

THIS EDITION: FAIL FORWARD

IMPACT

M A G A Z I N E

MAKING A DIFFERENCE



Tom Hitchcock

**Mistakelogy Has
Officially Been Invented**

Control the
Conversations
and Do the Deal

Unpacking
Your Inner
Strength

Turning Crisis
into Opportunity

Coaching Across
Cultures:
Lessons from
Africa

Letting Go to
Become Whole

Burnout
Shouldn't
Be a Badge of
Honor

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Coaches, Consultants and Experts...

...all over the world are providing tremendous value to their clients. It is IMPACT MAGAZINE'S mission to share these stories, so more people understand the value of coaching, consulting, advisors and mentors who are literally changing the world with their programs and work.

IMPACT Magazine shows what is possible both to potential clients who are seeking the guidance of a truly impactful coach, and also to the industry as a whole as we shine a light on the work that the best of the best are doing (and are mostly providing this ground-breaking work in secret just with their clients).

We focus on the positive, the impactful, the magnificent work that our industry does. We give a voice to those who are quietly changing the world. We show potential clients what is possible with the mentorship and support of a coach who is amazing at what he or she does.

We are IMPACTFUL. We are IMPACT Magazine.

CONTENTS

01

EDITORIAL: Nathalie Sabrina Dahl

- 05 • Fail Forward

02

Personal Development in general

- 06 • Recognizing When to Walk Away
- 08 • From Intuitive to Professional Project Management
- 10 • Letting Go to Become Whole
- 13 • Hold On To Your Dream, Boomers
- 18 • It Comes from Within
- 20 • Unpacking Your Inner Strength
- 22 • A Joyful Moment I'll Never Forget
- 24 • Mistakelogy Has Officially Been Invented

03

Overcoming Obstacles

- 26 • Will I Be...?
- 28 • Don't make an ASS out of U and ME
- 30 • Control the Conversations and Do the Deal

04

Leadership

- 34 • How One Leader Focused on Three Initiatives
 - That Transformed His Company Culture
- 36 • Bridging Cultures, Healing Hearts and Helping People
- 38 • Turning Crisis into Opportunity
- 40 • How an Executive Private Banker Moved From Overwhelmed to an Energized Team Leader in 30 Days
- 42 • Why Burnout Shouldn't Be a Badge of Honor
- 44 • Key Qualities That Define Top Leaders

05

Business Development in general

- 46 • The First Native Omnichannel POS
- 48 • Earlier Homes for Elderly & Old Hotels, Refurbished and Offered to Refugees
- 50 • Coaching Across Cultures: Lessons from Africa

06

Overcoming Fears

- 52 • From Anxious to Assured A Bride's Wedding Day Transformation
- 54 • Understanding Your Fears Creates Freedom of Self

Editorial: Fail Forward



Failing forward is the secret weapon of every successful person.

Period.

Here's the truth: Mistakes aren't the enemy.

Fear of making them is. Buckminster Fuller said it best: "You don't have a right foot and a wrong foot. You just have feet."

What does that mean? It means every step—right or wrong—is part of the process.

Think about it. How do kids learn to walk? They fall. A lot.

But they don't sit there crying, "Oh no, I failed!" They get up, adjust, and try again.

That's how humans are wired to learn.

The problem? Somewhere along the way, society teaches us that failure is bad. That mistakes are embarrassing. That they make you "look bad".

Here's the good news – based on my experience: Looking good is totally overrated. Mistakes are how you grow. They're feedback. They're lessons. They're steppingstones to success.

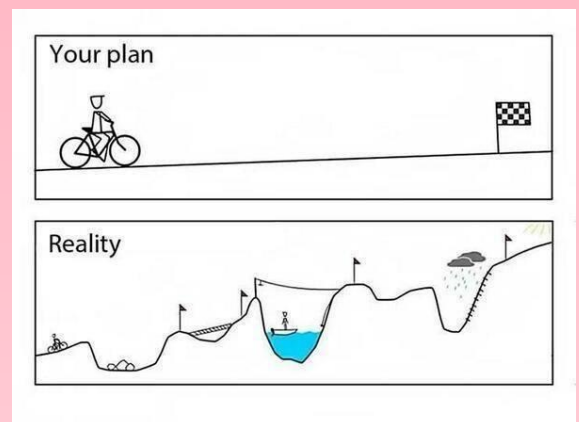
Here's the formula, that I learned early on from my first personal development teacher, Harv Eker: **Ready. Fire. Aim.** Stop waiting for perfect conditions. Stop trying to line up all your ducks.

Take the "shot".

Miss? Adjust. Try again. That's how you win.

Success isn't a straight line. It's messy.

It's full of missteps. But every "failure" is just a step closer to your goal. So stop fearing mistakes. Start embracing them.



Because the only real failure is **not trying at all.**

**To loads of fabulous failures,
both yours and mine 😊!
Nathalie Sabrina Dahl**

NATHALIE SABRINA DAHL

AUTHOR | CREATOR | BUSINESS OWNER



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Recognizing When to Walk Away

Julie Howard



Have you ever fell in love with someone, that in hindsight you knew right from the start that something felt off? We often miss the red flags in the beginning, yet in hindsight were right there, from the start.

Unwanted behaviors are hard to recognize in the beginning. Often disguised by love bombing. A person may shower you with love, affection and gifts.

Over time this is used as a form of control. One example may be “I just love you so much, I just want you to be safe, I don’t think you should go out with your friends.” Is it thoughtful or is it jealousy? Often, it’s the more sinister thinking behind this statement.

It may be the start of controlling or coercive behavior. Self-awareness is vital, are you losing your self-esteem, maybe feel not as confident as you did?

Things can quickly start to escalate. Before you know it, you feel anxious without any specific reason. You feel uneasy walking through the door, not knowing what mood you’ll be greeted with. Toxic relationships are really difficult to recognize.



You've already fell in love, this person adores you, and yet slyly and submissively they are starting to dismantle your rational thinking.

Your partner makes comments about your friends and family, saying things like "they take advantage of you" or "you can't trust them." It's hard to spot in the beginning.

Your once loving partner will subserviently use their words, using subtle language "you won't find anyone who loves you as much as I do," escalating to abusive threatening, controlling language, leading to you to feel too scared to leave the relationship.

Don't be fooled into thinking that by loving a person and caring for them more, might trigger some kind of wake-up call in their head, it won't.

Empowering Growth:
**From Intuitive to
Professional Project
Management**
Aram Simonyan



As a professional and leader with years of experience in project management (PM), I've always relied on intuition and experience to navigate the complexities of project management. But there came a point in my career where I realized that my intuitive and semi-structured approach, while effective in some ways, could only take me so far. I knew that mastering the conceptual and standardized aspects of project management was crucial for long-term success and growth.

That's when I took action and enrolled in the Project Management course, led by PhD PMP Aram Simonyan. This decision proved to be a game-changer. The course was an inspiring blend of theory and practice, bridging the gap between conceptual knowledge and real-world application.

The structured approach to project management made the concepts feel not only accessible but also actionable, providing me with the tools to transform the way I managed projects.

What stood out most was the opportunity to apply the introduced PM tools to our projects and present them at the end of the course.

This hands-on experience allowed me to immediately implement what I was learning, reinforcing the value of a solid foundation in project management.

