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Dream Big
Self-Confident Sandy
Pinky Doodle Bug
Pinky Doodle Dance

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# CHAPTER 7 COLLABORATE



In the Seventh Factor of Success, we collaborate. We appreciate mutually beneficial connections and become strategic and generous in its power. Exposure generated through common interests generates limitless growth potential for all parties involved.

On November 1, 2022, my husband of over twenty-five years, Peter, received notice that he had been verified by Ticketmaster for Taylor Swift: The Eras Tour concert tickets. It was a total shock to me! On November 14, he was selected for ticket presale access codes to enter the sale the next day. He was able to log in and purchase six tickets for Section 314, Row 3, seats 17–22! I'm a huge Swiftie, and the surprise of this gesture filled my heart with gratitude. Thank you, Peter! Now, I realize there is a lot of controversy with how this process frustrated legions of Taylor Swift fans, so we decided to include as many people as we could. I reached out to a close circle of women, and we turned this into a life-changing event.

Once the tickets were secured, I immediately called my friend Jen and asked if she and her daughter Darby wanted to go with me. They were in!

With three tickets left, I texted our son's fiancée to see if she and her sister wanted to go. The remaining ticket went to our other son's girlfriend.

We started a group text. Jen got two hotel rooms and the girls shared outfit inspirations complete with pink boas, heart-shaped sunglasses, and frilly dresses. As a mother of four sons, this all-girl experience was new and adorable. I could picture myself again as a twenty-something, charging toward an experience that would become a memory each of us will carry for the remainder of our lives.

Loaded with handmade bracelets up our arms, two of us met Jen and Darby in New Hampshire and drove to Massachusetts. We met the other two, had some lunch, and then headed to the concert early only to be swept into lines of traffic hours before Taylor was set to hit the stage for opening night of her three-day stop at Gillette Stadium in Foxborough. Car after car loaded with screaming girls hanging from windows shared in our glee, as we exchanged bracelets and marveled at others' creations. *Aha!* So that's what the bracelets were for! I still have mine in a safe place even now.

The concert was an incredible experience, said to be a greatest hits tour that covers her now seventeen-year career. After seeing everything in person, from the production value, exhilarating comraderies in the crowd, and the raw talent of this woman, I'm quite frankly in awe of Taylor Swift and all involved in her tour. *Wow!* I wondered how she never forgot a word, remembered all the moves, and maintained that level of energy for what would be an entire year's worth of shows. I thought of the choreographers, the lighting crew, the wardrobe designers, the hotel bookers, the security team; a massive undertaking that is projected to net over a billion dollars in profits and boost the economy through public transportation and a spike in venue businesses. It struck me as the ultimate representation of a perfectly executed collaboration seamlessly putting pieces together to produce a final product.

The fans collaborate on their own, in their own way. They share videos and social media posts, they enhance the experience to include all those who couldn't get to a live show, they create unified actions like bracelet

sharing, or outfit collaborations, and they come together in joy and revelry. I've been watching videos from other cities complete with celebrities with bracelets up their arms, dancing and singing along with Taylor on stage. Even Travis Kelce, the tight end for the Kansas City Chiefs, danced and sang during one of her shows at Arrowhead Stadium, and wouldn't you know it, he seemed to know every word by heart.

Collaborations are inspiring and life-changing. Whether they're large, like Taylor Swift: The Eras Tour, or as small as a family meeting to discuss a future vacation, collaborations bring us together to experience something to which we all contribute our thoughts, emotions, and actions in order to elicit the best possible outcome. Collaborations make us stronger, and if you're not doing this enough, it's time to open yourself up to this vital component of lasting success.

#### SUCCESS TIP #50: Know That Life Is a Giant Collaboration

Everyone from each partner in a marriage to each member of a sports team, to the crew for a pop star like Taylor Swift, needs to be strong individually. But it's taking that uniqueness and talent and bringing it together in a collaboration that shapes next-level success. Without collaboration, we wouldn't have award-winning movies and gripping lyrics of songs that shape generations; we wouldn't see pictures that expose a new world or reach stars and planets in galaxies far away. Teams of people are involved in all things greater than self, and collaborations are bigger than any one person on the journey.

