

FLAME

LET'S LIGHT THE WORLD



MARCH 2020

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REMIND YOURSELF,
KINDNESS ISN'T ALWAYS
FOR THEM. **KINDNESS**
TRIGGERS OUR
GREATNESS AND **POTENTIAL.**
IT CAUSES US TO LIVE WITH **JOY.**

Upcoming Events

1. Leadership Mastery Summit | June 12th

Faith
Love
Appreciation
Motivation
Empathy

Letter from Titus



Friends,
We cook our food and feed a family with a FLAME.
We light the way in the midst of darkness with a
FLAME.
We honor fallen champions and heroes with a FLAME.
When we spark a FLAME within our community, our
businesses, relationships, and everyday communica-
tion, we see results that are profitable, enjoyable and
victorious.

F.L.A.M.E. or Faith, Love, Appreciation, Motivation, and
Empathy, change the course of the things that matter most in our lives both per-
sonally and professionally. We empower our own success and that of those
around us when we go to business and life with F.L.A.M.E.
I encourage you to pour into others, and allow wisdom and value to pour into you
through the lens of FLAME. Now, please enjoy this edition of FLAME, which is
powered by Collaborative Solutions Group, our supervising editor Christina Bar-
tolotta, and all of our amazing contributors!

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God Bless You Mrs. Trumble

A couple of weeks ago, the Lake Norman Chamber of Commerce hosted a luncheon which was keynoted by Mark Johnson, North Carolina's Superintendent of Public Instruction. He shared what our public schools are doing to get students "Career Ready" as they look at two- or four-year institutions. According to Mark, some students are pursuing apprenticeship programs, while others may elect to go straight into the workforce. The Chamber also used the luncheon to recognize three Lake Norman teachers as the Outstanding Educators of the Year.



Mark Johnson, N.C. Superintendent of Public Instruction speaks to Lake Norman Chamber members on what teachers are doing to get today's students "Career Ready." Photo by John McHugh, Ocaid Photography

As we sat at our tables during lunch, inevitably, the subject of "Which teacher influenced you the most came up." I listened intently as several business owners and managers shared their stories, recalling fondly, how this special instructor significantly touched their life.

Leaving the luncheon, someone stopped to ask me, "Was there a special teacher in your life?" To be candid, there are quite a few memorable mentors who have made an indelible impression throughout many different stages in my life. But the individual who comes to mind was not an educator, at least not in the conventional sense. She wasn't paid to do her job, yet she had one of the most fulfilling and impactful of roles that any teacher was ever provided.

When I was in third grade, a retired lady would visit our elementary school once a month. She would hand out little red Bibles to the children and spend half an hour telling Bible stories. Our parents had to sign an approval form before we could attend her storytelling sessions. Those who did not want to participate could go to the back of the room and take a nap or play with some of the games and puzzles kept there. However, many of us chose to listen to Mrs. Trumbell's stories of David and Goliath and King Solomon's Mighty Temple.

Today, nearly forty years later, children do not have the choice between taking a nap and Bible stories. Religious displays have been banned in public buildings and on municipal grounds. As we approach the Easter Season, you are not likely to go into many retail stores and see crosses that might carry the weight of having the establishment deemed insensitive, as it is too great a risk to offend some, but, rest assured, there will be bags of candy and plenty of baskets for the Easter Bunny.

Prayer in school, invocations at sporting events, and references to the Ten Commandments are being challenged by the ACLU and those who are offended at the thought of religion threatening their freedoms. Using the call for separation of church and state is their battle cry.

A few weeks ago, I attended a meeting in which the discussion centered on the declining work ethic of today's employees. The Internet is filled with marketing campaigns by major retailers with strong sexual images targeting millennials and we continue to read heartbreaking stories committed against children by their own parents.

