

Message in a Bottle:
Managing Your Mood So You Can Manage Your Business



December 2014

"Gratitude and Generosity."

Kelly McCausey

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Message in a Bottle: Managing Your Mood So You Can Manage Your Business

Kelly: Hey there. Welcome. This is Kelly McCausey from [Beachpreneurs](#). You're listening to Message in a Bottle Issue Number 8. Our topic is gratitude and generosity. I do have a special guest that will be joining us here in just a little while. I want to talk about the subject of this audio.

Gratitude and generosity. How does that plug into our businesses? Our goal here at [Message in a Bottle](#) is to create something that inspires you and that feeds your desire to grow yourself as well as growing your business. Your business will never grow beyond your ability to manage it. You will never be able to build it bigger and more profitable than you can see that happening. Your mindset is so important.

How you think and how well you manage your thoughts, mood and attitude is so key to having a successful business. One of the greatest assets you can bring into your business is a positive attitude. Nothing fosters a positive attitude better than the practice of gratitude. I think most people would agree with that.

We're happier when we're grateful. We're more willing to try new things. We're more willing to stretch and grow when we're grateful for what we already have. Some people hold themselves back by focusing too much on what they don't have, who they don't know or what they don't want. Some people wish their life away, wishing for tomorrow or next year to already be here. I've been guilty of it myself. It's something that I've slowly weaned myself off from. As soon as I catch myself wishing for a future day to be here, I stop myself and focus on today. What should I be doing today? If you wish your whole life away, you're always living in tomorrow. You're always living in expectations of fruit that you didn't plant.

People who hold themselves back and focus too much on what they don't have are the people who tend to gripe and complain a lot. Gripping and complaining is directly opposite of expressing a grateful heart. In October's Message in a Bottle, Issue Number 6, we went pretty deep into the topic of griping, complaining and managing your mood. If this is something you struggle with, I highly encourage you to pick up Issue Number 6 and dig deeper into that.

As I record this, we've just had Thanksgiving. We're coming into Christmas. Gratitude is the theme of Thanksgiving. I don't know about you, but all over social media, I saw people posting gratitude challenges of one kind or another, whether they had to post one thing they're grateful for every day for 30 days or more than that. You've probably seen it as well. There are so many different ways to practice being grateful.

I made a little printable for you. It's one of the creatives this week. It's just a simple one-week sheet with seven spots. It says, "Daily Attitude of Gratitude." I think it would be

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cool if you print that out and just jot down some grateful thoughts into each spot. Fill it out for the week. You might find that you enjoy it so well that you print one off for each week. Save those sheets to look back at the things that you're grateful for. As I was making that creative, I thought about grateful thoughts.

We can either fill our day with negative thoughts or positive thoughts. I think of them like little droplets. I filled the page with little drop shapes. I thought, "I'm going to keep this paper on my desk this week. I'm going to jot down grateful things every single time I think anything remotely grateful. It might be, "I'm glad for this. I'm happy about that. I feel good about this." I'm going to take my pen and color in one of those drops every time. Can I fill it up in a week? There are hundreds of them. I think it would be fun, maybe a little addicting. I love doodling. Look for that creative on your download page.

When we're grateful, we realize we have so much to be thankful for. When we're focused on what we don't have or on what we need but don't know how to get our hands on, we're very focused on lack. Thankfulness drifts away. It's so easy to get caught up in what you don't have. For some, if you're experiencing rather extreme lack, your thoughts of lack may so crowd your mind that you will be challenged to think of even one grateful thing to write down in a day.

We call it "practicing a grateful attitude" for a reason. It sometimes takes practice. For some people, it's as natural as breathing. For some, it is not. Wherever you're at, you can work that attitude of gratitude by practice. When we're grateful, we're thankful. When we're grateful, instead of focusing on what we don't have, we find ways to better enjoy what we do have.