I spend much of my time and energy partnering and collaborating with people from all over the world. Whether it's a book I'm writing, a new issue of *Best Ever You Magazine* coming out, or a radio or TV show I'm hosting, I'm collaborating. Our family life is much the same way. Having been married for over twenty-five years and having four sons, our amazing collaborative life as a family is about helping each other be our very best. People often ask what the secret to a long-lasting marriage is and there is one word that always comes to mind: collaboration. I've had some wonderful partnerships and collaborations, some so-so ones, and some real doozies.

#### SUCCESS TIP #51: Collaborate Successfully

Awesome collaborators and partners often start with a leap of faith and a high level of trust. You don't know the result of the work ahead and can't force the future or rush the stage without risking harm to all and even the project itself. Things often need to percolate. Sometimes it can feel like you're stuck in a current; it will either deliver you safely back to the shore or push you deeper into the ocean. If things don't work out exactly as you first envisioned, step back and understand the lessons you are being taught. View the project with gratitude instead of attitude. You may need to step away if you can't handle the frustration of ambiguity.

Sharpen your project-management skills as they will suit you personally and professionally. Life is managing one thing after the next in both realms and chances are you'll trade-off between being the conductor and a member of the orchestra at various times in your life. Surround yourself with like-minded people and help everyone understand each role so the group stays on the same page.

I like to think the best of everyone I collaborate with, but generally things aren't always that perfect. It's critical you know what to do when you encounter a less than ideal circumstance.

#### SUCCESS TIP #52: Learn How to Navigate Collaborations

Unfortunately, collaborations can fluctuate and even become nasty. It would be nice if people entered collaborations with an attitude like, "Hey, if this doesn't work out, peace be with you and good luck." However, when we're building something greater than every individual involved, if and when things change, or people want to move upward and onward, or things start to turn, it can get messy. Sometimes collaborations start out great and then the wheels fall off. Consider a contract or collaboration agreement from the start to protect yourself, your ideas, and the integrity of the project.

#### SUCCESS TIP #53: Collaborate with Care

I'd say unprofessional or emotional behavior tops the list of fallout issues. Like an ongoing fight in a dissolving marriage, this may be and feel

similar—wholly devastating. Often, the once cute sheep becomes a vicious wolf and leaves you wondering where that aggression, anger, and tornado of emotion are coming from, and when exactly it all went bad. Here are some warning signs that your collaboration is approaching a danger zone:

- Your collaborator is bad-mouthing you to others
- Trying to take all the credit
- Naysayers spreading negativity
- Shifting loyalties
- Threats
- Manipulation

You get the idea—just negative, cringe-worthy behavior that threatens your reputation, future work, and the joint project you're involved in.

One of the best ways to help prevent this situation from developing is crafting a collaboration agreement in the beginning. It can define things like goals, leadership, ownership, money, values, assumptions, behavior policies, and more. You'll know up front what the expectations are, and be protected with a baseline agreement in place in the event of the project failing or hitting an irreparable block.

#### SUCCESS TIP #54: Take the High Ground

I love the quote from Michelle Obama, "When they go low, we go high." It serves as a great reminder in situations to not be consumed by the negativity of a situation or person but rather see things in a different light. I've had brilliant and so-so ideas—and both kinds have been stolen. It still shocks me when this happens, and I promise myself every time to protect my next big idea from being pilfered. Learning the hard way not to trust a certain handful of people, I have also had to teach myself how to avert internal irritation from damaging my day, my work, my family. While I never intentionally engage with anyone who uses me, steals from me, or abuses my trust, if it does happen, I make sure I take away a lesson from the experience. Now, I take the high ground, disengage, tune out, move on, take care of myself, lick the wounds, and allow time to pass. If this has happened to you, I also suggest taking some space to examine your role in

what transpired and take responsibility for your part. In one case, I trusted someone right from the get-go and didn't do anything to protect myself from the would-be idea thief ready to pounce on my good work. I took that collaboration at face value, failing to see behind the offer to proofread one of my books . . . until it revealed itself to be a plan to take my ideas and turn them around to pass off as theirs. I was hurt beyond measure but also angry to my core.

Conversely, I've finished projects with many collaborators, and we were effective, cordial, and entirely professional. Experience has proven that everyone needs to anticipate that what they start with is almost never what they end up with, especially if the project takes off, is popular, or gets accepted by a larger entity. That idea you first had may change and in order to make the project successful, you may need to adjust. One person may get picked up for something larger while a fellow partner isn't. Understand your role and who invited who to collaborate or partner up. Brush up on your strategic maneuvering skills—they are a key asset. I've developed eight collaboration non-negotiables and use them whenever I enter into projects with partners, friends, or new business acquaintances.

