



The Power of Reflection and Goal Setting!

As the new year approaches, most of us tend to do two things:

- o reflect on the year that is ending, and
- o make goals for the year to come.

Both of these year-end activities can have important impact on our business and personal life.

American philosopher, psychologist, and educational reformer John Dewey once noted, "**We do not learn from experience...we learn from reflecting on experience.**" It just so happens that Dewey's assertion is bolstered by science!

According to research from the [Harvard Business School](#):

...learning from direct experience can be more effective if coupled with reflection - that is, the intentional attempt to synthesize, abstract, and articulate the key lessons taught by experience...The effect of reflection on learning is mediated by greater perceived ability to achieve a goal (i.e., self-efficacy). Together, these results reveal reflection to be a powerful mechanism behind learning.

As for goal setting, writing in the [Huffington Post](#), Vanessa Van Edwards notes:

The research is clear:
People who set goals are more successful.

Professors get tenure faster, employees get larger raises, even students learn up to 250% faster when goals are set for them (far, far more than if they are merely told to 'do their best.')

However, not all goals are created equal:

- Merely fantasizing about your goal is de-motivating - it actually tricks the brain into thinking you have already achieved it.
- Goals that aren't set properly can end up having the opposite effect.

So, as this year comes to an end, my goal for you is that you take time to reflect on 2017 and that you set effective goals (not resolutions) for 2018.

May your 2017 reflections drive self-efficacy so that you foster successful achievement of actionable 2018 stretch goals. Thank you for allowing me to visit your inbox and for the gift of our relationship. Much success to you in 2018!

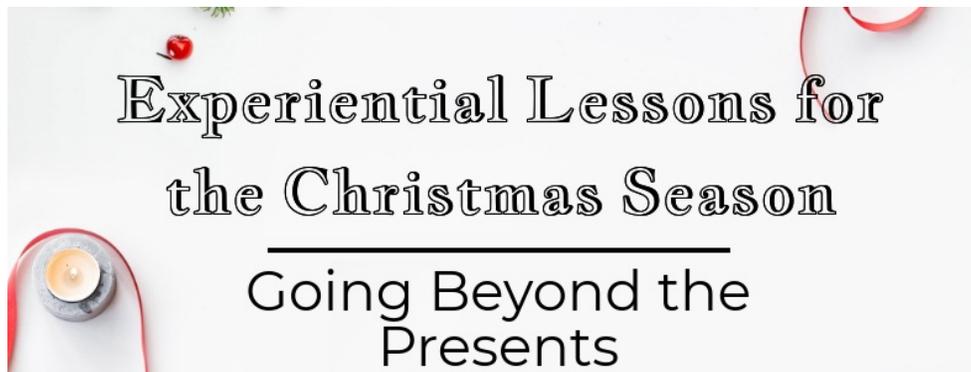


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It was an honor to be recognized as one of the top 30 Customer Service Global Gurus for 2017. Voting is now open for 2018. Please take a moment to select your favorite impactful customer service [speaker and trainer here](#).

From the Blog:



It's been said there are two types of people in the world. Those who believe there are two

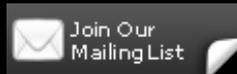
types of people in the world and those who do not!

When it comes to this time and season of the year, I believe there really is only one type of person.

That person understands, despite the hype, that gift giving is secondary to many other more personally satisfying holiday experiences, such as:

- Quality time spent with family and friends
- Laughter
- Deep spiritual connections
- Sumptuous food
- Time away from the regular work ritual

But wait...my hypothesis assumes all of us know that the power of experiences exceeds the power of gift giving or gift receiving. If that's the case why are so many people frazzled by the pace of the season or so disengaged that they adopt a "Grinch-like attitude." [Continue reading the full blog post.](#)



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