I walked away with the confidence to approach projects more systematically and a newfound appreciation for the methodical structure behind successful project execution.

A huge thank you to our instructor, Aram Simonyan, whose expertise and guidance made this journey an enriching experience. This course was a turning point for me, and I'm excited to apply these skills in future projects.

Aram Simonyan

sites.google.com/draramsimonyan.com/makeithappen
connect@draramsimonyan.com

Letting Go to Become Whole: Joshua's Journey

Martin Sicken



This is the story of how one man moved from mind to heart, from structure to soul – and how the piano became his voice.

When Joshua first came to see me, he carried a quiet yet profound inner conflict. He was in the midst of his computer science studies, following a path of reason and discipline – and yet something inside whispered: This isn't it.

“If I had to sum it up,” he once said, “it felt like a liberation from the mind – from old patterns and control, toward intuition, gut feeling, the heart.”

Through our work together, Joshua began to understand that not everything needs to be solved or fixed. Instead of trying to manage emotions with his mind, he began allowing them to be felt.

“I used to think: What can I do to get rid of this? But then I realized – things shift when I simply let them be. When I actually feel them.”

This shift transformed his experience of himself. And it led him back to a hidden source of strength: music. The piano, once faded into the background, came alive again – not as a project, but as a reflection of his growing inner connection.



Family and friends had once said, “Get a proper job – music is just a hobby.” Gradually, he let go of that belief.

Over time, life itself seemed to invite him to play more. Friends asked him to share his music. Small performances appeared. Encounters turned into creative partnerships. He grew into it – not by strategy, but by following a quiet yes.

Today, Joshua doesn’t just live with music or from it – he lives through it. And the path that led him there wasn’t a plan.

It was a listening.

From head to heart.

From doing to being.

Life speaks in whispers. Are you listening?



Mich Erfahren

www.mich-erfahren.de

martin.sicken@web.de



**“THE GREATEST MISTAKE
YOU CAN MAKE IN LIFE
IS TO BE CONTINUALLY
FEARING YOU WILL
MAKE ONE.”**

– ELBERT HUBBARD

Hold On To Your Dream, Boomers

Annelie Pelaez

"What goal we did not accomplish between the age of 30–65, we can do now; between the age of 65 and 100, and we can do them even better". — Annelie At age 72, I finally acted towards accomplishing my dream and started a business.

For 50 years, I carried around an old dream that became heavier and heavier to carry. I used to tell a friend of mine — another nurse — that one day, I was going to create a course about the prevention of cardiovascular diseases (CVD). CVD is exactly what it sounds like; a group of different disorders that are related to the heart and the blood vessels.

Because CVD is the leading cause of death in the world, according to the World Health Organization (WHO), prevention is easier than trying to cure a condition after it has developed.

Mostly, I wanted to create a course to show people how easy it is NOT to die, from a condition that may be prevented. "You have said that so many times that I do not believe you anymore", my friend said. But that did not bother me because I believed. I never stopped believing that one day, I would realize my dream.

The more I saw how patients suffered, the more I wanted to learn, and the more I held onto my dream.

During the 30 years I worked as a nurse in the intensive care unit (ICU), I saw more pain and suffering than I wanted to see. Daily, I saw the young — and the not-so-young — patients being admitted and readmitted to the hospital with health conditions that could easily have been managed or prevented.

Complications from high blood sugar, high blood pressure, high cholesterol, congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), obesity, and chest pain were some of the reasons my patients were admitted to the hospital.

These are all risk factors for heart disease and fall under the umbrella of CVD. These patients needed help and education.

Around the year 2000, they opened a chest pain ER at my hospital. With a small group of nurses from the ICU, I signed up to learn additional information about the heart and the blood vessels. We focused on teaching adults in the community on how to recognize the signs and symptoms of a heart attack and the value of a heart-friendly lifestyle.

I was proud to be part of this team. Educating and helping patients to take an active role in their own heart health was my passion.

But patient education, booklets, and guidance from doctors, nurses, and pharmacists did not stop many from coming back. Despite having toes amputated, time spent on ventilators, loss of work, family time, and income, they could not stop the behaviors that contributed to the disease process. "They don't understand", I thought. "They don't get it". Hello, tell that to an unhappy, hungry, and stressed-out patient who is dying to go home and have a smoke, a beer, a cheeseburger with fries, and escape a painful reality by laying on the sofa, watching his favorite television show.

But someone else didn't get it. We didn't get it, the healthcare providers. I have later learned that prevention is a funny thing.

The word prevention means to stop or hinder something from happening. In order to prevent CVD, we must stop doing the things that are risk factors. Those things are often caused by pleasure-seeking behaviors like smoking, excess alcohol, processed foods, and a sedentary lifestyle.

Patients were told to STOP all that in favor of a health-producing lifestyle.

We are not always open to change, even when the change will prevent CVD and make our hearts healthier.

The low number of Americans who are health literate is proof of that. In this report from the U.S. Department of Health and Human Services, we are informed that only 12% of Americans have proficient health literacy skills. Traditional health education is not effective enough.

I know this to be true. My father died of a sudden heart attack at age 41. When I was 41, I did not want to die from a heart attack, but I still smoked cigarettes. I knew it was a no, no, but I was unable to quit.

Growing older, I've learned a better way. It is possible to make ourselves so jubilant that our hearts will do a happy dance when we choose to make the change and drop poor habits.

I loved to smoke. For a thousand different reasons, I wanted to quit. Stress and addiction kept me puffing until I finally let go of this bad habit. The day I smoked my last cigarette was also the day I knew that teaching health literacy and cigarette smoking were not compatible.

Rather than being stuck with dopamine-induced instant gratification behaviors, we choose health-supporting behaviors because they fuel our dreams and passions.

When we start walking steadfastly towards our dream, adopting healthy behaviors becomes easy. Like an express train running on oiled tracks, a heart-healthy lifestyle pops up at record speed.

Why? Because we are now growing into our higher self, and we are fueled with divine energy.

Why does change suddenly seem easy? Because we become like energy balls, enthralled by making our dreams a reality. Having a meaningful why starts running the show.

"Those who have a why to live, can bear with almost any how." — Viktor Frankl. He was a famed Austrian neurologist and psychiatrist who suffered and survived concentration camps. He had a dream of writing a book to help people find meaning in their life. After the war, he did. He wrote "Man's Search for Meaning," an incredible testament to the power of dreams and hope. Dr. Frankl's enormous inner strength was directly related to his purpose.

Self-motivation drives our goals without being told what to do. Prevention of CVD is not to tell us what to do, but to rather ask us what we want to do. Most often, we want to do something that we feel excited about, something meaningful, and something that is related to our unique ability and passion.

Having a dialogue with the patient and asking open-ended questions work wonders. Taking the time to allow patients to express their values, their dreams, and their future self vision is transformative. Self-discovery of a personal passion has a way of bringing a smile to a sad face.

This article from Center for Health & Wellbeing, informs us that there are tons of health benefits to living a life of passion. Pursuing our passion lowers stress and makes us feel good. The article brings this call to action;

"If you suffer from chest pain or high blood pressure, you may want to pursue a passion that helps you lower your risk of heart disease."

When we engage in activities that we love to do, a positive mindset is often a byproduct. Studies show that a positive mindset can also help our heart.