Here are my top eight collaboration non-negotiables:

- 1. Go all in!
- 2. Assemble a team of individual greatness that equates to total team awesomeness. Understand what you bring to the table.
- 3. Begin with the end in mind. Get everyone on the same page with the larger goal at hand. What is the final result you seek?
- 4. Create a clear process to the result you seek.
- 5. Tap into the momentum.
- 6. Understand how individuals within your group are motivated.
- 7. Give and get regular unfiltered feedback and measurements, while understanding things that won't or can't be measured.
- 8. Have an agreed-upon process, contract, or agreement in place for disagreements and project dissolutions. Have a process for

success and growth. Account for each best-case or worst-case scenario.

While I may have started out without a desire for formality, I learned that trust is bigger than most people. Not having a list of non-negotiables led to a lack of clarity, frustration, confusion, and bad partnerships. I've had to go back and apologize to myself and others for simply not understanding the full extent of what some people are capable of and for allowing myself to feel stunned by what they've tried to slip by me.

Collaborations are the backbone of success, and they work best when solutions are in place for when troubles arise. From bands breaking up to marriages crumbling, and partnerships staying together for decades, collaborations yield both great and dismal results; that's the nature of coming together with individual desires and expectations. That is exactly why common ground must be established to avoid disastrous conclusions. Give this fragile new relationship every chance you can to survive, thrive, and give back to everyone invested in it.

Next, please allow me to introduce you to one of our family friends, E. J. Yerzak. My husband, Peter, and I have known E. J. and his family for many years now. E. J. has written two amazing books in his Link Webber series called *Access Point* and *Denial of Service*, which won the 2023 Independent Press Award for Best Technothriller.

#### Stories from the Heart

#### E. J. Yerzak—Team Family

I'm an attorney, a cybersecurity expert, and an award-winning author. To the outside world, I have what you could call a successful career. Yet if you were to ask me to name the areas where I've been the most successful, none of the professional items would even crack the top five. Success, for me, is about family and a strong support structure of personal connections as the foundation for everything else. My résumé as a human being starts with being a husband and father.

I feel very fortunate to have met a wonderful woman I now call my wife and to be blessed with a young son who is the joy of my life. Being a husband and a father has taught me a lot about what success looks like and what it takes to achieve it. To be more specific, it's taught me that success requires collaboration. And collaboration begins at home.

As I was growing up, both of my parents worked multiple jobs to put me and my brother through school, to support us in our athletic pursuits, and to nurture our creative interests. At least one of them always seemed to be at my cross-country meets or my baseball or basketball games. I never quite knew how they managed to do it while working multiple jobs each. Truth be told, I never gave it much thought at that age. But it stuck with me.

Now that I am a husband and a dad to a young son, I have such an appreciation for parents who try to be at their child's events despite other obligations because I know it isn't easy. I work full-time as a cybersecurity consultant in the financial services space. Often, my job requires a lot of travel across the US and in some cases internationally to Europe and the Middle East. Wherever feasible, I try to schedule my work travel to avoid conflicts with other family and school events. And I am fully aware that the option of being able to do so would not even be on the table without collaboration at home, without a supportive wife.

My wife willingly put her career on hold to help raise our son. She is incredibly smart and compassionate and has a master's degree in social work. Social work is a highly needed but severely underpaid profession. The cost of daycare relative to the typical salary for someone with my wife's credentials and certifications made it an easy decision financially, even if it's not what she would have wanted professionally. In short, she would have worked forty hours a week just for that money to go right out the door to pay someone else to watch our son. Instead, my wife chose to reduce her hours to a per diem schedule so that she could be more involved with caring for our son. Eventually, she cut her hours entirely as my travel schedule for work picked up.

Many of my friends assume that I'm working all the time and I'm the one supporting my wife. While it's true that I am the sole breadwinner in our household at the moment, I know that support works both ways. Knowing that I am providing for our family enables her to be more involved in volunteering at my son's school and, as he gets older, managing an increasingly busy schedule of sports, after-school activities, and events. Knowing that she is on top of all of those logistics enables me to focus my work

time on work. I am successful because of her, not in spite of her. I'm successful because we have found a way to complement each other's contributions to the household. It's that collaboration that enables success.

