



As we make the transition through Fall, we can take a moment to reflect on the past year as well as on the year to come. In this issue we have a Coaches Corner article by Dr. Don Taylor that discusses this transition process from a different perspective. Embrace the tension, learn what it's about and then set yourself up for success in whatever endeavor for which you are striving. Find motivating content for digging yourself out of an overwhelming hole or just keeping things in perspective. As always, we are here for your continued success – let us know if we can help in any way!

***All of us with Inspero wish to express our thankfulness to all those we've been privileged to work with over the past year.***

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Learn With Us Live (Virtually)!

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# QOTD

“Bad cards will come, but keeping our focus on how we play them and not on the outcome will keep us moving through many a dark patch, until the luck once again breaks our way.”

— Maria Konnikova



## emotion explored:



### Overwhelmed!

I fell like this one may be exceedingly common in 2020. Whether it is social media or a journal/magazine article not a week goes by that I don't hear about how dentists and dental teams are feeling overwhelmed. Sometimes it is dealing with patients. Sometimes it is dealing with team issues. Sometimes it is general life stuff that hits the fan.

Regardless of the cause, there is tremendous value in having personal resources (internal and external) to help you deal with the overwhelm.

Personally, I use exercise as a primary outlet to help calm the internal furnace when it gets too hot!

Others use meditation to achieve a sense of inner calm. A friend of Inspero, dentist Dr. Dawn Kulongowski, teaches mindfulness and meditation to dentists at [The Peaceful Practice](#).

Finally, our EI (either Virtual or Live) would be an asset to anyone looking to improve their self-awareness and self-management. The Virtual course coming up this weekend is full but if you shoot us a message, we will put you on the short list for the next offering!

With over \$300,000.00 in poker tournament winning Maria Konnikova is not your average PhD psychologist. She has become a well regarded science journalist and researcher with multiple articles and several books. Her latest book, *The Biggest Bluff*, Maria shares her journey learning about poker and how that then taught her so much more about psychology, communication and emotions. The take-home lesson is seen in the QOTD.

As you are gearing up for Thanksgiving don't forget to prepare a Toast. Here are a couple from the book *Toasts For Every Occasion* by Jennifer Conover:

“Here's to Success and Wealth,  
May it be exceeded only by love and good health.”

“Here's to the Turkey I'm about to eat,  
And all the turkeys I'll eat it with!”



Learn With Us Live - *Virtually!*  
[EI – Austin](#) November 2020





During a recent Applied Strategic Planning retreat, in which we help Doctors/Teams create then plan their pathway towards a Vision of their Preferred Future, I was reminded once again of William Bridges' seminal work, Transitions. I read this book 20 years ago the first time my Team & I went through Applied Strategic Planning. As the days transpired at this retreat, I could sense the familiar tension/uncertainty that naturally accompanies this process as the Doctors and Teams strived to define their Vision of the Future.

Bridges' work provides wonderful perspective around the feelings we all have when we intentionally choose to become something different. He says this best here,



“It isn't the change that does you in, it's the transitions. Change is not the same as transition. *Change* is situational, the new site, the new office, the new team roles, the new policy. *Transition* is the psychological process people go through to come to terms with the new situation. Change is external, transition is internal.”

The familiar tension/uncertainty arising from the Teams that I was sensing at the Retreat is, according to Bridges, just a natural consequence of intentionally moving in a new direction. *Transition* has 3 phases;

**Transition starts with an ending.** Transitions often begin with having to let something go. The failure to recognize and accept endings or losses is the single largest problem that organizations face in a transition.

**The Neutral Zone** is the phase that comes after letting go. It is a time when the old way is gone, and the new way does not feel comfortable yet. This is a paradoxical time of great doubt/uncertainty with simultaneous potential. It is a time to struggle, question, and create. It must not be rushed. The Neutral Zone is your organization's best chance for development and renewal.

**A New Beginning** can be made only after making an ending & spending adequate time in the Neutral Zone. New Beginnings often take the form of the Vision of a Preferred Future.

It was reassuring for the Retreat participants to learn that their feelings of doubt, confusion, & uncertainty were *perfectly normal* as they made Endings, and then entered the Neutral Zone. Awareness of this brings the group together as uncertainty often does. It also frees people to become more creative. When an organization becomes comfortable *living in ambiguity* for a time, what emerges can change the lives of those within the organization as well as the people they serve as they discover, together, their **Vision of the Future**.



Dr. Don Taylor

