



Devastation, Uncertainty, Intentional, & Mindset

Announcer: Club Vito is on. Your only connection to the very important top officer and unlimited sales success. Your host Anthony Parinello is a bestselling author. He's trained over two million sales professionals and sixty-five of the Fortune 100. This program will take you to sales heaven and keep you out of sales hell. So turn it up. Now here's your host, Tony Parinello.

Tony Parinello: Hey everybody it's Tony Parinello and because today is the second Wednesday of the month we have our very special guest Head Vito Coach Steve Dailey with us so Steve welcome.

Steve Dailey: Hey Tony how you doing?

Tony Parinello: Doing just great here in Southern California but I've been watching the news and I've been worried about your friends and family there on the big island. I know you back to the mainland but tell me, what the heck's going on there with your friends on the big island with all this?

Steve Dailey: Just a while of course it's all over the news and you're getting an accurate report in contact, every day with people that I know there and that mess is happening less than half a mile from where I actually have property in Hawaii--

Tony Parinello: Oh my God.

Steve Dailey: --and so I can visualize it, you know, the streets that they're talking about and you know the, you know, the telephone poles that are burning and some of the people they've interviewed on the news I actually know and it's just--

Tony Parinello: Oh my God--

Steve Dailey: - it's devastating.

Tony Parinello: -- it's giving me, let's give me goose bumps and so, I mean a half a mile is nothing when something like that happens. You might as well be standing right next to it, I mean because it from miles around people are being evacuated and she said man--

Steve Dailey: Yes.

Tony Parinello: --it's a, it's like a war zone.

Steve Dailey: Yes, it is and is changing lives you know, people weren't obviously is completely unpredictable, everybody that lives there knows that they're living on an active volcano but you know, day to day goes along and all of a sudden something happens and you have a whole different, whole new perspective on, you know, not



only how things are, the life that you thought that you were living but where do I go from here. So there's a pretty significant mindset shift taking place, right?

Tony Parinello: Well yeah I mean that's the same if you live, you know, on the St. Andrew is fault if people live there, the people live in Tornado Alley, people live along the Gulf Coast, yet tornadoes, storms, earthquakes, volcanic eruptions. You know it never ceases to amaze me when you watch this stuff it seems, you know, like a horror movie of course and here are people and behind you see their homes up in flames or in rubble from a wildfire, mudslide, whatever and the interview says, "Well what are you going to do? Where are you going to rebuild?" And I'm thinking what, holy Geez, I don't know, you never know how you're going to respond to something like that--

Steve Dailey: Right.

Tony Parinello: I guess you can try to find somewhere where these disasters can take place but when Mother Nature wants something, Mother Nature takes it. So you mention the mindset, first of all what kind of Mindset do you need when you're faced with something like that and what do you call upon to have the strength to, you know and the fortitude to not only walk away from what you've built and your life savings or whatever but then to rebuild, it's crazy.

Steve Dailey: Yes. Well so it's a microcosm Tony of a lot of things that happen to us in life. Obviously none of us has a crystal ball but it's easy to live life and do business like we, like we think we have one. Now it's a bit of a dichotomy, you know, as we've talked many, many times it's critical, critically important to have goals so that you set directions, so you have purpose, you have focus, there's the intention and how you're taking advantage of all the, you know, the gift of all the 24 hours that we have and all the days. However, every single minute, every hour, every day can bring new information that should be figured into how we've set our intention. And the possibility that new intention, the word for that is Uncertainty. So the first thing in terms of dealing with where do you go from here is to first recognize that how-- that what you just got reminded of is uncertainty.

Those people that live in Hawaii now just got reminded that they didn't have any prediction that there wasn't going to be lava flow rather underneath their feet. They didn't have, you know, there's an uncertainty about you know, they didn't have certainty about where they were going to live for the rest of their life. They had an intention, they had a goal, they had a, you know, a vision that you own. But I think the first part of the mindset is to recognize these things just simply remind us that very little is certain, that we live every single day with uncertainty and that can be unsettling at first but acknowledging it and accepting it is a powerful foothold to answering the question, where do we go from here? Does that make sense so far?