Collaboration at home involves many things, some obvious and some less so. First and foremost, collaboration is about trust. It's about knowing and believing that the other person has your back, and that you are both working toward a shared goal. In that sense, those collaboration skills translate very well into a professional workplace setting. If you can establish trust with your colleagues that you are willing to work together and not undermine the efforts of others, or put them down to make yourself look better, amazing things can happen.

Communication is essential to effective collaboration at home (and in the work-place). I think people tend to be in their heads a lot, having both sides of a conversation in our heads and planning things out before we ever get around to having the conversations out loud. But it's vital to have those conversations out loud so that assumptions aren't made that are wrong. I'll readily admit that I often assume the way I have analyzed a situation is the same way that anyone would analyze the situation, and this sometimes causes me to make assumptions that are left unspoken.

I'll give you an example of what happened recently in our household. I usually drop my son off at school in the morning and then go right to the gym before starting my workday. I enjoy those fifteen minutes with my son as part of our morning routine. On one particular day, my wife had volunteered to chaperone a school field trip. I assumed that meant my wife would be driving our son to school that day, even though she didn't need to be at the school until forty-five minutes after my son's drop-off time. I figured she would just read a book in the parking lot until she had to go into the building for the field trip. In my mind, it didn't make sense for both of us to make a separate trip to the school if she had to go there anyway. On the other hand, my wife assumed that I would still be taking our son to school as usual and then continuing on to the gym, consistent with my usual routine, rather than changing her morning routine. I even asked her several times what time she had to be at the school in order to chaperone the school trip.

What I neglected to ask her was whether that changed the drop-off person or time. With my son seated in my car and neither my wife nor I ready to bring him to school—each assuming the other was driving him that day—I realized the mistake. My wife and

I had both made assumptions and neither of us had communicated those assumptions. It was a learning moment. Despite a shared online calendar and confirming times for an event, something necessary for the collaboration wasn't shared in a way that was equally understood by both parties.

So, I come back to the importance of communication to enable effective collaboration. Communicate fully and communicate often. As I mentioned, my wife and I have a shared online calendar. We can each add events to it, from haircuts to sporting events to work travel. In our family, that shared calendar is essential to knowing where we will each be and who is covering what. But we also go a step further to inform the other person that we have added an event to a certain date, or to check each other's prior commitments before we add it.

Collaboration isn't just about the big things, either. Effective collaboration at home starts with the simple things, like calling your spouse or partner on the way home if you're stopping to grab a coffee or fast food to ask if they'd like something. It's grabbing your partner's favorite brand of something if you happen to see it at the store while shopping. It's offering to check an errand off your partner's to-do list if you realize that they're tied up in a meeting or at an event and won't be able to get it done that day.

Most of all, collaboration at home is about respect. Respect for each other's life goals, desires, hopes, and dreams. Life goals aren't just about financial goals. For our family, life goals include wanting to travel, exercise, spend time with family, and devote time to friends. My wife and I always try to do one family trip each year, but we also make it a point to carve out time for each other to take a trip on their own with friends. That involves planning around who will be staying home to bring our son to school and after-school activities for those particular days.

Collaboration doesn't come easily. It does require making a commitment to communicating effectively, whatever that means for you. It could include a shared calendar, as it does for us. Or it might involve sticky notes and other reminders left around the house. My wife will place certain things like store gift cards right next to my wallet and keys if she is worried I may forget to bring them to a store I am heading to—and she's right. I usually leave the house unaware that we even have gift cards to the store I'm going to!

Collaboration therefore requires a unique mix of communication, shared goals,

and respect. It requires not assuming things but talking about things to make sure that you remain on the same page with your significant other. What works for one couple or set of parents is not necessarily going to be the same recipe for success for another couple or other parents. We've found a way that works for us. It has enabled me to be able to focus on my profession, because I have confidence that everything else is being handled. It's enabled me to be present as a dad, able to coach Little League and attend other sporting events and school performances, because I've been able to plan my time effectively. And it's allowed me to see the big picture, recognizing that my success is defined not by my professional accomplishments but by the type of person I am when I'm interacting with people.

I guess what I'm saying is that success requires teamwork. It requires working together and not trying to go it alone. Whether your support structure involves friends, colleagues, or, as in my case, a supportive spouse, finding those in your life to partner with toward a common goal can help you be successful.

