



The Art of Excellence

Leadership. Teamwork. Success.

November 2008

Sylvie Gervais-Leduc

We Are Creating Excellence When...

We embrace change!



Dear _____,

As I listen to the fear (and questions) surrounding the future of the economy, I have decided to re-issue this newsletter on “the process of change”. It is not change we need to concern ourselves about but rather how we flow with it, handle it, feel about it and find ways to stand in faith rather than get pulled into fear, during these times of uncertainty and change. It is my hope that these thoughts will help to bring some comfort and clarity during a time of possibility and change...with all change, possibility awaits us!

Change is a part of life. Some changes, like the seasons, we can predict and prepare for. Some changes we can make choices about or influence in a direction that creates progress or a positive impact on those affected. Other changes, we have no clue about and they bring with them strong emotions towards the unknown and potential surprises, some pleasant, some not. Change however, is something we can most definitely count on.

As we are surrounded with technology that gives us more access to the world and to information, change is happening quicker than ever. With this new found

**LOOK FOR SYLVIE'S
COLUMN IN THE
NORTHERN BUSINESS
JOURNAL**



The wonderful holiday season is almost upon us again and with that comes the gift giving dilemma for so many of us.

What special little gift can I get for...

Well... fret no more stop in at The Art of Excellence and pick up a deck of "Inspiration Cards"

written by

Sylvie Gervais-Leduc

\$ 20.00 including tax

or if you would prefer they may be purchased online at www.taoc.ca

pace, we often feel that change should also happen as quickly as we can imagine it to take shape. We actually forget there is a process to change. And why wouldn't we? We can send an email across the world within seconds, cook an entire meal within minutes, hop into a car and pronto, get across town. Why not create the change we are thinking about within minutes as well? While some changes can be implemented quickly, such as moving your desk to face a new direction or getting a new computer set up, most changes include a process that calls for patience and persistence (and for many, even a simple change like moving a desk or setting up a new computer may fall into this category!)

The changes we can predict can be complex but for the most part, they seem to be the easiest to manage. When your business has grown and you need to hire new staff or move into a new building for instance. Not always easy, but for the most part, straight forward with a clear direction on what needs to occur.

Changing a behavior takes patience and persistence. I love the saying "Habits are like a comfortable bed, easy to get into, difficult to get out of!" When many people are involved in changing a behavior, a direction, a way of doing business, practice and patience while the change is being implemented is a must and for some this is easier than for others!

Change that hasn't been predicted, the surprises that arise, especially when unpleasant, are the greatest test of all. These are the most difficult because we haven't had the time to prepare ourselves in any way (or we are anticipating the worst and creating fear and anxiety).

The good news is, everything changes and therefore, the surprising events will also come to pass, pleasant or unpleasant! The trick is to learn from all change, grow, see the gift in what we get to learn, develop, become and move beyond fear to "all is well". When you are able to find ways to move the unexpected to new and rewarding directions for your life, for your business, for the greater good of all those

involved, there lies the greatest gift of all.

Whatever life sends your way, the process of change can be such a great reminder to slow down and enjoy every precious moment, focus on what is most important, what is working and what you CAN do in this very moment because, this too shall pass! What will you make of it?

Have an EXCELLENCE month!

Sylvie Gervais-Leduc

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The Art of Excellence

Upcoming Events !

Thurs. November 20,
2008

8:30 am -11:30 am

Chamber Board Room

Continental Breakfast
included

Pre-registration is
required...call 673.7133
for more information.

Investment Members

The Great City of Sudbury Chamber of Commerce
presents...The Art of Excellence

D i S C

What's Your Style?

Join Louise Bergeron Certified Corporate Coach from The Art of Excellence for a half day work shop. This workshop provides an in-depth perspective of behavioural and communication "style" tendencies. This allows people to understand themselves and others and work more effectively individually and in teams.

- Create better quality relationships in and outside of work
- Manage stress and the demands of change

\$50.00 + GST

Future Members \$75.00
+ GST

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Late January, 2009

April, 2009

November, 2009

- Help build positive and more productive teams

2009 Public Workshops

Developing Emotional Intelligence: The Employee's Code
of Excellence

Vision and Goals (based on Sylvie Gervais-Leduc's upcoming
book)

Leader's Code of Excellence

Flyer with further details will follow in the December