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God Bless You Mrs. Trumble

The state of our workforce, our families, and our communities tell me that people like Mrs. Trumbell are sorely missed. I agree you cannot legislate morality. However, we as parents, community leaders, and volunteers can work with children and help them to understand and appreciate simple values. The education the children receive at home, through the examples set by parents, is much stronger than any instruction they can receive at school.

An issue I am very concerned about is the very bitter, divisive way we treat each other in social media. Friends, coworkers, and family members are using adjectives such as racist, sexist or making the implication that perhaps a person is just ignorant, if someone dares to disagree on political policies or candidates. Perhaps a greater concern for me personally, is thinking of the fullness of the impact these behaviors have on our children - the generation which will succeed us tomorrow.

The students educated today are the business and community leaders of tomorrow. I applaud our elected leaders who insist that God still has a place in our society. To whom we pray is far less important than the fact that we should pause each day and give thanks for the blessings from above. We are all so fortunate to live in a nation founded on strong principles and paid for by the blood, toil, and sweat of the generations who came before us. We should never forget the sacrifices made by so many which allow us to enjoy the privileges we have today. And while we can, if you will, let us pause, and give thanks for these blessings, while America still has a prayer.



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Faith has a Sound

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Can We Hear Your Faith?

When God came to Abram with a crazy promise to make him the father of many nations, Abram agreed. He believed God so much that he allowed God to change his name to Abraham. Abraham means father of many. Every time Abraham introduced himself he was speaking in faith. He had no children and he was too old to have children, so was his wife. Yet for years he introduced himself as Abraham, father of many.

Does your faith sound like that? Can the people you talk to every day hear your faith?

I went through a season driving a vehicle that was on its way out. As I drove it down the road I would say, "God, Thank You for promising to supply all my needs according to Your riches. You know I need a vehicle. I thank You for keeping this one running until You provide me with another." And He did. I kept driving it without incident until we were able to purchase another vehicle.

Follow me here... My faith was coming out of my mouth; it sounded like something.

Why could I say what I said? Because God already said it.

But my God shall supply all your need according to his riches in glory by Christ Jesus. Philippians 4:19

Abraham could call himself the father of many as a childless man because God had already said it.

Neither shall thy name any more be called Abram, but thy name shall be Abraham; for a father of many nations have I made thee. Genesis 17:5

Your faith can sound the same. For any situation you are facing God has already spoken hope, protection, provision. Find what He said and say it yourself. That sounds like faith.

Here are some ideas to get you started:

Dealing with anxiety:

God says:

25 Therefore I tell you, do not be anxious about your life, what you will eat or what you will drink, nor about your body, what you will put on. Is not life more than food, and the body more than clothing? 26 Look at the birds of the air: they neither sow nor reap nor gather into barns, and yet your heavenly Father feeds them. Are you not of more value than they? 27 And which of you by being anxious can add a single hour to his span of life? 28 And why are you anxious about clothing? Consider the lilies of the field, how they grow: they neither toil nor spin, 29 yet I tell you, even Solomon in all his glory was not arrayed like one of these. 30 But if God so clothes the grass of the field, which today is alive and tomorrow is thrown into the oven, will he not much more clothe you, O you of little faith? 31 Therefore do not be anxious, saying, 'What shall we eat?' or 'What shall we drink?' or 'What shall we wear?' 32 For the Gentiles seek after all these things, and your heavenly Father knows that you need them all. 33 But seek first the kingdom of God and his righteousness, and all these things will be added to you.

Matthew 6:25-33 KJV

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So now YOU can say:

God, I thank You for reminding me of all the little things You take care of and how I am more important to You than they are. Thank You for taking care of all my needs so I do not need to be anxious about anything.

Dealing with grief:

God says:

For his anger endureth but a moment; in his favour is life: weeping may endure for a night, but joy cometh in the morning. Psalms 30:5 KJV

So now YOU can say:

Father I thank You for your unending favor, even in this time of grief. I thank You for understanding my pain and tears and bringing joy in the morning.