Harvard Health Publishing reports that people prone to negative

emotions have a higher risk of heart disease. Furthermore, a positive outlook in life may even benefit people who already suffer from CVD. This is significant because CVD patients are at very high risk of having heart attacks and strokes.

In honor of February, American Heart Month, create the best life for yourself. Honor your heart and honor the dream that lives there.



My father did not have that chance. In this story, Party Favors From Heaven, I wrote about him. I honored his short life while educating the reader on the signs and symptoms of a heart attack.

Please read. It can save your life or the life of someone you love.

Holding on to our dream is a beautiful thing. Boomers, and our older sisters and brothers, it is time to get rocking. We got this.

Write that book, make the quilt for your grandchild, start your vegetable garden, become a yoga instructor, go back to school, volunteer for a non-profit, start a business or get into the best health of your life.

As for myself, it is time to finally finish creating that course. Preventing CVD, the leading cause of death in the world, will most certainly make my heart ❤️ do a happy dance.

Thank you.

If you are over age 65 and want to learn about health literacy and personal growth, go to www.northboundspry.com. A Northbound Spry is a person over 65 who has enough gas left in the tank to seek goals that make them strong, healthy, and happy.

My book, Say Yes To A Better Life, An introduction to health, literacy and meditation, is [available on Amazon](#).



Annelie Pelaez
Northbound Spry, LLC

support@northboundspry.com
www.northboundspry.com

It Comes from Within

Ramona Jones



It Comes from Within

As an Integrative Nutrition Health Coach, I have the pleasure of meeting people from diverse backgrounds, with varied mindsets.

Yet, it's not often that I get to coach a client who tells me they need help with going into the kitchen and cooking quick, yet nutritious meals that will make them want to return to the kitchen more often. It wasn't just about nutrition, nor about meals, but it was about preparing and cooking meals that would be savored, as well as enjoyed.

Hmmm... I thought, interesting to say the least, and how do I help with this? Why is she struggling with this? What is preventing her from going into her kitchen and hanging around long enough to want to stay?

Her goals were weight loss, incorporating more plant-based and vegan foods, and improving her overall well-being.

After a few sessions, and gaining insight into her situation, I realized she already had the necessary tools. She was already exploring plant-based and vegan foods. She watched her portions, stayed hydrated and exercised weekly. She knew what to do, but was lacking accountability, and my role was to hold her accountable.

Acknowledging she'd been holding herself back, she stepped out of her comfort zone, and her kitchen became a place of resilience. She loved the fact that she could go in and enjoy cooking meals and freeze portions for future use. She experimented with even more plant-based and vegan foods and lost more weight than anticipated.



She was satisfied with her achieved results. Self-awareness and accountability were crucial for a great outcome!

I coach clients by helping them discover what may be preventing them from reaching their overall wellness goals. This includes off-the-plate nourishment. It's not always food that hinders being healthy. The answers come from within.



SELF-PERCEPTIONS
Integrative Nutrition Health Coaching

www.self-perceptions.com
rjones@self-perceptions.com

From No Voice to Leadership Choice

Unpacking Your Inner Strength

Smita Tharoor



I was visiting an old friend last night. We got talking about all sorts of things including how emotionally resilient we are in the face of adversity.

All of us have faced adversity; why are some people more successful than others? Is our engagement and understanding of a topic influenced by our identity and how we see ourselves? How responsible are we for our own success? What is the role of genetics and conditioning in leadership development? Is it not our value system (ethics, fairness, honesty, kindness, empathy) the foundation that has a direct impact on us being good leaders?

For example, you may have overheard someone talking about a friend and suggesting that they have a chip on their shoulder. Where did that chip come from? All of us have chips, some have boulders on our shoulders that weigh us down.

I was speaking at a conference in Philadelphia. After the conference a participant came up to speak with me. She was a white American woman of Italian origin. She told me that she grew up in an extended family with uncles, aunts, grandparents all under one roof. The family was highly patriarchal, and the women were denied a voice.

This idea of having an opinion or being involved in decision making was alien to her. On hearing my explanation of behavioral neuroscience, she realized that she had incorporated this as part of her narrative. She would be at meetings, and she often wanted to contribute but her many years of being silenced was too deeply ingrained.



She realized it was her brain and she needed to challenge it. She knew that speaking up at home created stressful emotions in her, so she instinctively avoided it. She needed to self-reflect, acknowledge that some of what was there from her childhood was no longer relevant, and learn to challenge her instinctive behavior in group situations.

Human Behavior refers to the full range of physical and emotional behaviors that humans engage in, and are influenced by culture, attitudes, emotions, values, ethics, authority, rapport, persuasion, coercion and/or genetics. Understanding our brains and how it impacts our behavior increases better decision-making and drives positive change in both ourselves and others.

Smita Tharoor
tharoorassociates.com
smitta.tharoor@tharoorassociates.com



Why I Do What I Do: **A Joyful Moment I'll Never Forget** Dorice Horenstein

At the recent Champion Your Joy event, I had the honor of speaking to a room filled with heart, energy, and deep connection. Several organizations came together, and the room was alive—full of laughter, dancing, even a few unexpected tears. And then... something extraordinary happened. After my talk, a woman approached me, her eyes glistening. What she shared left an imprint on my soul. She followed up with this email, which I share with her permission:

“When I saw you on stage with all your energy and full authenticity, I saw my four-year-old daughter Jade. I’ve spent years trying to quiet her spirit because it didn’t match mine. But watching you made me realize—her energy is a gift, not a flaw.

You changed the way I parent. I came home, danced and yelled with her, and to my surprise—she became calmer. You’ve brought more laughter and joy into our lives than you’ll ever know.”

Reading that stopped me in my tracks. Because this—this is the “why” behind the work. It’s not just about delivering a talk. It’s about sparking awareness, shifting hearts, and creating ripples that stretch from conference rooms to living rooms.

Every time I step on stage, I carry one intention: to awaken joy and meaning in the hearts of others. And in that moment, one mother saw her daughter differently. One family began to dance louder. And joy found a new home.

Two Questions for Reflection:

Are you nurturing the unique gifts in those around you—or trying to mold them into something else?

What space can you create today for joy and connection, whether at home, at work, or within yourself?

Two Ways to Spark Joy and Connection: ✨ Celebrate Differences

Joy expands when we stop trying to change others and start appreciating them. Shift from judgment to curiosity. It's transformative.

🎵 Infuse Joy with Intention

Whether it's music, movement, or a kind word—inject joy into your day on purpose. It multiplies faster than you think.

Thank you for letting me into your lives—even for a moment. Together, we are elevating the world, one joyful ripple at a time.

💛 How will you champion joy today?



Oy to Joy Champion Catalyst | Positive Intelligence Expert | Author

doricehorenstein.com
doricehorenstein@gmail.com

Mistakeology Has Officially Been Invented and Here to Stay, One Failure at a Time.

Tom Hitchcock



Society has a toxic relationship with mistakes and failure. We are hardwired to avoid, blame others and even fear them. They are the highest-ranking phobia and responsible for most of our anxiety.

Know this, we have addressed the issue by creating its own discipline “Mistakeology” with the hope that the label will put this issue in the spotlight and create a platform of study and research questions.

The paradox we hope to break is one of knowing that our current perspective of mistakes doesn't serve us, yet we continue to maintain the status quo. It's a bit like knowing heavy drinking dissolved our social utility, yet hitting the bottle every day. We are cultivating positive change.

