. Give yourself a pedicure.