



## Celebrate, Reflect and Plan By Carol Ann Livernoche

It's a crazy time of year as we try to deal with the hectic holidays, year-end sales and service delivery pressures, and think about those New Year's resolutions. For those of you who have participated in InfoMentis workshops, you've probably noticed that we tend to look at things in "threes". With that in mind, here are some things to consider as this calendar year comes to a close.

**Celebrate:** Take the time to acknowledge all that you have accomplished in the past year. We have had so many of you send us success stories around the acquisition of new business and the leveraging of existing business. It is important to look at your accomplishments and all of the good things about your year. Celebrate what you achieved.

**Reflect:** Even the most successful years deserve reflection on what could have been done differently or better. What were the points that were stressful? Did deals take longer than you would have liked? Where did you have surprises? How accurate was your forecast with what was delivered? Use the things that were not so easy or did not go as smoothly as you would have liked as guidelines for developing your plan and areas of focus for next year.

**Plan:** Based upon this past year, what are you looking to accomplish next year? Skills that you might want to improve might include executive presence, developing an internal coach, dealing with purchasing – all of which will be topics for the newsletter in 2004. Take a look at business and personal objectives, opportunities you would like to pursue, things that you want to achieve in your career, and personal activities that you want to make priorities in 2004. Year-end is always a crazy time of year, but it is also the ideal time to think about how you will ensure your success in the coming year.

We wish all of you a rewarding and successful 2004! Remember, we are just a phone call or an email away, and welcome the opportunity to assist you as you plan for the coming year.

Happy Holidays!