This is so true in our businesses. When I was getting started, I had no money to spend. The whole reason that I chose to start creating an income online was that I had a \$200 per month shortfall between my cost of living and my income. I had no money to invest in my business. I could have really wallowed in that and said, "I can't start a business. I have no money." When you don't have money and you're focusing on what you have to be grateful for, you realize, "I may not have money but I have time. I have talents."

Instead of focusing on not having the money, I focused on, "What can I do with my time and talents?" Then I got busy. I created graphics for \$5. I designed websites for \$35. I wrote articles for \$5. I did whatever I could do with my time and talents. This is going to sound wacky. One of the things I am so grateful for is having started my business so broke. I never developed that bad habit that some people have where they try to spend their way to profit. I couldn't.

I couldn't spend my way to profit. I had nothing to spend. I had to work my way to profit. I'm grateful for that. Now it's all these years later, all this time. I've been in business for more than 11 years now. That gratitude is still there because I see what too

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much money does for some people. When the going gets tough, they look to spend. When the going gets tough for me, I look to work. I look to hustle. I say, “Let’s hustle our bunnies and make some monies.”

There is something else I do when I face a lack. It stems directly from having a grateful heart. I said a moment ago, when you’re grateful, instead of focusing on what you don’t have, you find ways to better enjoy what you do have. When you’re grateful, you realize you have more than you think. It doesn’t matter what kind of lack you face. When you have a grateful heart, you realize how much you do have. When I face a lack, a financial shortfall or a situation that worries me financially, do you know what my first instinct is? It’s to give something away.

That leads us to the topic of generosity. I don’t think I’m an especially generous person. I know others who are far more generous. I do believe in the law of seed time and harvest. There is a scripture in the Bible that says there will always be seed time and harvest. When I experience lack, when something is worrying me financially, I look for a way to plant a seed. I look for a way to give something away, whether that is cash, time or a resource I have at my disposal. I look to give something away, to be generous, to meet someone else’s need and to plant that seed. I know there will be a harvest.

Coming back from St. Petersburg, Florida when we had our first [Beachpreneurs Lifestyle Conference](#), I was driving home. We had some unexpected expenses with that event. Having events at the beach, as you might guess, is rather expensive. Something took us a little by surprise. I was leaving the beach with far less money than I had hoped. I needed to make a deposit on my next event, [Exposure and Profit](#), which was coming up in Toronto.

I needed to make a deposit with the hotel. I thought, “My wallet is traveling a little light here. In just a few days, I have to write a check to the hotel for \$1,000. This is a little scary.” Rather than obsess, worry and focus on the lack, I stopped the car. I went into a Wendy’s. I opened up my laptop and I sent someone \$100 through PayPal. It was someone involved in a ministry. I knew they had a need. It was a round number that popped into my head. “Give \$100.” I packed my stuff up, got back in the car and went on down the road.

Within 24 hours, I had the \$1,000 in my bank account that I needed for the hotel. Does seed time and harvest always work that instantaneously? No, it does not. Is it like a 10% thing, where you give \$100 and you’ll get \$1,000? No. There’s no math in regards to seed time and harvest, no matter what anyone tells you. I’m not doing some “Name it and claim it,” “Give so you can get” theology. Forget all of that.

The point is, I didn’t focus on the problem. I didn’t focus on the lack. I didn’t focus on the need. In order to not focus on that, I gave something away. I practiced my own

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attitude of gratitude. I was grateful that I had the money to give. I looked around for a need to meet and I went for it. I'm not trying to turn this into, "This is what I think you should do the next time you have a lack. I'm just sharing something that I do. It's how having an attitude of gratitude leads to generosity naturally. At least, that's my experience of it.

When I choose to be grateful for what I already have, I find that generosity bubbles up inside of me. I want to find a way to give. I want to meet a need. I may have a need, but there is probably someone else who has a need that I can meet, at least in part. If I can shift my attitude from focusing on what I don't have to what I do have and be generous with it, it does something important for me. It fosters that positive attitude that is so important.

