

The *flowing* point

by Donna Messer

WHAT'S THE FLOWING POINT?

Simply put, when an individual has reached their Flowing Point, they have maximized the number of contacts in their network who can provide information that leads to a solution. It's one thing for a person to have a large network, but if they are unable to tap into the information available, what good does it do to simply claim that you know many people. When you have reached your Flowing Point, it does not simply mean that you have a large network. Size in this case, does not necessarily matter. What's more important is that you know what information you can gather from your network and how you can utilize it to come to a solution.

Where do we begin? What's our Flowing Point? Statistics show that there is always a situation that marks the need for the flow of information and resources, what it is and where it starts is the Flowing Point.

As an author and motivational speaker, I've been encouraging my audiences to tell me what they need. I begin each speech with "Hello, my name is Donna Messer. How can I help you?" The phrase is on my business cards, on my Web site, in all my workshops, and it's the beginning of all of my relationships with people who ask for my help. It's The Flowing Point, and it helps me determine what's needed.

For the past 10 years, I have followed a process, always entering into the relationship with my clients at a point that I pre-determine by asking a series of questions. I recognized early in my practice that I couldn't effectively help my clients reach their goals without first knowing who they were, what they needed, and what they were willing to do in order to help themselves. My models were simple – each client needed to fill out two assessments, a W3 and an AHA Mind Map. These basic tools provided me with a starting point for all my coaching sessions.

We founded a company called ConnectUs to handle the processing of all of the information needed to help our clients. We found that our clients wanted to make changes in their lives, to find new careers, to move up the ladder, to find partners, to travel, to believe in themselves and their

dreams. We quickly learned that in order to help them help themselves, we needed to know where to begin.

We learned very quickly that communication was a critical factor to success. We found we needed to understand how to "communicate with each other" to speak the same language. We developed a process that would help us understand our client's communication style. The process is called the theory of "Link and Think". It's a simple model that helps us determine their method of processing information. The exercise quickly helps us determine their communication style. Once recognized, we work within that style using auditory, kinaesthetic, or visual methods of communication.

Once clients have been processed through the assessments, our research has proven that clients were not only able to determine what they needed, but also we were able to provide them with an acceptable method of follow through that made it easier for them to achieve their goals. We were able to take them from problem, to opportunity, to solution – efficiently.

We found that clients liked to be monitored, to measure their progress. We set up a process that made monitoring and measuring an easy and acceptable part of our program.

It wasn't until I sat down with Dr. John-Paul Hatala that I realized that no matter who it was, or what the situation, there was always a pattern to the methods we used to help people help themselves.

It was only a matter of time, until we recognized that we were in the flow. Where we were in the flow, was difficult to determine, until we could assess what was needed. Using our combined talents and tools, the light went on, and the river of information began to flow. We were at the point in our communication, where we understood that people need to know their own flowing point before they can actually get into the stream of connections they need to achieve.

Dr. Hatala and I had found our Flowing Point! We began to work together, pooling our resources and our energies. The results have been incredible. A book, jointly authored called *The Flowing Point: Reaching*

Network Capacity is being written. The book is an easy to understand, roadmap of discovery. Taking the reader from where they are, to where they want to go. Describing the journey, complete with all the little side trips they will encounter along the way.

According to the book, life is very much like a river, with continuous flow over rocks, around bends, through turbulence, to a final destination. Like the river, we need to be aware of the flow, recognizing that whether we want to move forward or not – we will.

Comparing life to a river helps the reader recognize that when change happens, they are often uncomfortable or afraid, they want to stay where they are, content at their chosen spot in the river. The flowing point provides a series of self-assessments, analogies, and stories that will provide the reader with the desire to jump in and begin to go with the flow.

The Flowing Point comes at the process of handling change from two perspectives – Dr. John Paul Hatala provides the assessment tools, the measurements and the models. We provide the network, the relationships and the communications skills. Together, we encourage the reader to recognize their fears and move forward.

The Flowing Point: Reaching Network Capacity will be a must read for everyone. The FlowWork program will be available on line and at workshops and seminars across the country.

Ask yourself this question: Where do I want to go with my life? If you haven't found the answer – it's just possible that you haven't determined where you are in the flow. SBGM

Donna Messer is an international trade specialist and author of "Acronym Soup". Her company, ConnectUs

International, acts as an international matchmaker and designs, develops and delivers interactive training programs.

She recently launched www.WeChooseCanada.com a national awareness program that has increased Canadian business development nationally and around the world. For more information, visit her Web site.



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