There are studies out there already looking at the mechanics of a growth or open mindset. There are studies that relate to performance and wellbeing. All these life-portfolio skills are well documented and yet the problem remains.

We know that reframing mistakes has a positive impact on our overall wellbeing. This in itself should be enough to create change. We know that reframing mistakes has a positive impact on innovation and performance.

Yet we perpetuate the state of cognitive dissonance. The impact of embracing these two components on the interpersonal and business world are colossal. Hence our motivation to be the catalyst for the change.

With the creation of Mistakeology as a discipline, we have created a home for all existing studies to below and see how they relate to each other. No different to when Psychology was first incepted.

Moreover, we are building a framework and offering pragmatic tools for help us understand and incorporate mistakes as part of our day to day lives.

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[linkedin.com/in/recruiterandsalestrainer](https://www.linkedin.com/in/recruiterandsalestrainer)



Kemila Zsange

Will I Be...?

Towards the end of Janet's hypnotherapy session, she giggled, "It's so funny now, to think about the list of questions I brought in."

I knew Janet was referring to the page of questions she'd brought in on her first appointment, where she asked many questions such as her new career, new relationship, new house, etc.

In her mid-forties, Last year Janet found out her husband cheating with her best friend. An overnight double loss.

Divorce, moving, and changing careers all happened at once. Janet was confused and a little scared. She turned to fortune-tellers for her uncertain future. One psyche suggested that Janet do some Future Life Progression in hypnotherapy.

A hypnotherapist can facilitate the experience. The subconscious mind doesn't know linear time; therefore, it has access to a probable future through its timeless nature. Nevertheless, the best way to predict a future is always create one. "Seeing" a future is for clarity and actions today.

Future Life Progression

With Janet, instead of all tangling up with the who, what, when, and where of a future, I felt it would be more beneficial to connect with her essence. Janet dropped into an awe-inspiring space where her questions seemed too trivial. According to her inner wisdom, the affair was not that unthinkable. Burying her head in the sand for a while, she had outgrown the marriage but didn't want to break the status quo. In our session, seeing what she saw in a broader sense, Janet felt peaceful and tranquil.

I wrote down a few points for our next appointment in a month. "I got so much out of the session today that I'll need a long time to digest it. Thinking about my original list now, I want to laugh. How naïve, only a few weeks ago! Those questions seemed so important then!"

Kemila Zsange
Hypnotherapy & Counselling

www.kemilahypnosis.com
kemilahypnosis@gmail.com

Don't make an ASS out of U and ME

Jessica McGregor Johnson



We were sitting in a beautiful garden surrounded by summer flowers and birdsong high up in the Alpujarras in southern Spain where I work with couples who are reaching retirement age and I suddenly realized, there was an elephant between them.



It was the first day of our three-day retreat and I could see that a huge assumption was getting in the way of this lovely couple creating the retirement of their dreams.

This assumption (making an Ass out of U and ME) went back 14 years, to when the husband had had an affair. They'd worked it through at the time and for the wife it was all fine. But the husband assumed that she was still upset, and so everything he did and said was coloured by this fear that she would get up and disappear out of his life.

Open and honest communication is the key to any relationship and what these two had forgotten was they actually had to talk about the elephant in the room, discover the truth of the situation.

Facilitating that conversation was quite beautiful as I watched these two people who truly loved each other begin to relax. For the first time they both heard the truth and came to a place of understanding and love.

This drew a line in the sand and opened out to a completely new space for them to play into. That open communication gave them permission to explore the things that both of them had been hesitant to voice.

In the end the plans they came up with for this wonderful joint retirement was far more expansive, far more fun, and far more fulfilling for both of them that either could have imagined before the retreat.



JESSICA MCGREGOR JOHNSON

Bespoke Retreats

jessicamcgregorjohnson.com

jessica@jessicamcgregorjohnson.com

Too Busy to Talk?

Control the Conversations and Do the Deal

Dexter Moscow

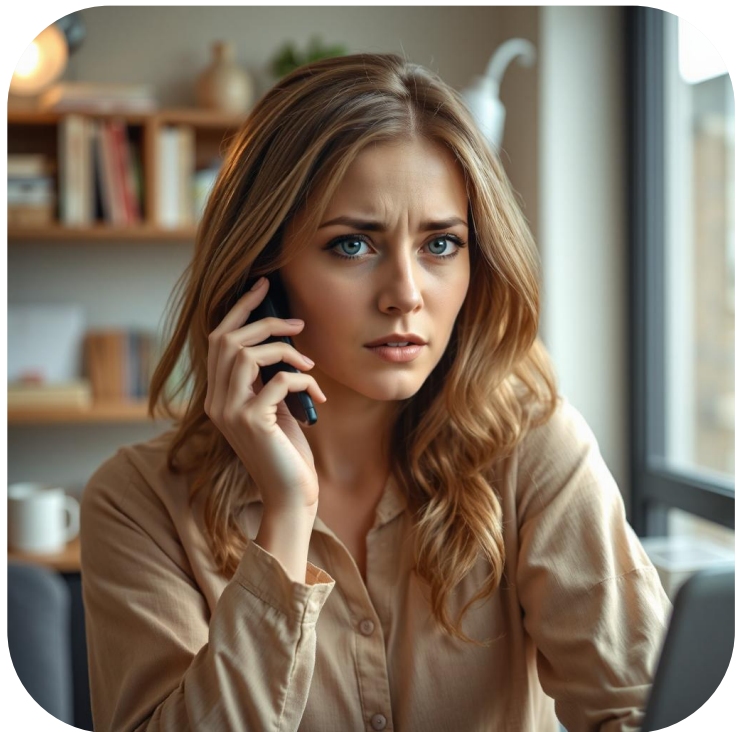


Recently, I worked with the sales team of a major food supply company. The team was increasingly frustrated that customers were ducking their calls, emails, and meetings.

THE PROBLEM

Their success in meeting buyers' needs meant they the buyer only accepted calls when there was a problem.

Therefore, my client was unable to upsell their product range or increase volume sales to the buyers.



The buyers would speak only once a year at harvest time, when trends and supply shortages would impact their company's planning.

A compelling reason had to be found for the buyers to take time out of their busy day to take calls.

THE SOLUTION

The key was to ensure that the team established clear and specific next steps at the end of a call for when the next conversation would take place. Monthly, quarterly, half-yearly, or when relevant information would be valuable to the buyer.

A MUTUALITY OF PURPOSE - NOT JUST A SELLING SITUATION

We confirmed what would influence the buyer to take the call. This is related to market trends, cost-saving advantages of buying in larger quantities, updates on transportation costs, not just harvest information.

It is even more relevant today, given higher tariffs, raw material costs, and more frequent changes in the situation. The essential element was setting the timetable for the next interaction. "When shall we speak next? The specific day, time, and length of the conversation, whether face-to-face or via Zoom. The key is to gain a commitment from the buyer not to offer the details.

TO USE THE DIARY DANCE - A METHOD TO LOCK THE MEETING DOWN.

'I did the diary dance with an elusive customer and locked in a date for a meeting'. Dipen. The result is more sales and a smoother tendering process.