I'm connecting an attitude of gratitude of generosity. I'm going to bring a guest on here in just a minute. I want to talk more about generosity in our businesses. I've had some really great experiences in the years that I've been doing online business where I've been able to help people through generosity. It's not always through my own generosity. I've had opportunities to help people when I had nothing to give, just by spreading the word through my podcast, mailing list and letting my community know about a need.

In past years, we've done things like buying a work-at-home mom a computer when her computer died. We've had fire sales that helped my friend Tishia get out of a smoky apartment and into a decent house. Several years ago, a business friend of mine lost her child. Her two year-old died in his sleep. They were in an awkward financial position at the time between selling a house and being in a second house. We put the word out to the community. The community rose up and paid for the funeral, and \$7,000 was raised. Those are not my generous acts. Those are generous acts of the community. I'm so blessed to have been part of it as far as putting the word out and providing the means and focus.

Gratitude leads to generosity. Some of you will remember that, a couple of years ago, I shaved my head to raise money for [St. Baldrick's](#). That was huge fun. That was so exciting. I shared that experience with my community. They raised money. They sent money to St. Baldrick's. I got to have fun dying my hair different colors and then ultimately getting shaved completely bald. I was able to raise a lot of awareness.

In all of these situations, whether I was motivated to lend my voice to the cause, to give up my hair to the cause or to give financially, it was always born out of gratitude. With St. Baldrick's, I am so grateful that my beautiful nieces and nephews, the quadruplets, were born and that they didn't have any problems.

They didn't have any physical problems. I was so grateful to hold those healthy babies. I think about what families are going through when young children are fighting cancer,

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when babies are getting diagnosed with cancer and facing treatment. My gratefulness for their health led to generosity in wanting to give up my hair and influence to raise money for that wonderful organization.

In all these opportunities that I've had to work with my community and raise money, it has benefited my business. Is that why I do it? No. But it does benefit my business. When you show yourself to be philanthropic, when you care about others, when you put the needs of others above your own, when you stop promoting yourself long enough to promote someone else and meet a need, you're telling people something about you. They feel drawn to that. People love to be part of something bigger than themselves.

One of the examples is how we put together money to buy a work-at-home mom a computer when her computer died. No one person could have ever afforded to go and buy her a computer. But \$20 at a time, \$15, \$30 came in and the money was there. We raised about \$700 to buy that computer. We got to do it as a community. People felt very drawn and proud of themselves for having been part of it, having met that need.

The same was true when the community came together to pay for that funeral. There were people who made tremendous gifts. There were \$500 gifts that were coming in alongside \$5 gifts. The community was proud of what they were able to do to bless that family in a time of so much pain and grief. People feel drawn to one another. They feel drawn to people who do that sort of thing.

It benefited my business. I have clients because of those activities that I might not have ever connected with otherwise. It's because they feel attracted to me. It goes back to the fact that my gratitude led to generosity, which led to improved business. I don't ever want to tell anyone, "Hey, go shave your head, raise money for cancer or run a marathon to get attention. It will help your business." We don't do these things to help our business. But it helps our business.

Now I want to bring on my special guest. I'm joined now by Connie Ragen Green. Connie is an online marketing strategist. She's a bestselling author. She's a speaker. She mentors many people in building successful online businesses. She's a former teacher. The reason that I invited her to be on this call with me is that she's an extremely generous lady. Hi, Connie.

Connie: Hi, Kelly. Thanks so much for having me.

Kelly: I'm so glad I get to talk with you.

Connie: Me, too.

Kelly: On this call, I've been talking about practicing generosity and what it has to do with our businesses. I thought to myself, "I want to pull someone into the call who is

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philanthropic and cares about giving back.” When I was brainstorming, your name was at the very top of my list. It almost seemed too obvious. I continued to brainstorm and try to think of other people who are highly philanthropic. Connie, there aren’t very many.

Connie: Thank you for your kindness, but there really are people all over the world. Sometimes we just don’t know them or they’re quiet about it. That’s something else that I’ll talk about.

