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Speaking of Joy

Dave Caperton www.davecaperton.com (740) JOY-FULY

Joy's Main Ingredient



When I was growing up, there was a dear friend of my mother's whom I always thought of as my aunt. Her name was Mary Elnora, but everyone called her Norny and she was one of a kind. Flashy and fun, Norny drove a white '62 Chevy convertible--a fun car for a fun person. Norny had a great laugh and she used it often, mostly at herself. When she made a blunder, she didn't get embarrassed, she got tickled. We loved her and we always loved to see her come to stay because we knew there would be plenty of laughter.

Norny wasn't much of a cook, but once she made fudge and it smelled and looked delicious, but when she finally served it, it was bitter and everyone who tasted it made a face like they'd just taken a dose of cod liver oil. Finally, someone spoke up and said, "Are you sure you made that right?" Norny went down the list of ingredients and then slapped her hand over her mouth and began to laugh. "I left out the *sugar!*" she giggled, and we all began to laugh, too. Fudge without sugar

isn't fudge, we found out. Without the sweetener, it's repulsive because sugar is a main ingredient.

When we talk about joy in our lives at work and at home, there is also a main ingredient without which joy is impossible. That ingredient is *gratitude*.

Think about this, when have you ever felt both bitter and grateful? I'll wager you can't think of a single instance because gratitude is an opposing force to anger, and despair.

One of the most effective ways we have to improve our outlook on our own lives is to witness realities that are more difficult than our own. That may be why people who do volunteer work for the homeless or mission work in third world countries report higher levels of happiness. For one thing, they create purpose through service, but for another they come back with a new appreciation for their own lives.

Counting your blessings is not just good for falling asleep, it's the ingredient that sweetens our lives and produces joy.

How to Lead Like the Dickens

Charles Dickens came up with some of the most memorable characters in all of English literature: David Copperfield (not the magician), Oliver Twist, and of course Ebenezer Scrooge. In those characters he enlightened readers about the social ills and hypocrisies of the Victorian Age. But one secondary character from **A Christmas Carol** provides one of the most positive and instructive models of leadership ever created. That character was Scrooge's old boss, Mr Fezziwig. When the ghost of

Christmas Past takes nasty old Scrooge back to Fezziwig's firm to see his former self with his former boss, Scrooge acts "like a man out of his wits" in celebration of old Fezziwig being alive again. Throughout the brief scene, Fezziwig demonstrates critical qualities of leadership including recognition, inclusion, celebration, and joy. Because of a leadership that is focused on the value of his people, Fezziwig becomes legendary in Scrooge's mind and heart and perhaps even sews the seeds for Scrooge's eventual redemption. (Continued on p.2)



Lead like the Dickens, cont.

Fezziwig demonstrates a commitment to the quality of the lives of his people and so even Scrooge's heart is softened when he sees him again. The ghost wonders aloud at Scrooge's praises for the man who spent just a few pounds to make "these silly people so full of gratitude." But Scrooge replies, "It isn't that, Spirit. He has the *power* to render us happy or unhappy; make our service light or burdensome, a pleasure or a toil. Say that his power lies in words and looks; in things so slight and insignificant that it is impossible to add and count them up, what then? The happiness he gives is quite as great as if it cost a fortune."

In these days of metrics and benchmarks, it is still true that some of the most important elements of success and quality leadership are the intangibles that cost little or nothing in terms of money, but create the kind of climate where loyalty and profit are just the by-products of doing the right things consistently.

Dave's new program, "The Fezziwig Principle" teaches these compassionate, people-centered leadership skills. Call or email to learn how to use The Fezziwig Principle to provide legendary leadership for legendary success.

About Dave Caperton

Dave has been traveling North America for 15 years as a consultant and speaker on creating joy in work and relationships. Before that, Dave was a teacher and a stand-up performer and comedy writer. Dave brings together his skills as an educator and entertainer to provide programs that are fun but also teach

valuable principles of leadership, communication, wellness, customer service and learning. Dave has spoken for hundreds of business, education and healthcare organizations and he is also the author of a new book titled, **Happiness is a Funny Thing**, now available on Amazon and at www.happinessisafunnything.com

Joy isn't a goal, it's a way of getting there.

PO Box 44231
Columbus, Ohio
43204-0231

Phone:
(740) JOY-FULY

URL:
www.davecaperton.com

E-Mail:
dave@davecaperton.com

Dave is on the Web!

See him at:
www.davecaperton.com

Dave Caperton
Speaking of Joy
PO Box 44231
Columbus, OH 43204-0231

