One Small Step Can Change Your Life  
By Robert Maurer, Ph.D  
Monday Call, March 2, 2009

❖ Mannafest: “Be there or be _____”?  
❖ Settlement of Texas Attorney General -www.mannatechtexasag.com  
❖ Two webinars tonight:  
  8:30 PM CST – “Economic Stimulus” – to register:  
  www2.gotomeeting.com/register/675877520  
  9:00 p.m. CST -“Reshape yourself physically and financially in 2009” to register:  
  www2.gotomeeting.com/register/795080616

Book Review:  One Small Step and Change Your Life  
The Kaizen Way

A. What is this all about?  
Example: A woman who wants to lose weight  
  Freaked about exercise  
  So start off by asking her to march in front of TV for 1 minute per day

  She comes back exhilarated…why? Because she can’t fail on this…once successful, she looks to do more.  
  “Eventually, my clients are startled to discover they have reached their goals with no additional conscious effort on their part. How does this happen? I believe the Kaizen approach is a highly effective method of new neural connections in the brain…”  

  “Why Kaizen works? All changes, even positive ones, are scary. Attempts to meet goals through radical or revolutionary means often fail because they heighten fear. But the small steps of kaizen disarm the brain’s fear response, stimulating rational thought and creative play.”

  Change is frightening notwithstanding the fact that it is inevitable, But fear can quash the creative side of us, ending any chance of success.

B. Understanding the Brain  
3 brains we have:  
  The stem  
  The Midbrain of amygdale  
  The cortex  
  The stem: autonomic functions like heart beat sends you to sleep and wakes you up.

  The midbrain: regulates you temperature, stores our emotions, and governs our fight or flight mechanism.
The cortex: civilization, art, science and music reside here. It is where all our rational thoughts and creative impulses take place.

When we see change, fear strikes and our immediate reaction comes from the midbrain…fight or flight. FEAR thus triggers our midbrain and in many instances shuts down the access to our cortex. Thus, during a test, we freeze and forget answers we had the night before.

Large goal----fear----access to cortex restricted----failure
Small goal---fear by passed---access to cortex gained---success!!

Some people get around this by converting their response to change into excitement (versus fear). They typically love challenges.

Summary:
“Your brain is programmed to resist change. But, by taking small steps, you effectively rewire your nervous system so that it does the following:
- “unsticks” you from a creative block
- Bypasses the fight or flight response
- Creates new connections between neurons so that the brain enthusiastically takes over the process of change and you progress rapidly toward your goal.

Fear: we like to label it as if it were a disease…stress, anxiety, etc., when in fact it is nothing more than fear. Most successful people talk only in terms of fear…not stress, or anxiety. Feel the fear and do it anyway…

Others mask it. They feel that if they are living their life correctly they should not experience fear. Nonsense. But they need to call it by a disease name,

He draws the analogy to a drunk, looking for his keys on the street under the street light. A policeman comes along and asks the drunk, “what are you looking for?” to which the drunk answers, “My keys.” The policeman then asks, “so where did you lose them?” to which the drunk responds, “down at the end of the block.” Shocked, the policeman asks, “so why are you looking for them here?” To which the drunk says, “Because there is more light here.”

We do the same thing…with fear. Instead of looking straight in its face for solutions, we tend to look for solutions in the place it is safest, easy, most familiar, not in places where it is “dark” where we are most likely to find them.

“Fear is a priceless education.” Lance Armstrong

But if you expect fear, you can approach it in a compassionate way.

The more we expect fear, the more we dream, and the more fear shows up. Conflict is a condition of being human.

C. Six Different Strategies:
1. Asking small questions to dispel fear and inspire creativity
2. Thinking small thoughts to develop new skills and habit—without shifting a muscle
3. Taking small actions that guarantee success
4. Solving small problems, even when you are faced with an overwhelming crisis
5. Bestowing small rewards to yourself or others to produce the best results
6. Recognizing the small but crucial moments that everyone else ignores

Review of those Strategies:
1. Program your brain by asking small questions
   Don’t ask yourself how to get to Presidential in 2009…instead, ask yourself how
to increase your GPV by 1000 in BP1?
   Empower yourself with simple small steps…
   “What shapes our lives are the questions we ask, refuse to ask, or never think to
ask.” ---Sam Keen

   Your brain loves questions (Michael Oliver approach)
   So with health, don’t write out things to do, rather
   1. If health were my number one priority, what would I be doing
differently?
   2. What is one way I can remind myself to drink more water?
   3. How could I incorporate a few more minutes of exercise in my daily
time?

   Delighted by the creative answer that flows versus the doctor’s demands,
motivates the human person to take action.

   So ask small questions to avoid stimulating the amygdale (fight or flight) and
FEAR, so your cortex is maximally utilized. Bite size it!

   Hippocampus stores information…based on what? Repetition. So if you repeat
the questions over and over each day, your brain will have no choice but to store it and
work on it even without you being aware. This is like what we do with problem solving
before we go to bed at night. WOW

   “If you were assured you were going to meet Mr Wonderful in 30 days what
would you be doing differently today?”

   Negative questions are damaging
       Why am I such a jerk?
       Why do I always screw up?
       How can I be so stupid?

Practicing Small Questions:
1. If I were guaranteed not to fail, what would I be doing differently?
2. What is one small step I could take to reaching my goal?
3. What is one small step I could take to improve my health, my
relationship with my spouse, my Mannatech business?
4. Is there a person I have not talked to in awhile? What one small
questions could I ask them?
5. What I one small thing that is special about me?