Kelly: That’s a good point. I want to ask you a few questions about how you practice generosity. What draws you to giving back?

Connie: I feel like what I do online, my life and business since 2006, is really a gift from God. I feel very strongly about that. I was 50 years old. My first 50 years, I led a life of mediocrity. I didn’t do as much as I could have done on a regular basis. From the time I was a child, we were so poor. We didn’t have a car. We didn’t have a telephone. As an elementary school girl, around 4th grade, the girls want to talk to each other on the phone.

I used to do my homework on the sidewalk outside of a phone booth. I could give the number of the phone booth. When the phone would ring, it was for me. It was one of the girls from school. I would do that for a couple of hours several evenings during the week. If I wasn’t there, I would say, “I was eating dinner. My mom wouldn’t let me answer the phone.” I really know what it’s like not to have things. We were homeless twice before I got out of elementary school. You never forget that. That really sticks with you.

As an adult, when I was teaching and doing real estate, I could have given back but I felt like I didn’t have the time or the money. Looking back, I don’t know why I ever thought that. It wasn’t true. Now that I’ve come online, I decided to devote the rest of my life to really giving back to people in need, because there is such a huge need.

Kelly: I did know that you had experienced homelessness, but that bit about being there to answer the phone is something I didn’t know.

Connie: That way, I could be like the other girls. I wasn’t different. I think that’s what that was about, so I wouldn’t miss out on having a call. The next day in school, someone would say, “I’m so glad I got to call and talk to you. It was so much fun.” I would say, “Yes, it was really fun.” It was fun for me. It just wasn’t inside of my little apartment with my mom.

Kelly: When you got to the point where you knew you wanted to be real purposeful in giving back, how did you choose what to become involved in?

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Connie: That became the issue for me. I can remember having lunch with a friend of mine at the very beginning of that time. It was probably during the holidays around December of 2005. I was having lunch with her. I said, “It’s going to be so great. Now I’m not working during the day. I’m going to have my business on the internet. I’ll be working from home. I’m going to find charities. I’m going to do fundraising. I’m going to volunteer. I’m going to help all of these people do really great things.”

My friend stopped me and said, “Connie, do you know how to do any of those things?” I said, “Well, no. I don’t know how to do any of that. I don’t even know what ‘fundraising’ really means. But there are people who are doing it now and they’re going to teach me.” That’s exactly what happened. We have this desire. We know that we can’t do it right away. The idea is to figure it out.

I went to Google. Looking back, that made perfect sense. That was my world at that point. I went to Google. I typed in “Santa Clarita.” That was the city I was living in exclusively at that time. I typed in “Santa Clarita volunteer opportunities.” The first group that came up was Rotary. [Rotary](#) is an international service organization. If you’ve driven cross country or been in the business area of your town, you might see a water wheel. That’s their symbol for Rotary. It signifies that they help build wells in third-world countries so that people can have clean drinking water. That’s just one of their projects.

I went to the first meeting. It was months later before I went. I went into the room at the restaurant. They had the whole back room. There were about 50 people there. I looked around the room and I was very intimidated. I had just moved to Santa Clarita. My dentist was there. My veterinarian was there. Two people from the city council were there. I recognized them from the newspaper.

I thought, “Would a group like this really let someone like me be a part of it?” That was my thinking at the time. Because I knew from reading about them on the internet that they did great work, both in the community and around the world, I was willing to put myself out there and see if they would accept someone like me. And they did indeed.

Kelly: You got to plug into an organization that was already doing amazing things. You didn’t have to invent the wheel.

Connie: Yes, exactly. That was a big part of making it doable for me. They had projects on a regular basis. Back then, I had no money but I had time. I wasn’t working during the day. I was just figuring out my business so I wasn’t spending eight hours a day on the business. I didn’t know what to do for eight whole hours every day. I would volunteer for everything that they were doing. They had groups to help out at the [Boys and Girls Clubs](#). That’s a great organization that I had not been familiar with growing up. I had never gone to a Boys and Girls Club. I guess there wasn’t one near us. There

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are so many groups. What I really loved doing at the food pantry was the commonplace work that a lot of people don't like to do. You're putting things on their shelves. You're putting the boxes together.