Tony Parinello: Well yes sort of and I'm writing stuff down here about direction, purpose, intention, uncertainty--

Steve Dailey: Yes.



Tony Parinello: Very little is certain underline three times. We're reminded about that in an eye blink whether we just lost our job or whether the company we work for-

Steve Dailey: Yes.

Tony Parinello: --we go to report to work and the doors are locked and there's an F.B.I. agent standing there saying, "Hey, your company is ceased."

Steve Dailey: Yes.

Tony Parinello: --you know, I guess it points to a contingency plan or an emergency plan, I mean you hear this, we only tend to pay attention to it when we see a disaster. Oh yes, I got to get an emergency kit, or yes I got to slow down and drive the speed limit because I just saw a car wreck and then 10 minutes later I'm doing 10 miles over the speed limit. So how do you keep this in the forefront of your mind that nothing is for sure? We live in a world of uncertainty but we need to have like a contingent plan.

Steve Dailey: Well okay, so there's a like everything, there's a continuum of, you know, you can spend your whole life, you know, worried about what's going to happen that you don't know about next and--

Tony Parinello: Yes I'll never leave my house you know, stay outside.

Steve Dailey: Oh yes, yes, exactly, you'd be under your bed in a huddle. If you really thought about it too much. So, so yes, contingency plans are great, however, here's where I was going to go next about uncertainty. So when we're reminded of uncertainty. There's 2 things to recognise and again this is all about minds. The first one is that if you're upset about what's happened in the face of uncertainty or the surprises that happen. If you're upset about it, what you're upset about is-- first of I'm working my way to stay don't get upset, don't worry be happy kind of thing, because if you're upset, you're upset about the difference between what you have or where you are and what you thought you were going to have or where you thought you were going to be. So there's 3 kinds of people that are dealing with this problem right now in Hawaii or this circumstance is not really, yes it's a problem in one context I suppose but it's a set of circumstances that surprise them okay.

So there's 3 kinds of-- First, there's the kind of people that are basically saying, "Okay, this is it I'm outta here, this is too much, too much uncertainty, too much devastation, I, you know, I can't face another day with this type of uncertainty." So they're trading what they currently don't know they don't know, for something else that they don't know that they don't know and that sometimes it's just what people have to do to deal with it, you know. I'm moving back to California, well guess what, you know, there's mudslides and earthquakes there and there's going to be other times of uncertainty in the process of getting there. But that's the first type, the second type of person is a person that starts to blame everyone else for what



happened or blame everybody else for what's not getting done or what's not getting fixed or how come they don't this and why did they do that and why, you know, pointing the fingers out to everybody else as though those people, whoever it might be are basically in charge of how much uncertainty you have or not and that's basically, obviously and obviously true to us.

But then the third type of people are people that really, I think, master their own destiny. And when I was-- if you remember this, I was living in Hawaii when there was another lava flow in-- very close to the same area in 2014 and I actually made t-shirts that simple said, "Go with the flow."

Tony Parinello: I remember that.

Steve Dailey: And--

Tony Parinello: I remember that--

Steve Dailey: Yes.

Tony Parinello: --clearly right now as you mention that but I had forgotten that you've lived through that and I remember those t-shirts that you got. Yes.

Steve Dailey: And so, you know, I'm not saying I'm anything special in that regard but there is a category of thinking people that think in a way that basically says you know what, this happened and so that's the first, I guess, half of dealing with uncertainty there's really a choice, as we all know mindset is a choice. There's a choice about how you think about, you know, what's going on, the current circumstances, the new information that you, that you didn't know was going to happen in the face of this uncertainty. But then the other thing and this is so powerful, so if you want, you know, anybody, I know Tony's probably got 6 pages of notes already--

Tony Parinello: No, I'm on page 2--

Steve Dailey: --either writing--

Tony Parinello: --I'm on the top of page 2 but I want to-- now that I have a chance to interrupt you here, I got a question.

Steve Dailey: Yes, yes, yes, go ahead.

Tony Parinello: What's the difference between too much uncertainty, okay I'm trading, I'm outta here. I'm moving back to California or whatever versus mastering my own destiny, are those 2 the same?