Find yourself that person or group who will leave you reminders next to your car keys. Now, if I could only remember where I left my keys....



Boy, I can sure relate to everything E. J. just said! I love it when families work together! By the way, we can't ever find our keys either. With six of us coming and going in the house, it's been suggested we add technology to our phones that finds our keys for us, and we have a stream of endless requests for, "Can you move your car, so I can get out of the driveway?"

Speaking of turnarounds, it is my honor to have Lisa Gable join us in this chapter to talk about the importance of collaboration. She's a bestselling and award-winning author of the book, *Turnaround: How to Change Course When Things Are Going South*, and is recognized worldwide as a turnaround mastermind. As CEO of several organizations, and as a former presidential appointee, US Ambassador, UN Delegate, and advisor to Fortune 500 companies, Lisa has orchestrated and executed the successful turnarounds of well-known private and public organizations in all industries and sectors. She is highly regarded in business, political, and philanthropic circles for her ability to tackle difficult issues directly and with discipline and diplomacy.

#### Stories from the Heart

#### Lisa Gable—the Ripple Effect: Build Bridges and Enrich Lives

Motivated to connect and create opportunities, I embarked on an incredible journey of forming relationships with people from diverse backgrounds worldwide. This pursuit is a core part of who I am, passionate about making connections, eager to promote teamwork, and actively networking in all environments. During my travels and professional life, I discovered the value of partnerships with people different from me, which has broadened my perspectives. Working closely beside others who are thoughtful in our differences has enabled me to attain my own goals and achieve success.

#### **Encourage the Art of Connection**

Making someone feel comfortable and welcome is a beautiful art that only some naturally possess. It is easy to get caught up in our agendas and information silos and overlook the significance of genuine human connections. However, by being curious and embracing the uniqueness of each person we meet, we open ourselves up to incredible stories and valuable insights. From an early age, I embraced the opportunity to connect with others, recognizing how the new kid in school or the child alone on the playground was not a point of curiosity but a chance to learn and grow. When I turned twenty-five, I moved to Taiwan to study Chinese. With no friends in the region or knowledge of the language, I tapped into my childhood experiences on the playground and took them to a whole new level. I learned how studying a different language offered insights into the mindset of another culture. I was nervous but determined to put myself in front of new people and communicate with them. In that way, I overcame the language barrier.

I brought together fellow international students and organized a joint outing with Taiwanese students. We ensured European and American students didn't self-isolate with other English speakers so that everyone fully experienced life in a foreign country. I looked for chances to learn about each person's unique perspectives, gather recommendations for "must-see" attractions, and observe how they expressed their viewpoints. As we got to know each other, these conversations taught me how different cultures interpret and value information.

#### Create Opportunities for Engagement

How we treat people matters. The time and effort we put into someone's life can

be the spark that changes their direction, helps them solve complex problems, and ultimately shapes our world. My long and prosperous friendship with Ana C. Rold, the CEO and founder of the Diplomatic Courier, is a perfect example of this. Networking can also be a lifeline during challenging times. When my husband, Jim, was diagnosed with a life-threatening disease, he was launching a technology start-up, and I owned a brand management company. Our adopted daughter was ten months old when Jim began a series of surgical procedures and treatments. I learned how to navigate personal difficulties while still pursuing a fulfilling career. I could only have done so with colleagues and mentors who ensured I had the opportunity to serve on boards and take on projects that gave me flexibility and allowed me to maintain a professional presence when I could not work full-time. Through this, I learned how meaningful relationships are. My husband and I have relied on our networks of support to overcome challenges, illustrating the power of collaboration in our personal and work lives. During that difficult time, I became even more determined to make the most of the nontraditional opportunities that came my way. I gathered a talented group to assist on projects and make work more efficient. I also took action to help others succeed because we all grow and achieve when we support each other.

#### Network and Mentor with Confidence

Mentorship has made a big difference in my life. Early in my career, I unearthed a knack for facilitating introductions and amplifying the voices of extraordinary individuals. Through connections and mentorship, I built a valuable network serving in the White House Office of Presidential Personnel, which oversaw the hiring and placement of thousands of political appointees. After looking at many résumés and conducting hundreds of interviews, I realized how important it is to help others find opportunities and connect with the right people. When you help others succeed, you can create a positive impact that extends to future generations. As the chair of a futuristic think tank called The World in 2050, I focus on mentoring individuals in their twenties, thirties, and forties. With intentionality, I seek out people from diverse backgrounds and ethnicities, as I firmly believe that the values of America transcend race and that our national melting pot is our greatest strength. I facilitate introductions among mentees and assist them in cultivating relationships, recognizing how they will one day make decisions that lead their communities in the year 2050.