At this food pantry, anyone can ask for the food. You don't have to fill out paperwork and show that you're needy. If you say you need food, that's good enough for this place. You have to pay \$2 a box. It's a big box. I would go with the family member or members that came. I would help them choose the items on the shelves that they would fill their box with for \$2. That was very joyous for me. I thought, "All those years ago when I was a child, if there had been a place like that and my mother and I could have done that once a week or twice a month, that would have made a big difference for us."

In doing that, it was just the beginning of me opening up my heart to the possibilities of what I could help with. With the food pantry, the following summer, I realized that when the kids aren't in school, they're not getting what they really need nutrition-wise. I started "milk money." I got a big milk jug. I brought it to Rotary. I said, "How about if we pass this jug around every week for the food pantry? They can use it just to buy milk. That way, they will have it in the summer time." Everyone thought it was a great idea. Everyone put in \$1 or \$2. The food bank really appreciated that. That made a big difference. It was another few hundred dollars over the summer for them. That bought a lot of milk that those families could take home.

Kelly: Do you have a favorite experience in being involved in giving back?

Connie: I think my favorite experience is one that isn't so related to me personally. I reach out to things with poor children because I was a poor child. I reach out to things with literacy because I was a teacher. There is a group called [Carousel Ranch](#) in Santa Clarita. This group uses equine therapy. They have quite a few horses there. The horses are specially trained. Not every horse makes the cut. People can't just donate a horse that they don't want anymore. Only certain horses can do this.

They start children as young as two years old. They have children who are no longer children anymore. They get to have time on the horse. These children are severely disabled. They have multiple disabilities. It's a variety of things. The first time I went, I thought it was a great thing but I wasn't really seeing it up close. I was invited to come where they wanted to get the kids used to having other people around. I was able to sit there. There was a little girl that day. She was about six years old.

Her mom and sister were there. They were waiting with me. They don't get horse time, only the one girl did. I could see that it was all she could do to have the helpers get her up on the horse so that she could move her body. It would help her muscles. The mom told me that it was on the horse that she first said "Mama." She had never talked in all

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these years. Hearing that story and seeing how proud the sister was that her sister could finally say “Mama,” it just touched my heart in such a way.

This group continues to be at the top of my list for ones that I spend time with. I’ve done work there mending their fences and using a big pitchfork and moving hay. I’ve done things there that, when I do it, I think of that little girl. I think of the other kids that I’ve seen over these years. I’ve been involved with this for eight years. I realize that there are so many wonderful people doing things. For that family, that little girl, that group is making a difference in their life that no other thing can do. There’s no medicine. There’s no operation. There’s no other therapy that does what this does. That’s the story that I always think of.

Kelly: I know I’ve heard you share that before. I still hear the emotion that comes up for you.

Connie: Yes.

Kelly: I’ve been sharing that, what we do to give back and what we care about, when we share it in our business circles, it helps other people connect with us. When it comes to choosing a business coach or who you want to learn from and associate with out there in the business world, the choices are endless. Knowing who you can trust is not easy. We look for something in common. We look for shared world views or past experience and concerns. I know that when you talk about the Carousel Ranch, any horse lover out there immediately feels a little more drawn to you. Any mother of a disabled child immediately feels a little more drawn to you. I know that’s not why you do it.

Connie: It’s the natural outcome.

Kelly: Yes. How do you tie it all in to your business?

Connie: When I’m working with clients, whether it’s in a group setting or one-on-one, I really emphasize that giving back is important. I want them to choose at least one group that has some meaning for them. There are so many charitable organizations. Everyone has some experience in their life. If it wasn’t them, it could have been a family member, friend or neighbor. I’ve had neighbors that have had different issues. I was then able to set them up with a charity that would help them out.