DEXTER
dextermoscow.co.uk



MOSCOW
dextermoscow@gmail.com

”

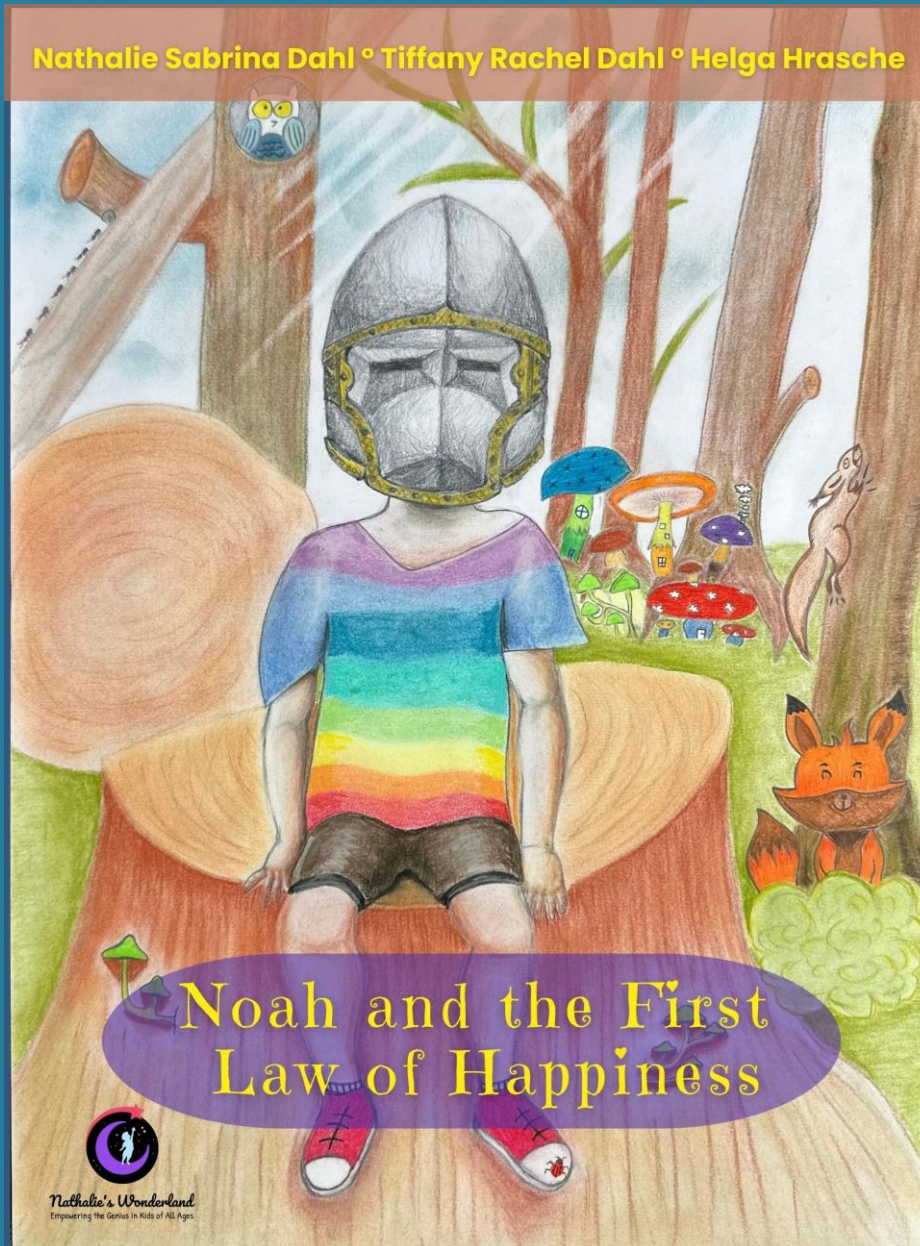
**"Anyone who has
never made a
mistake has never
tried anything new."**

– Albert Einstein

Our first book for children is published!
It contains the most valuable lesson I wish I would have known at the age of 5...



Nathalie's Wonderland
Empowering the Genius in Kids of All Ages



[Find it on Amazon HERE](#)



Don't hire for skill:

How One Leader Focused on Three Initiatives That Transformed His Company Culture

Mark S. Lewis

Effective company culture is based on three successful criteria: hiring, firing and retention. Company success is determined by which is the weakest link.

John Herrin, owner of NuWorx LLC and a CEO Roundtable attendee, knew he needed to enhance his company culture in these areas and he did.

- Hiring the right employee to fit into a company culture is difficult. Most people look for the best skilled person. Many times it does not work. Based on a transformational hiring process, John focused primarily on hiring for culture and not for skill.
- Firing an employee can be challenging and uncomfortable. John realized that the best way to lose "A" players was to tolerate "C" players. When he focused on eliminating his "C" players, it lifted everyone.
- Retaining, motivating and engaging employees is crucial in creating a positive work environment. John started to formally recognize his employees. He engaged them in setting core values, mission and vision statements and implemented daily huddle calls.

John knew that hiring, firing, and retaining employees were critical aspects of a successful company culture.

Being bad at one is like being bad at all three. Each process requires careful consideration and attention to detail to ensure that the employer/employee relationship remains mutually beneficial.

While hiring the right employee is essential (remember hire for culture, train for skill), firing an employee can be challenging. Implementing successful recognition programs for retaining employees reduces the costs associated with employee turnover.

It also increases employee morale and productivity. Bottom line for employees: they are much happier and productive and feel like they are part of a family.

Bottom line for NuWorx: it increased revenue and profits. Everyone wins.

MARK S. LEWIS

mlewis@marklewisllc.com
marklewisllc.com



Bridging Cultures, Healing Hearts and Helping People

Bonnie Bhattacharya



October brought me to my knees. I lost my two beloved souls within weeks, and my diversity and inclusion consulting projects, once the heartbeat of my purpose... these dwindled in the wake of shifting political climates. It felt like everything I had built with love and conviction was being erased.

But sometimes, falling apart is the first step to falling into alignment.

Instead of resisting the storm, I asked: What is still true about me? The answer seemed simple and yet, I was unsure where and how to begin. I help beings (Humans and non-humans) find safe ground.

Whether it's helping humans navigate change, or pets find home across continents, my mission has always been rooted in care, culture, and connection. I decided to become vulnerable and go out there to begin from the start!



I returned to my roots in logistics to reconnect with all who I have ever known - this is to relook at moving pets across continents, weaving it with my coaching practice and my training as a hypnotherapist.

Hypnotherapy became not just a tool for others, but a lifeline for me. It helped me release grief, reclaim confidence, and rewire the story I told myself.

Today, I combine cultural coaching, relocation strategy, and subconscious healing to support people (and animals) in transition. It's not traditional, but it's deeply effective. In a world shifting faster than ever, it pays to be fluid, heart-led, and bold enough to innovate.

Overcoming obstacles isn't about returning to who you were. This is - becoming who you were meant to be. If I can rise, so can you. Never Give Up ! Reframe and Rise !