Dealing with tough decisions:

God says:

If any of you lacks wisdom, let him ask God, who gives generously to all without reproach, and it will be given him. James 1:5 KJV

So now YOU can say:

Father, I ask for Your wisdom to bring You glory in every situation. Thank You for giving me the wisdom I need.

Faith sounds like agreeing with God's word, even when circumstances don't. Search His word and speak His truth. Then we can hear your faith... and you can too.



Mukkove Johnson is a certified Christian Life Coach specializing in Childhood Emotional Neglect Recovery and healing emotional wounds through prayer. She lives in Alaska with her husband of 25 years and their four children. The oldest is 20 and the youngest is 2. She has written 3 books. Her latest book, *Mess to Majesty: Let God Love You in Your Mess*, was a #1 new release on Amazon. Connect with Mukkove at

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March Madness? How about March towards Love!

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In a time where anger and madness seem to fill our spaces - whether through social media, the news, or even conversations with some people, I'm inviting you to let love in, just a little bit more.

I know it may sound hokey and even a little outrageous to some of you; but, if you would, please hear me out.

If we decided to simply switch from a place of anger and hate, disdain, and disgust to one of love, we would live in a different world.

Have you taken a moment to sit back and ask yourself why it is that the concept of love is so looked down upon? Why does it ride the bench while anger and aggression are the first draft picks nowadays? I don't get it. Well, I guess I do. As a psychologist and mental health expert, I have seen time and time again that our base instincts always take precedence, especially when we're stressed or in fear.

Anger is the easy one to reach to, it's easy to access. Aggression is simply anger in action. And it doesn't take much thought.

Now, let me say that there is absolutely nothing wrong with anger. In fact, it's very much needed. It's what drives social and political change. Without anger and frustration, we wouldn't have changes in systems. Think about the abolition of slavery, the Women's suffrage movement, or even the Civil Rights era. Those changes due to anger also include your very own family members. For instance, if your child or your spouse created a sense of anger within, that's a great opportunity to discuss, address, and grow both individually and as a unit.

However, if you became angry and solely decided to lash out through some form of abuse - mental or physical - that wouldn't create growth. It would do quite the opposite. It would not only stunt their growth and desire to speak up or to be the best version of themselves, but it would also keep you stuck in that loop.

So why choose that loop when you can choose to expand, grow, learn, and love?

See, I think love is a radical concept. When you turn on the news, social media, or even watch TV or movies, the go-to is aggressive actions. We have been flooded with these images. So much so, it requires no conscious thought when we see it. We've been hypnotized by these images. So no wonder we are in love with hatred and anger.

But I urge and ask you, how different would your world be, or this world be, if you started to show others more love? What if you held the door open for one person? What if you didn't take offense when that person chose not to acknowledge you opening that door for them? What if you complimented someone on what they're wearing? What if you told your child how proud of them you are for how they are doing in school or noted an act of kindness you saw them perform, or complimented them for not giving up on something that they wanted to quit? What if that love came with no conditions or expectations? What if you took the extra effort to make sure that the love you were showing, was done so in a way that the person receiving it, could?

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March Madness? How about March towards Love!

All we ever want is love. That's all we ever desire from the moment we grace this earth.

When I talk to people about their pasts growing up, those who are often the most unhappy are those who felt that they were deprived of love from at least one, if not both parents.

The good news is you don't have to continue that cycle, whether for your children or anyone else for that matter. You truly have a choice. So I invite you to choose love instead of Madness this season and beyond!