Steve Dailey: No, one is reactive and the other is proactive, right. So there's the, the kitchen's too hot, I'm outta here is a reaction. It's a fear driven or fear motive that drives that behaviour. But, okay this happened, now what am I going to do. And it



might include moving but it's not going to be reactive, it's not going to be fear motive, it's going to be okay let's gather all the information here. Let's figure out what are the 5 options or 10 options that, you know, I need to sort of bubble up to my thinking and what are the resources I do or don't have and what should I be, who should I be listening to for more information so that I can make a better decisions. That's the go with the flow people.

Tony Parinello: Okay, so, so that's been-- thank you for the clarification. So the first one is based out of fear, I'm throw my hands up, I don't have a plan but I'm going back to where I was or I'm leaving here. The other one, mastering your own destiny, you have actual plan of action and you're taking action in a definitive direction.

Steve Dailey: Yes.

Tony Parinello: Okay, so quick story. I was--

Steve Dailey: Oh okay, go ahead, go ahead.

Tony Parinello: --traveling last week and I was on a 6 hour ground delay, rolling ground delay in Indianapolis, Indiana and I needed to get to my destination the following day for a family plans, okay. So, so I'm on this rolling delay and everybody's complaining and blaming the airlines and I'm thankful that I'm sitting on the ground wishing I was flying rather than flying and wishing I was on the ground. So I bolted out of there, and I said you know what this is enough, I bolted out of the airport with a plan to rent a car and drive 7 hours to my destination rather than sit in an airport waiting, waiting, waiting, waiting, waiting--

Steve Dailey: Yes.

Tony Parinello: So, so that will be falling on to number 3, not number 1, which is mastering my own destiny.

Steve Dailey: Yes.

Tony Parinello: Okay.

Steve Dailey: Now there's other people that would have been, that's perfect, so there's other people that would be in the second category in your same circumstances and which starts, you know, hollering to people around them--

Tony Parinello: Oh they were terrible, they were yelling at the gate agent, oh what I'm going to do.

Steve Dailey: Yes.

Tony Parinello: Okay, got it, okay. Okay I'm with you-- So on top of page 2 in my notes.



Steve Dailey: Okay.

Tony Parinello: Keep going.

Steve Dailey: All right beautiful. So then there's another half of this, so this whole thing about, you know, deciding how you're going to, you know, react to what you didn't know that you didn't know what's going to happen. But here, this little thing and I'm going to start to say, if you're taking notes, everyone that's listening here and you haven't written anything else down, write this down. What we always, I think unconsciously, forget is that however long you lived, you've lived every single day with uncertainty and everything that you've accomplished and all the surprise that you've had, all the things you've been through, and so forth, all of that, all of that, is been practicing dealing with uncertainty. You're already mastering or have a pattern of, a very, very well practiced pattern of dealing with uncertainty.

Now let's go back to number 1, how have you done that? Has it been, you know, with fear, have you responded to everything that happens to you that you didn't expect with a, you know, you know this is the guy that or gal that changes careers every year or year and a half, because or change jobs every year, year and a half because it's, you know, they're afraid they're not going to make it or they're afraid that the, that they're not going to get what they deserve or they're afraid, you know, whatever there's a reactive pattern there or people that are locked in and frozen and miserable because they're blaming everything else around them for where they are. Or you know, they're jumping around jobs to jobs, because of, you know, the boss, you know, sucked over here and they planned, you know, was stingy over there or, you know, whatever, that kind of thing.

Tony Parinello: So isn't there like a percentage here, if I look at this and say okay and the last 10 years of my life, 15 years however long. How many-- how have I dealt with uncertainty was in the first category of hey it's I'm fearful get out of here it's too much uncertainty, I'm trading one piece of uncertainty for another, or the second one. I'm blaming everyone else, in the third one, I'm mastering my own destiny. My numbers, if I look at this, yes it would have to be 80 percent mastering my own destiny and then I'll split 10 percent on the too much uncertainty, I'm outta here and I'm not going to blame everybody 10 percent of the time.

