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Christmas Magic and The Kitchen Aid Mixer

Back on Cyber Monday, I placed an order for a Kitchen Aid Mixer. A great deal **at 60% discount**. The order went through, confirmation was given, and I eagerly waited for the new kitchen appliance to arrive. I wanted to bake with my new toy.

Within a day or two I received another email letting me know the **shipping date was delayed by two weeks**. Disappointed, yet mindful of holiday shipping delays, I noted that it would still arrive before the holiday dinner. I would still be able to whip up a special dessert and mash those potatoes up to an airy delight.

But then a new email came telling me that **the mixer could not be sent** from the manufacturer, they had no indication of when the mixer would be available again, and **they would cancel my order by January 11**, if they did not hear from me. They heard from me.

I learned a lot from my conversation and probably the biggest takeaway was to stay alert with the holiday shopping frenzy deals. The customer service apologized for the inconvenience. When I asked her, what Macy's past experience in situations like this was, she did not know. When I asked if I could talk to the shipping department I was turned down. When I asked if I would receive a mixer before next Thanksgiving's Cyber sales, she could not positively assure me. When I asked if I would be first in line, for the next Cyber Monday's similar "deal", she could not confirm that either. I asked and was finally transferred to a supervisor who repeated the lines of the customer service. When I informed her **the exact same model was still available on the website but for a much higher price**, she had no response. Disappointed, I took the next step by telling her I would notify the state's attorney general's office of my unfortunate experience. And **that was that**.

At least that is what I thought. I deleted the emails I had received about the mixer as I did not want to be reminded of my disappointment. I did follow up with the Attorney General's Office which is a story in and of itself. Suffice it to say, there was no resolution there. The matter was done. **I was moving on**.

But then, right before Christmas, I received an email from our office receptionist, telling me I had a package from Macy's. I hadn't ordered anything else from Macy's. She either emailed the wrong person or misread the company's origination. But no, the Macy's box was for me. There it was: the mixer I ordered, a little late for the holiday baking but Christmas magic sprinkled on me. Thank you Santa, Macy's, and whatever prompted them to honor my purchase.

Life is so much brighter when we focus on what truly matters...



We have heard the phrase *“live each day like it’s your last”*. We updated it to *“live each day like it’s your best”*.



This Month’s Offer:

For those of you in the **Money Focus programs**, we will provide **an extra 20 minute call** with Bhaj for a question or concern you might have about **building your own significance**.

This is in addition to your regular January call with Bhaj.

Contact grace@focusandsustain.com to take advantage of this exclusive offer.

This offer ends on January 23, 2018

January To Dos

1. It’s **time to celebrate**...again:
 - The Golden Globes just concluded which gives production houses, actors and directors an idea of how to mount a campaign for **the upcoming Oscars**.
 - We have **Olympic trials** and final national competitions to craft teams to best represent their countries at next month’s Olympics.
2. **For fans of the cold, ice and snow**, there are spectacular **ice caves to visit**, starting with the **Fairy Glacier in Mittelallalin, Switzerland**. After lunch and before your last ski run of the day, you can venture into an ice cave which hides ice thousands of years old. Or, instead, you might decide to go to **Russia’s Kamchatka s’ Ice Cave**. The ice is so thin that it sparkles with multicolor sheen as the sun shines down on it. Or, closer to home, you can visit **the Booming Ice chasm in the Canadian Rockies**, near Calgary. With amazing acoustics these vertical ice “mountains” are reserved for the most experienced climbers.
3. And finally, it is **time to groom the dog**. After all the Westminster Kennel Club Dog Show is less than a month away.

“You never know how strong you are until being strong is the only choice you have”

Bob Marley

Life Matters

Quick Tips



Money Focus

The holidays are over, and it is easy to take our mind off our finances. Don't do it. Financial cyber theft is a major "business."

Here are two tips to protect against theft and fraud:

1. **Create a to do on your personal calendar to check your bank account online, on a regular basis (every 2-6 weeks). Contact your bank immediately if you find questionable activity in your account.**
2. If your credit cards are ever lost, stolen, or compromised in any way, **notify the corresponding institutions** to immediately halt all activity and issue you another card as you untangle the mess.

Life Focus

My husband and I conducted our 23rd annual meeting over the new year. I am always amazed at the **benefit to reviewing our values and missions**, both personal and together has on us. As we each describe what our values mean to us and how they guide our lives, it gives us each a much **greater understanding of each other.**

We will be asking each other about our top values this year during our monthly check ins and also acknowledging how we see them, if we do, expressed by the other.



Legacy Focus

Do you know your great grandparents' names ...all 8 of them? Usually, **in a room of 100 people, only 3 can name all their great grandparents.**

Research has found that **most families lose the thread of their family's past within 3 generations.** And that's a tragedy. The ties that keep us connected disappear.

Research has also shown that those who know a lot about their family's heritage tend to **do better when they face challenges.** They also have a stronger sense of control over their lives.

If you are among the 97% whose family history is disappearing, I suggest that you choose an older member of your family, whose significant story has not yet been captured, and **commit to having that story told.** Contact me if you need assistance in making this happen.

N.Cog Nito Watches the Eagles

Picture this: You are **out for a walk on a crisp, wintery day**. You walk down to the **icy river edge**. The ice is too thin to step on so you gaze at its silvery sheen. As your eyes wander down the river, you see **an eagle sweeping in**, cawing as it flies nearer. You follow the adult eagle as it alights on a tall oak tree at the bank of the opposite shore. **The eagle is not there to look for fish**. It has a more immediate mission to fulfill. As it stands on the tall oak tree, this mighty bird extends its neck and breaks off a branch.



With the branch firmly between its talons, the eagle lifts off, sounds another caw and flies right over you, as it heads for a tall pine tree a hundred yards behind you. But just before it lands, the eagle drops the branch. The bird flies over you again as it fulfills its task of building this year's nest. You watch this ritual for

about an hour as **the eagle strengthens its existing nest**, one it has returned to for the last three years, with branches and twigs.



I love watching the eagles strengthen their nests. It is such a simple task yet not that easy to do. I am also relieved that they do not see me as a potential source of nest material. I think that is because I keep my shades on!