8Bridges®

A Story of Renewal and Partnership
**Turning Crisis into
Opportunity**
Claire Rozner

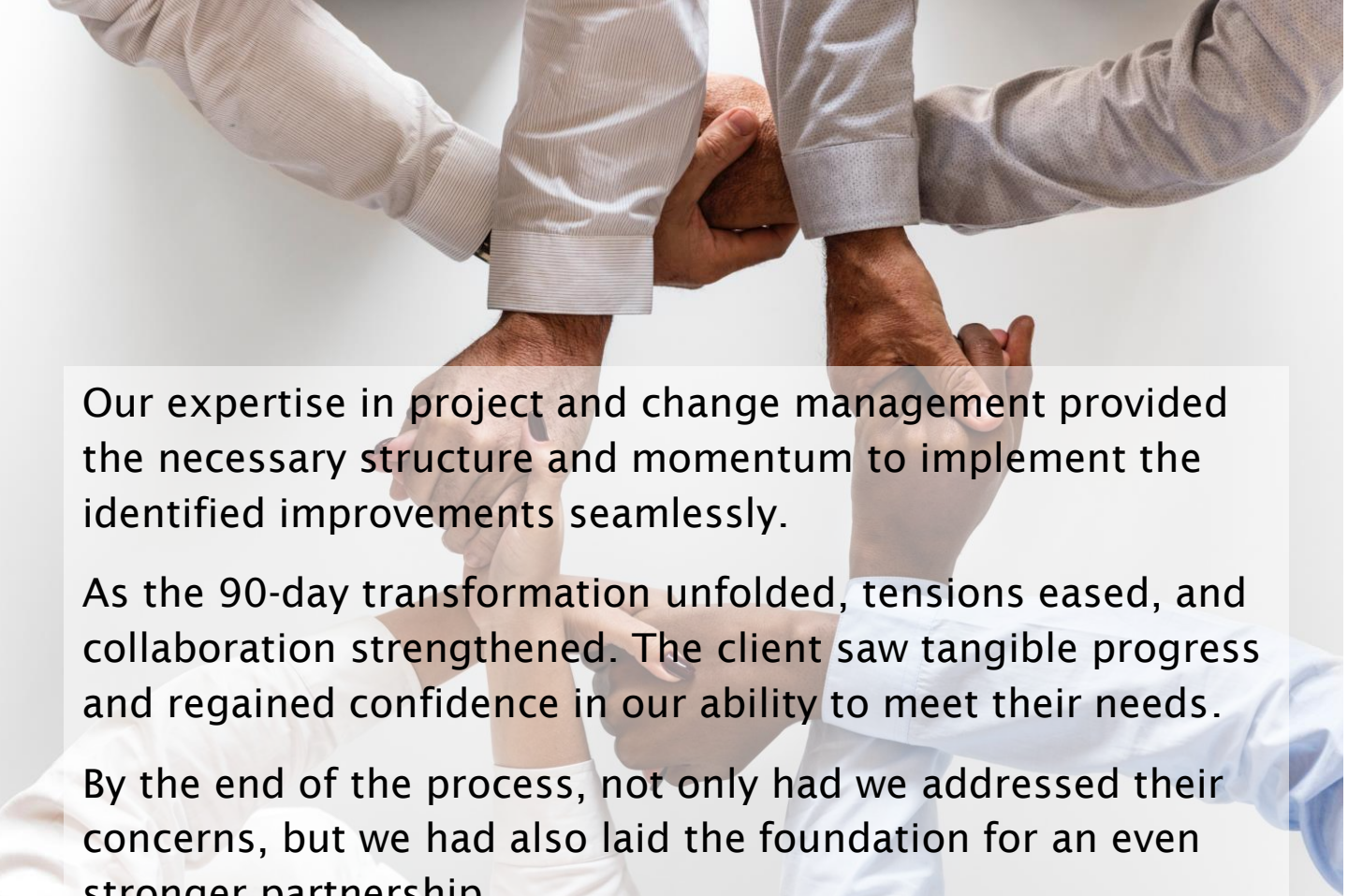


With just months left before the renewal of a \$ 350 million contract, a major food industry client was on the verge of ending its relationship with our company. A dispute had escalated, eroding trust and pushing both sides to an impasse.

The risk was clear: without immediate intervention, the long-standing partnership would be lost.

Recognizing the gravity of the situation, we swiftly established a dedicated task force with a singular mission—to eliminate the client’s pain points, rebuild collaboration, and ultimately secure the contract renewal. Time was of the essence, and we structured our approach into five distinct work streams, each with three to five targeted work packages. Our goal: deliver measurable improvements within just 90 days.

Through meticulous stakeholder management, we engaged key decision-makers and influencers on both sides, ensuring alignment and fostering open dialogue. We prioritized relationship-building, deploying strong communication strategies and acting as facilitators to bridge the divide.



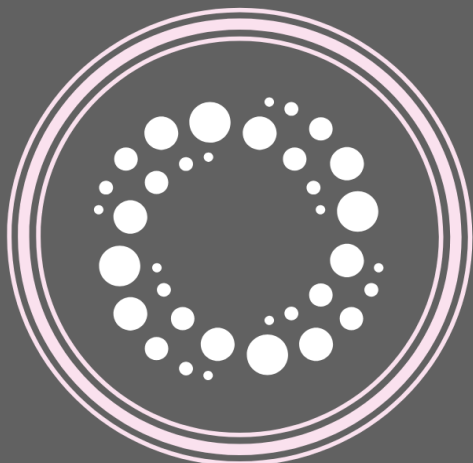
Our expertise in project and change management provided the necessary structure and momentum to implement the identified improvements seamlessly.

As the 90-day transformation unfolded, tensions eased, and collaboration strengthened. The client saw tangible progress and regained confidence in our ability to meet their needs.

By the end of the process, not only had we addressed their concerns, but we had also laid the foundation for an even stronger partnership.

The outcome? The client not only renewed the contract but extended it for another five years—transforming what once seemed like a lost deal into a resounding success story.

This experience underscored the power of strategic intervention, proactive relationship management, and the unwavering commitment to customer success.



The Project People Company

theprojectpeoplecompany.ch
claire.rozner@theprojectpeoplecompany.ch

How an Executive Private Banker Moved From Overwhelmed to an Energized Team Leader in 30 Days

Carla Pereira



Sarah is a Private Banker since more than 20 years, she is a top performer and achieved great results building a client portfolio. But this success came with a price, she was exhausted!

She had inherited a team lacking autonomy and commitment. For years, she compensated for the team's lack of performance. She was doing everything she could to make the team work better with poor results.

Fortunately, her bank launched a Sustainable Team's performance training program for its managers last year. During the individual coaching session that comes with the training program, she shared her struggles with me, at work but also at home. She was doing it all for all! No wonder she was exhausted!

Together we chose the practical tools that come with the training and designed a tailor-made action plan to address her specific challenges.

During that single coaching session Sarah realized that her way of functioning was not sustainable and was potentially leading her to burnout. So, she committed to try a different strategy to team management.

A month later, we had the second training session of the program, she willingly shared with the group how she implemented her action plan. She reorganized the team, changed the way she delegated and communicated her expectations, handled difficult conversations. The quick to implement tools empowered her in her leadership role, helped her delegating better to the team and take control of her calendar.

The cherry on the cake? She applied the same tools to her private life with her husband and 2 young adult children, all relying on her to run the family.

