



## A Fond Farewell; Lessons I've Learned From My Time With The Michelli Experience

I'm high-jacking Joseph's newsletter this month. I'm retiring after working with Joseph for over ten years, from his radio and psychologist days, through his current speaking and consulting business, including the writing of six books along the journey. I've lived the adage that if you love what you do, you don't have to work a day in your life. It's been fun and fulfilling working with Joseph and The Michelli Experience.

Along the way, I've learned:

Make the best decisions you can with the information you have at the time; don't kick yourself if it turns out badly. If a mistake occurs, make the correction and move on.

Work sometimes becomes so overwhelming, it is paralyzing. When this happens, don't try to organize or prioritize. Just do one thing. And then another. And another. And the work crisis is soon over.

Never use the word "I." It is always "we." Everyone in the office makes up a team. There are no individuals (including the boss) in the workplace.

Walk the talk. In our case, Joseph speaks and consults on customer experience. We make every effort to provide stellar customer service. However, good customer service policies must consider good business practices as well. Don't make a habit of discounting product/services in the name of customer service; remember it's still a business.

Always keep a good personal/work balance as key to your health and well-being.

I am blessed to have worked with Joseph, to have had the opportunity to interact with so many of you, and now to move on to the retirement chapter of my life. Thank you all!

Lynn Stenftenagel, beach bum  
Former Director of Strategy and Operations, The Michelli Experience

## Timeless Wisdom

*"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."*

- John Quincy Adams

## Watch



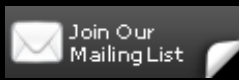
**What is your legacy?**

## From the Blog:

### Pokémon Go: How to Launch Experiences that Maximize Technology and Social Interaction

Let me guess, you'd like your prospective customers to learn about your products or services WITHOUT you having to invest a bundle of money in marketing! Hmm...let's think about a recent product launch that fits that description.

How about learning from the makers of Pokémon Go? [Read More](#)



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