Steve Dailey: Yes. I think what you just, you know, the little exercise you just went through there Tony is an awesome thing for everybody to take a look at and I will also tell you that, I don't know, how we measure this officially but if we could I would gander that somewhere less than 10 percent of the whole, you know, productive marketplace that is in-- to be able to say what you just.

Tony Parinello: Because I think-- I've been pretty truthful about it here. I would think that I'm on the low side but if you think I'm kind of in the middle--

Steve Dailey: Oh no.



Tony Parinello: --on top of it that's--

Steve Dailey: Oh no you're in a rare error. And again I don't have any authoritative measure for it but I do as you know, deal with people every day, they come to me with, you know, here's what's not working and can you help me fix it and that part's positive, but how they've been thinking about what's not working always is the biggest part of the problem and it's rare for me to you know to meet somebody that already has that locked in at an 80 percent of the time, you know practice. And most of the time we have to at some level learn that, I have to teach that and pointed it out. Now, some people are fast learners by the way, once they just get what we're coming, you know, there may be somebody, some people listening right now that did already, you know, that are really going okay, I need to do things differently and bam they're already, you know, turn their own course for a new future and success.

Tony Parinello: Yes I would imagine if the consequence here is the teachers. So if I'm blaming everyone and I learned my lesson with this serious consequence, whether that, you know, loss of a special relationship or a loss of a really good job and it just kind of whack you upside the head and then that's sometimes disaster like that is the best teacher.

Steve Dailey: That's right, yes and that's a good point of view or good part of the paradigm here is and we've talked about this in the context of goal setting. You know failure is information--

Tony Parinello: Yes.

Steve Dailey: --you know, the things that don't work the way you expect it, is information and it's not conclusion and so the question, what am I learning or what did I learn or what did that teach me is really, really powerful, so that you can move yourself into that third box we have been talking about.

Tony Parinello: Yes, the perfect word there is "move yourself," because if in the self-evaluation or just being witness to all this for your own self. If you look at the situation and you start blaming everything and then you blame the situation and you get stuck in the blame game, you can spend a lot of time there. I know people that have spent their whole lives in the blame game and I distance myself from them--

Steve Dailey: Yes.

Tony Parinello: --like by good country mile, because no matter what happens, they blame something or someone else. They take no responsibility.

Steve Dailey: That's right, that's exactly right.

Tony Parinello: And so yes, so you can get really caught in that vortex of the blame game as I guess. And here again everything's a choice, right but what is it



electroshock therapy waterboarding. What do we do to get somebody to realize that they're stuck in an unhealthy blame game vortex?

Steve Dailey: Well you're asking a question I ask, gosh, if not every day, certainly every week, you know, what can I do--

Tony Parinello: Yes, yes.

Steve Dailey: --and in the-- to help people, you know, move. And I always come around to the same conclusion Tony and you know, I can't do it.

Tony Parinello: Right.

Steve Dailey: You have to do it, you know, the individual has to decide and when did they decide, then is the next question and it's when it hurts bad enough.

Tony Parinello: Yes.

Steve Dailey: There's old Texas story about a traveller that was trying to find his way and he was lost he found an old farm house off from the distance, so he drove up this dirt road, there's an old timer sitting there in his rocking chair with his hound dog sitting next to him and he was asking about how to get around and while they were having this conversation, the hound dog kept hollering, you know every once in a while just kept hollering and finally the traveller was ready to go on his way and he said you know, one more question, the old timer say what's that? Tell me, is your dog sick, how come he's hollering like that and the old timer says, well he's just laying on a nail and the traveller said, well why don't he get off the nail and the old timer said, well reckon it just doesn't hurt bad enough. So here's a hound dog hollering...

Tony Parinello: Yes.

Steve Dailey: --and you know what we hear all the time when people are blaming and you know if it hurts bad enough, you'll do something about it. And--

Tony Parinello: Well that's, you know, that's interesting Coach Steve because there's a lot of examples of that in our lives, in the lives of other people, whether it's someone who's has an addiction. They usually say, well you know when they bottom out, when they don't, don't, if they bottom out, they finally feel the pain, they'll seek help, if help is there, you know, extend the arm, let them know that you're willing to help but that people have to want to help themselves, that is so true. That is so true, no matter what it is. Whether you've got a backache and how long you take it, could put up with a backache before you go to a contractor or an acupuncturist, or you know, whatever.