Today, Sarah has found a new work life balance, a new energy and she is thriving more than ever in her business — while finally carving out more time for herself.

by Carla Pereira

Sustainable Teams' Performance, Trainer & Coach



[linkedin.com/in/carla-pereira-6383031](https://www.linkedin.com/in/carla-pereira-6383031)
cp@career-advisors.ch



Thriving, Rather than Surviving **Why Burnout Shouldn't Be a Badge of Honor** Violetta Krok

When Sarah came to me for coaching, she was caught between ambition and exhaustion. She was on the verge of burnout.

She was juggling growing responsibilities, accelerating project demands, and the constant pressure of working towards promotion.

Her commitment to excellence and her drive for results had pushed her into a relentless pace, and one her body was beginning to flag as unsustainable.

We considered the larger picture and together debriefed on her career journey, work style, and behavioral patterns.

What we discovered was a set of implicit "rules" within her organization: always available, always deliver. Those expectations had influenced the way that she was working.

It became critical to distinguish these cultural narratives from sustainable professional practices. In this way, she was able to return to a leadership vision that aligned with both her wellbeing and a personal definition of professional success.

Sarah's inherent curiosity and desire to learn were definite assets, but they had left minimal room for true recovery. We implemented and tried out practical strategies to create meaningful breaks, allowing her to replenish and sustain levels of effectiveness.

By the time our coaching journey was over, Sarah put it perfectly: "I feel back in control." She had established strong personal boundaries, learned how to recognize the early warning signs of burnout before they took hold, and reframed what success might look like.

Resilient. Sustainable. Her aspirations hadn't shifted; she was just going forward more clearly, confidently, sustainably, and actively self-managing,

Enabling professionals to craft sustainable careers, cultivate effective leadership competencies, and achieve success without compromising wellbeing is the foundation of my coaching work.

You are your own best driver of success. Set new standards. Invest wisely.



info@vk-bcs.com
www.violettakrok.com

Leadership Mastery: Key Qualities That Define Top Leaders

Ouly Reymond



Imagine a cold morning in a white covered from snow landscape.

2 men are standing in front of a beautiful lake, ready to plunge in the icy water.

They did it, They went through this experience and overcame their mental barrier. Part of the growth mindset, this experience made them push their limits and go out of their comfort zone. They learned how to go through pain and support it to gain pride and excellence in their pursue of becoming a better person.

As a maximum performance coach, I am not only the man supporting, giving leadership skills and an high performance mindset but before that, I am the man standing at my coachee's side and suffering with them.

At the end Ayrton said: "without you I was only able to do it for 1 minute but because of your coaching, I could reach a peak performance by touching the 5 minute mark." That's why a leader as coach is able to 5x your results!

In addition, the strategic leader is able to unlock the full potential of each individual to make him approach excellence. He is able to change the mindset into something positive and turns each challenge into an opportunity to develop body and mind strength.



For me, the most important leader guide is as a father: As I shape my children's future by embodying a good and inspiring leader by showing them that even if life is difficult, they have the qualities to overcome them.

If you want to have a performance improvement plan and learn more on how to acquire a success mindset and leadership qualities, "succeeding in business in any market " is the book I wrote with Brian Tracy, an inspirational leader with many quotes about mindset.

MAXIMIUM SA

youle@bluemail.ch
[linkedin.com/in/oulyreymond](https://www.linkedin.com/in/oulyreymond)

Omnichannel POS:

1. You entered your order on a tablet at home.
2. You then go to the retailer and verify your order at a POS
3. You go to another POS and add new items to your order.
4. You're ready to leave you go to a different POS to pay for the transaction.
5. You finally go to a receipt printing station to get your paper receipt (or have it send electronically to your account)
6. With this model they were way ahead of the world.



Available at www.omg.org/retail. This is the extensive library of ARTS work used to help build the Emerald POS. In total these represent somewhere between 15,000 and 20,000 attributes and elements and cover around 90% of the information in retail. This is overwhelming – how do I find out about all this information? I've trained this work to retailers and vendors all over the world. The number of retail stores represented by this training exceeds 100,000 retail stores worldwide.

Global Retail Technology Advisors, LLC

www.linkedin.com/in/richardhalter
richard.halter@cox.net



Earlier Homes for Elderly & Old Hotels .. Refurbished and Offered to Refugees

Magnus, Strid

During the refugee crisis in 2014-2017, which of course also affected Sweden in different ways, a company from north of Sweden was one of those contracted from the Swedish government's Migrationsverket, to set up and offer temporary livings for individuals and families coming for asylum. This company bought and rented old hotels, schools and elderly care units, refurbished and put about 50-150 beds in each. Besides private sleeping areas of course also kitchens, bathrooms and living rooms for all was built.



My own company, MST Consulting, was hired to find, prospect, start up and manage the operations of new units, from the fifth unit and on. The cooperation worked out great and MST Consulting therefor in addition was put in charge of coordinating fire- and security systems management, and to set up routines and processes for staff at all units, to implement and secure the same high level of security and efficiency in the operation and business execution.

During the about two and a half years MST Consulting was involved, positive social results and good business was produced, at the same time as lifelong friendships among the inhereents was made.

After the crisis, although some of this units was located far from the bigger cities, some of the people stayed, earned permanent asylum and started up their new life.

MST Consulting has during the years done a few other successful real estate development projects, besides the main offering of interim management and leadership in general. One of the other projects we were successfully involved in, was the planning and engineering of a big data center concept.

We are ongoing looking into new cooperations and projects, to offer our services in strategies and operations, with focus on management and development. You are to welcome.



MST Consulting

www.MSTconsulting.se

ceo@MSTconsulting.se

Coaching Across Cultures: **Lessons from Africa**

Marek Krzysiak



We, the so-called Westerners, tend to complain about working conditions, low wages, poor perks and other such things. Meanwhile, people in West Africa, without access to tap water and without electricity living in very primitive houses, without windows and with a piece of fabric instead of a door, without (or with very limited access) internet services, without public transport, yet still are able to be organized, arrive from far away on time, are positive, in clean, ironed clothes, but most importantly, they are knowledgeable, open to learning and change, to adapt, working hard yet being pleasant to each other, to the customers, etc.

In the heart of Africa, I discovered a profound approach to human connection—one rooted in mutual support and community-driven success. People there are more open minded, helpful, they smile more often.

That kind of approach brings significant results in their potential, learning abilities and resulting huge employee engagement in return.

When I compare the individualistic, competitive dynamics often seen in the Western world with the collaborative ethos of African communities, then the differences become more distinct and stand out.



As a mentor, embracing the values of collaboration and mutual uplift has not only strengthened my coaching but redefined the true meaning of leadership.

I admit and embrace how these cultural differences reshaped my perspective and enriched my approach to coaching—how I’ve integrated collaboration over competition into my methods. Do we still have a potential in the Western World, considering our business approach, learning and development skills yet poor people investment? If not, we should learn from Africans then.