2. Think small thoughts
Use “mind sculpture” with small thoughts to help you develop new social, mental, and even physical skills... just by imagining yourself performing them.

Just do it! Fake it ‘til you make it. These comments sound good but do they work? NO...

Mind sculpture: a new cutting-edge neuroscience
You can train your brain by small increments to develop the new set of skills it needs to engage in the task
In this way you can approach a difficult task with a purely mental rehearsal instead of the unproductive fear that comes with “feet first” Just Do It!

Example: Talking to a stranger about Mannatech business
Here are the STEPS:
Step 1: Isolate the task.
Step 2: Determine how many seconds you are willing to commit to this (short periods but multiple times)
Step 3: Sit or lie down, quiet comfortable spot with closed eyes
Step 4: Imagine you are in the situation. Visualize you, who else is there, the surroundings.
Step 5: Expand your other senses: sound, smells, textures, flavors
Step 6: Imagine you are performing the tasks, what words, gestures, how are you feeling.
Step 7: Imagine you are hearing a positive response...
Step 8: Expand the amount of time you commit until you are doing it effortlessly.
Step 9: Once you feel comfortable using mind sculpture for this task, then imagine the result taking a negative turn...work through your response to that.
Step 10: When ready to take on the task, undertake small steps.

3. Take Small Actions
Small actions almost seemingly silly are never confrontational. Thus, it is the start to affect a complete result. Here are some examples:
You out-trick the fear... anyone can take small steps even those with little will power. Large goals can set off hidden and not-so-hidden doubts and fears, setting off the amygdala’s alarms, which shut down your creativity, the very thing you need to reach your long term goals.

Find a new business builder:
Step 1: make a list of 10 possible
Step 2: approach one today
Etc.

Find prospects;
Step 1: go to the mall and hang out
Step 2. Talk to one person... just get to know them but do not talk about Mtech... make friends
Step 3: Do it again and this time find their need
Step 4: Do it again and this time transition…tell them that you might have a real solution for their issue, if they want to know more, you would be happy to share with them.

Ideas on where to find prospects:
Step 1: Today put one new idea on a list.
Step 2: Tomorrow, add one more idea
Step 3: Continue this daily
Step 4: Two weeks later, ask someone who has an active social life, where they meet friends.

Kaizen asks us to be patient. Those who have a hard time do so because the steps are easy…and they can not overcome the cultural training that change needs to be instantaneous.

Example: want to lost weight, first week just stand on the treadmill and drink your coffee. Next week walk on the treadmill for five minutes per day. The next week start a light jog on the treadmill for five minutes. Are you starting to get this?

4. Solve Small Problems
When something happens that does not work properly, spend the time and energy right then to solve it before it produces unwanted results.
Example: the shuttle Columbia and the foam that had broken off the fuselage in numerous earlier flights. None had caused a real issue in the past but with 2003 Columbia, It damaged the wing’s leading edge causing 7 deaths.
"Confront the difficult while it is still easy; accomplish the great task by a series of small acts.” -Tao Te Ching

Here are 3 circumstances in which all of us are likely to miss life’s small problems.
1. You marry a person even though you see a lack of ----------- (empathy) in the dating process. 5 years later you were almost on the verge of divorce, and then the issue was raised, and thank goodness they worked it through.
2. Interview of a new CEO, failed to have outside agency evaluate the candidate who was so busy selling herself, she showed up with no listening skills, and more authoritative than inspiring. Disaster occurred in next six months so they had to replace her. One small step would have gotten the right evaluation.
3. Our country’s problems are large, but their solutions might just need tackling some small issues. Take for example the New York City crime problem.
Spent millions on high tech to reduce murders, did not work. New chief came in and went after the small crimes: graffiti, jumping turnstyles in substations, and the crime rates fell dramatically. Major crime in subways dropped 50% in 27 months…small steps, small crimes, great results.

5. Bestow Small Rewards
Give rewards for the accomplishments, but the rewards must make some sense. First, they must not be tied to dollars saved…because the employees will just quit making suggestions cause they try to conquer too big of the problems.
Japan has an incredibly more effective system: lots of recognition, Presidential awards, etc. but 95% of the suggestions are implemented.
Large rewards can send the wrong message….money is the only motivation, or employees have no intrinsic motivation to improve the workforce.

“No act of kindness no matter however small is ever wasted.” Aesop, “The Lion and the Mouse

The gift can be as simple as a compliment.

6. Recognize the small but crucial moments
All of us have small moments in our lives that most people never see. Like for instance, you dislike your job but don’t know what to do. So, take the time daily to write down every time you feel great in your job, what specific activities really fulfill you. That will lead to you understanding what you really ought to pursue.

In Mannatech, check out the responses you get and then look back at your presentation. What critical small item are you using in the presentation that might be generating the response you are getting? Make the small change.

Recognizing these crucial things will help you tap into the creative side.

Method:
1. Take a politically charged issue like abortion and find someone with an opposite position than you.
2. Engage the person on this issue with ONLY ONE AGENDA: to understand their position.
3. Do not argue, persuade, be judgmental.
4. You will know you are succeeding when you feel the person becoming more relaxed and chatty.

“To be really great in little things, to be really heroic and noble in the insipid details of everyday life, is a virtue so rare as to be worthy of canonization.”

--Harriet Beecher Stowe

Dr John Gottman, psychologist, did a study with many couples just grading their behavior over a time period in a regular living environment, and was 93% right in his prediction of whether they would get divorced.

It had nothing to do with get away weekends, etc., but everything to do with pleasing tones, considerate with time, putting down diversions to really listen to spouse, etc. the simple signs of respect made all the difference.