Dr. Damon Silas is an entrepreneur, a healer, and an artist who tackles the subjects of mental health, personal development and professional growth with a dynamic twist. A former contractor with the military and DC school system employee, he has used the challenges he has witnessed and experienced in order to help countless others to increase and improve their healing and growth process exponentially. A two-time published author (with another on the way), radio and podcast host ('A Mental Health Mixtape' which can be found on the WDRB radio station on iHeart radio as well as on iTunes; and 'From Mourning to ACTION' out on iTunes), and hip-hop dance instructor, this father of 2 fur babies and husband is originally from the Boston area and loves calling NC home now. and improve their healing and growth process exponentially. A two-time published author (with another on the way), radio and podcast host ('A Mental Health Mixtape' which can be found on the WDRB radio station on iHeart radio as well as on iTunes; and 'From Mourning to ACTION' out on iTunes), and hip-hop dance instructor, this father of 2 fur babies and husband is originally from the Boston area and loves calling NC home now.

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March in Faith Towards Trust

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I have a question for you. How much do you trust others? How much do you trust that they will do exactly as you ask or expect? How much do you trust that once given a task, they will do it to completion?

If you find yourself saying 'a lot,' then the rest of this article may just be a reminder, or possibly a confirmation of your adopted policy.

However, if you find yourself closer to the 'none,' or 'not at all' category, then I urge you to please keep reading... Trust me.

My guess is that if you find yourself having a hard time trusting in others - that they will satisfy your expectations all the time..or at least a majority of the time - first and foremost, let's be honest with each other. That's not asking too much, is it? After all, it's their job - as your spouse, loved one, child, co-worker - to do those things. So no, they won't be getting a cookie simply because they fulfilled a duty. They were 'supposed to' do those things, in the words of Chris Rock.

However, the truth of the matter is, given long enough, in any relationship, there is going to be disappointment to some extent. Someone is going to let the other person down. They will simply not live up to the standards you have set for them or the world around you. Guess what? You are going to let someone else down too. You will fail to meet their expectation, you will cause pain, and you will break trust.

So what does this have to do with faith?

First, let's define what faith even is. The online dictionary defines it as such: "1. complete trust or confidence in someone or something; 2. strong belief in God or in the doctrines of a religion, based on spiritual apprehension rather than proof."

So there it is. Complete trust in something or someone...even without solid proof.

When you think of doing that, or even the concept of complete trust without proof, what comes up for you? Does that sit well, does it feel nice and comfortable in your mind and body? Or does it bring up a whole bunch of doubt and discomfort?

I ask you again - how much are you willing to trust others?

Better yet. How much are you willing to trust in yourself? That's the true question. Because the truth of the matter is, whatever we feel about others, we typically feel about ourselves. It's a little psychological concept called projection. We typically project onto others the thoughts, feelings, and beliefs...but mostly the feelings...that we don't like within ourselves. The things that are yucky, gross, unwanted. We put that onto others. It's like when you smell something rank or rancid, and then you find the person closest to you and say 'smell this, isn't it disgusting?!' And by that point, the person is so close that they have no choice but to smell whatever you have thrust in their face. There was never even an opportunity to say no, or to recoil in safety. They just had to smell and receive the gift you gave them.

So when you find yourself not trusting others, my guess is that you have a hard time trusting yourself. Trusting that you will make the right decisions, trusting that you have the skills, abilities, and qualities within you that you need to succeed. Trusting and going with your gut.

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But I've got to tell you. You have all of it within you already. It's now just a process of (re) discovery. You've always had it within you. Just like when it's cloudy outside, what happens to the sun? Does it disappear? Does it cease to exist? Absolutely not. It's always there, just waiting for the clouds to clear and for us to re-discover it on a clearer day.

So I ask you to take some time to rediscover the qualities within you that are already there, and to learn to trust yourself. Because without trusting in yourself, you will never trust others. And that will lead to a cycle of discomfort, not only for you but all those around you. Let go of those old chains of doubt and fear and begin to march in faith towards trusting yourself just a little bit deeper.



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Why Charging Premium Prices is Critical to Business Sustainability - And How to Make it Happen!

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I work with ambitious entrepreneurs to help them create a winning marketing strategy.

And one of the first questions most clients ask is "How can I get more customers quickly??"