#### Leave a Lasting Impact

My work has taken me across the country and globe, seeking to challenge my own opinions, find common ground, and advance opportunities for women. Collaboration within diversity is a force that transcends boundaries, enriches lives, and propels us forward. By actively seeking connections, embracing opinions, and fostering meaningful partnerships, we open ourselves to endless possibilities and lasting impacts. When we seize opportunities to develop teams enriched by experiences beyond our own, we proactively help others succeed, strengthen ourselves, and create a better future for all.

#### Make a Difference

You don't achieve success in isolation. All of us thrive through deep and meaningful relationships. Although the challenges you face may define life's moments in time, how you react to those challenges builds the leader you become. Move beyond transactional interactions as you consider your approach to working with others. Embrace a team approach that rises above temporary exchanges to cultivate enduring connections. Together, we can harness the power of collaboration and build a future brimming with potential.



What great reminders! I hope this chapter has recharged your networking soul! Let's keep moving to Exercises 13 and 14. Here, we explore in detail how to collaborate with others, and what to look for in others to help you along your journey.

#### POINTS TO PONDER

Think. Write. Talk. Action. (Because practice makes us our best.)		
EXERCISE 13: Your Collaboration Style		
Would you like to collaborate with someone? Who?		

What would you like the outcome to be from a collaboration?		
List five fears you have about collaborating.		
List five benefits that will result from collaborating.		
What observations do you have regarding your style when interacting with others? What do you bring to the collaboration?		

### EXERCISE 14: Journal Prompt—Powerful Collaborations

Think of a powerful collaboration. It can be anything from a marriag				
to a famous rock band. Write about it here. Research it if you wish and ad				
notes in your journal. Be sure to include what you like and dislike, change you would have made, outcomes, and more.				

## Harness Your Power and Move Toward a Life with Unlimited Possibilities

**Do you consider yourself successful?** Like most people, you probably do not. You might find yourself trapped by obstacles and spinning your wheels for a concept that feels unattainable. The truth is, you are *already* wildly and amazingly successful. Author Elizabeth Hamilton-Guarino, master life coach and founder of The Best Ever You Network, has long espoused that we must redefine success for our authentic selves—a one-size fits-all-concept is not only

"Elizabeth helps us understand that success is a concept as unique as the individuals striving to achieve it. This is a must-read for all to pursue a life that resonates with your genuine happiness while dismantling the obstacles that have been holding you back."

—Jack Canfield, coauthor of the #1 New York Times bestselling Chicken Soup for the Soul® series and The Success Principles

"The Success Guidebook is a curation of wisdom from those who have gone out and done it. Packed with gems, Elizabeth has managed to create the full 360 on the elements to create success in your life and career with actionable insights set into stories from people around the globe."

—Indiana Gregg, founder and CEO of Wedo.ai

"Elizabeth Hamilton-Guarino hit a home run with this book; you get a blueprint for success and different ways to achieve success."

—Edwin Thompson, head baseball coach, Georgetown University outdated but unworkable. Success is so much more than data or the dollars in our bank account. True success is reflected in the intention and actions to be our best in each moment.

In *The Success Guidebook*, you will find inspiration, motivation, and a pathway to live your best, most fulfilling life. By implementing Elizabeth's unique Ten Factors of Success—the behaviors consistently exhibited by people who stand out and behave with world-class excellence—you will learn how to finally overcome the stubborn obstacles that have stood in your way and harness the power to move forward with clarity, a renewed purpose, and the personalized confidence to build a life of bold, brave, and infinite possibilities. Included are profiles of 20 people who exemplify these principles. Exercises and writing prompts will unlock breakthroughs, and give you the ability to tap into skills that get the results you desire.

**Elizabeth Hamilton-Guarino** is the founder of The Best Ever You Network, which helps individuals and organizations be their best and achieve world-class excellence with gratitude-based behavior and belief systems. One of America's foremost personal and corporate development consultants, she is the author of the award-winning bestseller *The Change Guidebook*.

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