Septima Group Ltd

People Process Quality Strategy

marekjkzysiak@gmail.com

[linkedin.com/in/marekkrzysiak](https://www.linkedin.com/in/marekkrzysiak)



From Anxious to Assured A Bride's Wedding Day Transformation

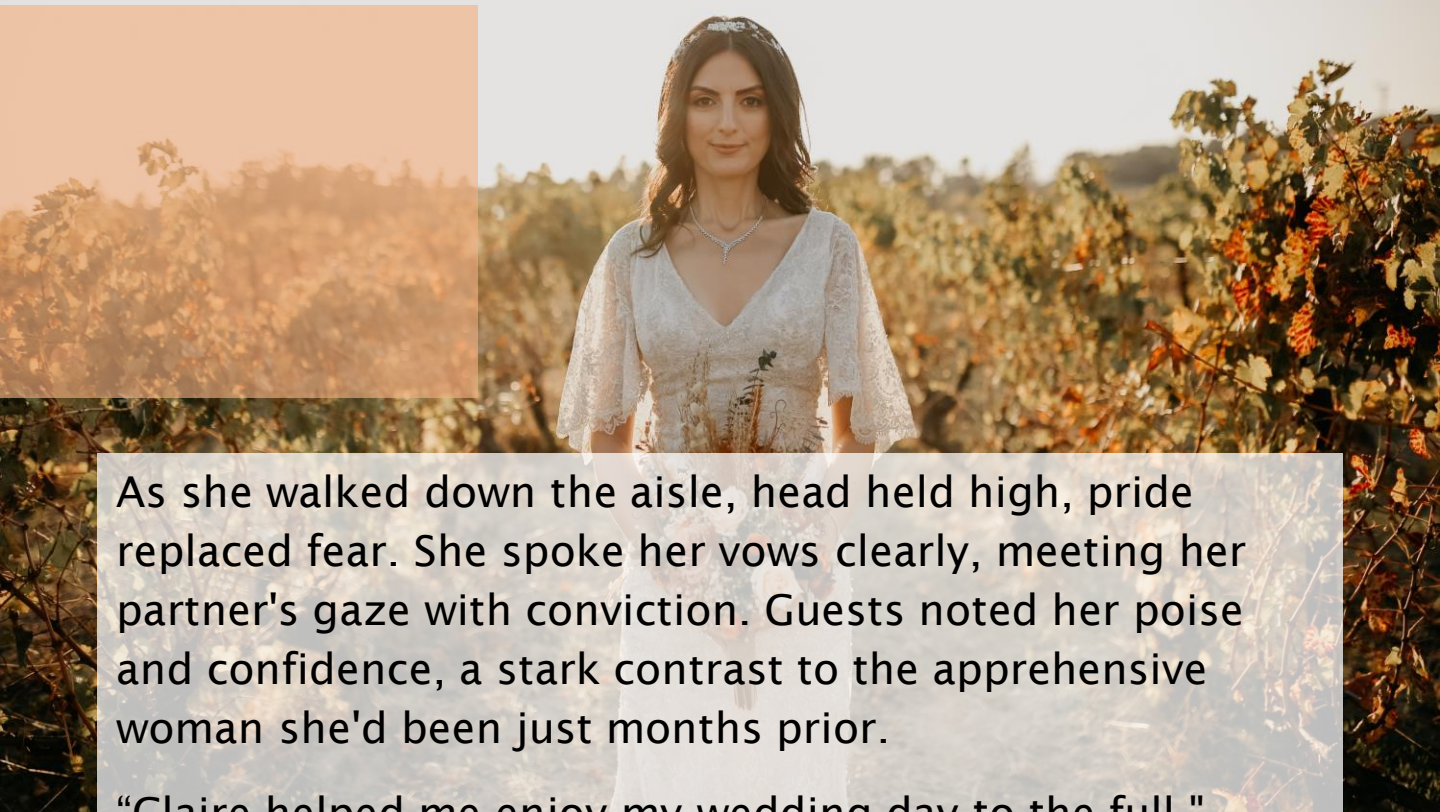
Claire Paul



For many, wedding day nerves are expected, but what happens when anxiety threatens to overshadow joy? Sarah faced this crushing reality. Like the estimated 4% of the global population with anxiety disorders, she dreaded the spotlight, the countless eyes, and the pressure to be perfect.

Determined, Sarah sought help from Claire Paul at Harmony4Life, a UK based practice, specialising in clinical hypnotherapy and integrative coaching. With over 19 years of experience, Claire uses a blend of hypnotherapy, NLP, and CBT to help clients release limiting beliefs and reclaim their inner confidence. Her approach provides a personalised pathway that helps individuals let go of limiting beliefs and reconnect with their inner confidence.

Through their sessions, Sarah's transformation was remarkable. On the eve of her wedding, despite the chaos of hosting and cooking for guests, she felt surprisingly calm. The morning of the ceremony brought the same sense of ease—even driving to the venue, something that might once have overwhelmed her, felt completely manageable. She even posed happily for photos, a stark contrast to how she imagined she would feel.



As she walked down the aisle, head held high, pride replaced fear. She spoke her vows clearly, meeting her partner's gaze with conviction. Guests noted her poise and confidence, a stark contrast to the apprehensive woman she'd been just months prior.

“Claire helped me enjoy my wedding day to the full,” Sarah shared. “She showed me where my confidence was to walk the aisle and made me believe I could be beautiful and interesting.”

Sarah’s journey shows how the right support can empower anyone to fully embrace life’s big moments. By tackling anxiety’s roots and building practical skills, fear can shift into a moment of true confidence and joy.



Harmony4Life

Since 2006

harmony4life.co.uk

claire.paul@harmony4life.co.uk

Understanding Your Fears Creates Freedom of Self

Katerina Lenarcic



Katerina Lenarcic is a certified life coach passionate about evolutionary methods, quantum healing, and transformational leadership. She is dedicated to helping individuals connect with their universal light force. Through her expertise in emotional freedom techniques (EFT) tapping and emotional and mental mindfulness, she creates a supportive environment that fosters daily wisdom, clarity, and understanding.

Her primary focus is empowering clients to overcome fears that may limit their progress, guiding them to move forward with courage and the confidence to express their authentic selves.

Overcoming fear to enhance understanding and clarity is a vital personal development goal. Her process raises awareness and transforms concerns that hinder growth, allowing individuals to discover the solutions they need.



In a recent case, a client faced significant inner struggles stemming from her current life circumstances and future aspirations. One critical issue was her deep-seated fear of entering elevators, which had affected her daily life for years. Addressing this fear was essential to alleviating the anxiety that limited her activities.

Before workdays, she often endured nightmares that fueled her anxiety and panic attacks. Throughout our sessions, we employed techniques to connect with her inner child and higher self, incorporating tools such as crystal lights and talk therapy. This holistic approach calmed her nervous system, empowering her to confront her fears more effectively. I also introduced her to tapping, equipping her to manage her feelings in elevator situations.

Creating a safe environment for exploration was vital to our work together. During sessions, moments of silence became significant as I guided her through breathing exercises and meditation. These practices nurtured her connection with her inner self, cultivating safety and reassurance as she progressed on her emotional journey.

She can now confidently walk into elevators and continues using the techniques provided.



beyourtrueself111@gmail.com
linktr.ee/beyourtrueselfkaterina



**"FREEDOM IS NOT WORTH
HAVING IF IT DOES NOT
INCLUDE THE FREEDOM TO
MAKE MISTAKES." –
MAHATMA GANDHI**

THANK YOU

To all the experts out there, with their ongoing passion, commitment to excellence, and willingness to grow and learn.

You are the true missionaries on this planet, who will help shape a better future where we all join in and help each other with what we do best.

Being creative, knowledgeable, fun
- and inspiring others to join our party..

NATHALIE SABRINA DAHL

AUTHOR | CREATOR | BUSINESS OWNER

LET'S CONNECT!