The truth is, in most cases, that's the wrong question to ask.

That's because one of the best and most important ways to improve your overall business performance has NOTHING to do with attracting *more* customers.

In fact, getting *more* customers should be a secondary goal. More important is using your marketing to justify higher price points for your products and services.

Here's a simple illustration.

Let's say you own a business selling widgets.

You're charging \$100 per widget. Your cost per widget (overhead, marketing, staff, materials, etc) comes to \$90. So you're making \$10 per widget. In an average month, you sell 1000 widgets.

Units Sold = 100 @ \$100

Monthly Revenue = \$100,000

Costs = \$90,000

Profit = \$10,000

Now, you've set a goal to double your profits. If you set out to accomplish this goal by selling *more* widgets - you have to double sales. In that event:

Units Sold = 200 @ \$100

Monthly Revenue = \$200,000

Costs = \$180,000

Profit = \$20,000

Not a bad outcome! But the work of doubling your sales and keeping up with the increased production is... significant.

Now, what happens if you approach your goal of doubling your profits by focusing on raising your prices rather than doubling sales volume?

Let's try a 10% price increase...

Units Sold = 100 @ \$110

Monthly Revenue = \$110,000

Costs = \$90,000

Profit = \$20,000

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Why Charging Premium Prices is Critical to Business Sustainability - And How to Make it Happen!

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A 10% increase creates the same end result – doubling your profits – as doubling your sales volume.

Which do you think is an easier task to accomplish? Doubling your sales volume or rolling out a 10% price increase?

Raising your prices almost always represents the low-hanging fruit – the most direct path to growing your profitability – and so your marketing should be focused on justifying higher price points.

So how do you make that happen?

Here are five strategies you can use to justify premium price points.

You don't have to adopt all of these at once - you can "mix and match" in a way that makes sense for your business!

Strategy 1: Deliver a Premium Experience

Many of your customers and clients are willing to pay higher prices for convenience, quality, and comfort. How can you adjust your business model to provide a "premium" experience every step of the way?

Depending on your business model, this could include investing in a nicer waiting-room experience, investing in higher-quality equipment, revamping your operational procedures to increase convenience or even investing in high-caliber employees.

Strategy 2: Deliver Premium Customer Service

Believe it or not - for most consumers, the quality of the service you provide is more important even than the quality of your products and services.

The number-one reason that people refuse to return to a restaurant has nothing to do with food quality... the number one reason diners won't return to a restaurant is that they are unhappy with the service they received!

No matter what industry you're in, you can make your business more attractive and more valuable to your customers by delivering top-notch service to your customers and clients.

Strategy 3: Find a "Specific Application" for Your Products & Services

Next time you're at the grocery store, go to the peanut butter aisle and look at the price of a bottle of honey. Notice the price per ounce.

Then, walk to the coffee & tea section. You should be able to find a small selection of "tea honey" - not all grocery stores have this, but many do.

Notice the difference in price per ounce.

"Tea honey" is much more expensive - even though it's the same exact product, just packaged slightly differently.

The lesson: consumers will happily pay more for a solution that is uniquely tailored to their specific needs.

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My last business started as a generic internet marketing agency, and we did OK. After a few years, we shifted our focus exclusively to law firms - and the business took off. We were able to charge premium rates AND we had more business than we could handle much of the time.

How can you find a “specific application” for your products and services?

Strategy 4: Build Your Personal Brand as an Expert

Customers and clients will pay premium rates to work with someone that they perceive to be an expert. Think about it - if a loved one is facing a serious medical crisis, you’ll do just about anything possible to make sure they’re seen by a specialist in that particular area of medicine.

Building your own brand as an expert in a niche is a powerful strategy to differentiate yourself from the competition, and it’s a great way to attract customers and clients who are willing to pay premium prices.

How can you make that happen? Here are a few ideas to get your wheels turning...