Steve Dailey: Yes, yes, totally.



Tony Parinello: Yes, that's is so true, that's so true. You know it's interesting and the last couple of minutes here we've taken a natural disaster, that's an unfortunate situation for many people in Hawaii right now on the big island and we've through your experience here again Coach Steve, no matter what I seem to throw in your lap, somehow we got around to this mindset of dealing with uncertainty. And you know you said something that I think is so, so critical and I wrote it down and I don't figure I have word for word but every day, every single day in our lives, we are dealing with uncertainty. So we really do know how to deal with it and we fall into one of those 3 categories, period.

Steve Dailey: That's right.

Tony Parinello: And where you say there is a choice, it's always a choice.

Steve Dailey: It is a choice and let's just emphasizes that real quick Tony. Because it's a choice you can make a different choice today.

Tony Parinello: That's right.

Steve Dailey: You know, you might go galley, and you know, that you know he's saying something that I have been guilty of, blah, blah, blah. Okay, great, so what are you going to do?

Tony Parinello: That's right.

Steve Dailey: And so it's awesome. It's uncomfortable sometimes to look at ourself in the mirror but it's also terrific because we have-- we're in charge of this, right. And we can't, we're not in charge of, you know, this is been said a million times but you know, you can't do anything about what happens to you but you can do something about how you respond to it. And that's, that's where success and failure often blinds, right at that little, little, nanosecond between stimulus and response.

Tony Parinello: Yes and you know what else is interesting here Coach Steve is if-- we don't have to go very far or look very far or experienced something outside of our little corner of the world that we operate in to see other humans going through disasters, right.

Steve Dailey: Yes.

Tony Parinello: You didn't have to look very far to even, you know, I mean on your circle of friends. So as we witnessed this and sometimes we offer help to individuals, sometimes we can't, because of distance or conditions or whatever. But I wonder, what we could take away from everything we see around us. I shouldn't say I wonder, I do believe we could take something away from everything we see around us that's deal us--

Steve Dailey: Definitely.



Tony Parinello: --with uncertainty and ask ourselves, what would I do in that situation? What plan would I have? What plan can I adopt? How does this relate to me, rather than just saying, well that poor son of a gun was standing on the wrong corner at the wrong time, you know.

Steve Dailey: I love it, it is a great and powerful question, you know, what would I do? That was me.

Tony Parinello: And what can I do now to better prepare myself for uncertainty that might come my way? What can I learn from this over here that I just heard about, just read about, just saw, just experience, or whatever or this other person or country or whoever is experiencing. How can I, how can I learn from that? Well gee here again Coach Steve you've taken us down this path. I thank you very much for doing that and I also hope that your friends on the big island will certainly survive and not--

Steve Dailey: Yes.

Tony Parinello: --you know, get injured in any way but if they lose stuff, you know, I know how hard that is because we all lost stuff and here again it is sometimes only stuff but they're faced with a really big natural disaster. So my heart goes out to them and to you and your friends and I'll give you the last word here.

Steve Dailey: Thank you, yes. Yes, so, let me just spotlight that you've got a lot of experience already dealing with life and if you're listening to this show you are, you've, your averages are pretty darn good, in terms of dealing with uncertainty and dealing with circumstances that come to you in life in a mostly if not, most often confident, competent way and so go into this day with that same confidence and competence in knowing that whatever, whatever comes at you, you're going to be fine as long as you think about the choice that you have to respond to it.

Tony Parinello: Coach Steve thanks so much for being who you are and doing what you do, I appreciate, Club Vito members appreciated and remember, members that we get together every Tuesday and Thursday for Q&A. So show up, ask a question and move on to your busy day. Take care everybody and have a masterful rest of this day, bye.

Announcer: You've been listening to Club Vito with Tony Parinello, staying in touch with us 24-hours a day at vitoselling.com or call us with comments and suggestions. This program and its entire contents are the property of Anthony Parinello, unauthorized duplication or rebroadcast without express written permission of Anthony Parinello is prohibited and unlawful under US copyright law.