- ✓ Start a podcast
- ✓ Hold workshops and educational events
- ✓ Start a blog
- ✓ Create educational video content
- ✓ Earn awards and certifications
- ✓ Pursue media appearances
- ✓ Start an email newsletter
- ✓ Post quality content on social media

Strategy 5: Target Clients & Customers That Can Afford Your Higher Rates

Here’s the reality: not everyone is willing to pay premium prices. There’s a certain percentage of the population that always gravitates towards the lowest possible price.

And that’s fine!

But those aren’t the customers you should pursue. You’re fighting an uphill battle with them.

Instead, adjust your targeting to attract clients and customers who are happy to pay a bit extra in order to enjoy a premium experience and receive the best possible results.

Go make it happen!



Danny Decker is a speaker, author, podcast host, and marketing coach for ambitious entrepreneurs. His book, *Marketing Simplified*, is available on Amazon.com and through other retailers. Subscribe to the *Marketing Simplified* Podcast on Apple Podcasts, Spotify, or Google Play. To learn more about Danny, and to access a wealth of FREE marketing tips and strategies, visit www.DannyDeckerMarketing.com.

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Perspective Matters

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Sometimes the process is painful, but necessary. I heard a story about a chick that needed to hatch, but had no suitable mother chicken to keep the egg warm and safe for the duration of the process. So, because the farmer had no chickens who would classify as "mommy material", he chose to use an incubator. This was his very first incubator experience, and man did it make him feel helpless.



The chick was in a safe, warm place, and removing the chick would result in its untimely demise. Obviously, the chick does not have the comprehension of the fullness of its circumstance. In fact, all the chick knows and feels is that it wants out of the shell that is keeping it safe. That shell, the very thing that is keeping this chick nourished and alive, at that moment is a prison to the baby

chicken. That perspective is creating a discomfort so intense that it is calling out, and if we were to translate the desperate chirps, I think it would sound like, "help me".

If the farmer helped her it would likely kill her. So, as bad as it made that farmer feel to listen to her, and as bad as he would like to help her skip this "trial" of struggling to get out which took nearly 24 hours for the chick, and no doubt felt like a lot longer for all parties involved, he knew that he must not and could not. She needed to take her time going through that process.

That process, as painful as it was, allowed her to begin to get stronger. The time it took made it so her belly button had time to heal. The long-suffering gave her the opportunity to finish absorbing all of the nutrients from the egg. In that trial, the best thing the farmer can do to "help" her is to keep her safe and warm in the incubator. He was able to talk to her, encourage her, albeit through the walls of the incubator and in a muffled voice, he did what he could do and hoped to bring a little relief to the chick.

No matter what you are going through, try to remember you are in the Incubator of God's hand. Your process is very important, and so are you. When all you can see is the egg you are in currently, try to take a moment and be still so that you can listen and hear the Lord encouraging you "I've got you little one. You are safe. You can do this."



A certified John Maxwell coach and speaker, as well as the COO for Collaborative Solutions Group, Christina Bartolotta is truly passionate about growth, development, and executing with excellence. Having played a major role in turning around several businesses throughout multiple industries, Christina is known for her consistency, process development, implementation, and genuine desire to help others. This mother of two young boys, wife, co-founder of a 501(c)(3) charity and the supervising editor for FLAME, continues to be committed to being a major player in creativity, development, and innovation relative to human capital and operational dynamics.

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Trust/Faith

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Leaders lead because they first know how to follow. This statement is as true a statement as any. Let's take a moment to break it down, shall we?

Following is often seen as a small feat, just as meek is often mistaken for weak. However, I am here to tell you that following is one of the hardest things you will ever do. It is almost as difficult to follow as it is to lead. What also rings true, is that in SOME circumstances, it is tougher still to follow than to it is to lead.

In order to follow, there have to be several variables that line up brilliantly, precisely, and almost perfectly. Some of those factors are trust, Intestinal fortitude, the ability to be meek, and discernment. Of course, these are not all of the variables, vision is necessary, logic plays a big role, as does emotion just to name an additional few. Following is such a big deal, that we could cover it in a book of its very own. For now, let's explore a key area, trust.

Trust. That is a big one. Trust matters. Trust could be one of the biggest pieces to the puzzle that puts together your ability to follow most effectively. If you can not trust your leader, then how can you be led? Trusting the person who is responsible for not only building those tracks that your train is on, but also designing them, formatting them to fit the wheels, and ensuring that at any turn or swap of the track or the crossing over of an intersection that there is no crash, determines whether you buy the ticket to get on that train or not. Far before you trust the conductor to ensure there is enough fuel, take the right turns and perform necessary safety inspections; you must first trust the maker of the track. Have you ever gotten on a train and considered, "What if the tracks do not lead to the destination we have set forth?" I would imagine that if you had that type of question, you certainly would not find yourself on the train.

That is trust. Not only is it trust, but it is also blind trust. Trust is built, not earned. Metaphorically speaking, trust is not like money, in that you can spend it and regain it so easily. Trust is foundational. It is the basis for which you make judgment calls. It is one of the reasons that people's perceptions vary so widely when having identical interactions with the same person. Trust takes time, effort, and diligence. Trust is not only the foundation of which you build your relationships, but it also can be seen as load-bearing walls, pillars, and accent pieces, furniture and even paint on the walls.

If we can conceive that trust is all of these things, then we can agree that trust can be broken big or it can be broken small. It is not uncommon for someone to see trust as a foundation, and for the breaking of that trust to result in a crack in the foundation. This is not untrue. I simply have a secondary view. I believe that breaking trust in big ways can result in foundational cracks. I also believe that breaking trust in small ways can result in chipped paint, dented floors or a hole in the wall.

This is where negligence comes into play. You may see a chip in the paint and do nothing about it. Weeks later that chip grows, almost unnoticeably so. Time goes on and the chip becomes a crack, and slowly it goes, all the while you grow accustomed to it. Later still, the interior of the walls becomes exposed, and like mold, the distrust continues to grow. Eventually, it consumes the home, makes breathing in it almost impossible and demands attention.

When something gets so big that it demands our attention, we tend to see it for what it is today. Awareness teaches us to acknowledge what it is today, but find out what it took to get it there so that we can be better prepared to properly address tomorrow's chipped paint. That's the job of a leader. The follower established

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Trust/Faith

Faith
Love
Appreciation
Motivation
Empathy

trust. The follower allowed that home to be built, had the trust woven into every aspect of it, and with great dismay, experienced the slow destruction that came with the chip not being properly addressed. We have all been let down by others. This is a part of the human experience. We have all had trust broken, sometimes big, and at other times small.

The truth is, that as much as the leader had an impact on the weathering of the home, so did the follower. That metaphorical home didn't belong to the leader, it belonged to the follower. So, the maintenance and upkeep were the responsibility of... the follower, also known as, the homeowner. Just as with a physical home, if there is a hole in the wall, broken lock, or even a water leak, the homeowner addresses it, so too should you address your internal chips cracks and vulnerabilities. Also, just like maintaining your home, do not be afraid to get a professional involved to help you, and show you how to make sure you know how to properly repair the damage that exists and that is to come.

It must be repaired, for a myriad of reasons. Just as a home can be so damaged that it becomes damaging to those who go within it to seek refuge; so too can you.



A certified John Maxwell coach and speaker, as well as the COO for Collaborative Solutions Group, Christina Bartolotta is truly passionate about growth, development, and executing with excellence. Having played a major role in turning around several businesses throughout multiple industries, Christina is known for her consistency, process development, implementation, and genuine desire to help others. This mother of two young boys, wife, co-founder of a 501(c)(3) charity and the supervising editor for FLAME, continues to be committed to being a major player in creativity, development, and innovation relative to human capital and operational dynamics.

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