I think, if you find just one group, it makes a difference in your outlook and your appreciation for what you have as an entrepreneur. We have the time and the financial freedom to do a whole lot of fun, exciting things that many people can’t do. By giving back, we’re really showing that we care about additional groups of people, besides the people that we know. I feel very strongly about this. I think it’s important. Some people are donating to places but they want it kept quiet. They want it kept secret that they do it.

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Everyone has their own reasons for doing things. I think it's really great to share the groups that you care about, why you care about them and that you are donating to them. This will be the second year now that I donate 50% of my income. That was a goal of mine about five years ago. I thought, "At some point, I don't really need so much extra money. How cool would it be if I could donate it to these groups that are doing such amazing things?" I like to shout about that and let people know what I'm doing.

As far as business, I'm slow. I didn't realize until 2009 when a group came to me in Santa Clarita. They wanted me to do some marketing work for them. They were trying to expand what they were doing online. I never even questioned how they found me or why they wanted me. I went in and talked with them. I ended up working with them for about two years. I had a nice corporate contract with them. At some point along the way, I put two and two together. I realized they knew I was active in the community. They knew I did a lot with several charities. They only wanted to bring someone in to help them who did this type of thing, that had this heart and was taking action. They wanted someone who knew enough about what they needed business wise to make it a fit.

Now, I do a lot of corporate work. It's almost 25% of what I do. Time and time again, it's because of an introduction that was made from one of the charities. Talk about a gift from God. This has been so special in my life. It allows me to grow and expand to help them. These are companies that, I can't mention their names, but some of them are household names. It's really amazing. There's a connection there with the business and the charities.

Kelly: That's very cool. Do you have a tip for solopreneur and entrepreneur women who would like to begin giving back and where they might get started?

Connie: If you look in newspapers and magazines that are local for you, you'll see that the different groups will be in there. They get to write an article once a month. If you're a non-profit, there is no cost for that to be in the magazine. If you read through, you'll find some. At least one of them will resonate with you. There are just too many to name.

Someone came to Rotary a couple of years ago. He'd had a spinal cord injury. He's now a quadriplegic. He started a group. There were people in Rotary who knew someone who had a similar situation. Now they're involved with that charity. There are so many different ones. Just really humble yourself and be willing to do any kind of work that they need done.

In recent months, I had someone visiting me. I took him with me to one of the charities here that's for children with cancer. It's called the [Michael Hoefflin Foundation](#). Michael Hoefflin was a little boy who died of cancer when he was about nine or ten. We went there. They were going to have a big charity auction. They needed us to do some things

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with paintings that had been donated. We had to write a thing and tape it nicely on the back. Then we took out the trash. We did very commonplace work. It was very joyous.

One of the families came in. You can always tell the children with cancer. Physically, it is very obvious. The mom smiled at us. She knew we were volunteers there for the afternoon, doing some things that would bring in money that would help her and her family. I think just getting out there and doing it is the best way to get involved. It will change your life.

Kelly: Connie, thank you so much for coming and sharing your experiences with giving back. I'm also talking about gratitude. Is there a way that you intentionally practice gratitude?

Connie: Yes. Every single day, I intentionally look for a way to reach out to at least one person, me to them, and let them know that I care about them, appreciate them and that I'm truly grateful to have them in my life. I don't want to miss those opportunities. I might do it on Skype, Facebook, in an email, pick up the phone or send a card. Whatever I do, I make sure that I do it at least once a day. It's very important. It keeps me very grounded, knowing who I am and why I'm here on earth.

Kelly: That's fantastic. A lot of times, we hear about keeping a gratitude journal. But reaching out and actively expressing that gratitude puts some feet on it.

Connie: It really does. Be careful if you do it by calling people. The first time, I had to practice how I would do it. I called a friend. I said, "I just want you to know that I really love you and care about you. I appreciate you. I appreciate that you've been there for me over the years in a variety of ways." She said, "Oh no. You don't have cancer again, do you?" I said, "No, no, no. I'm perfectly fine. I'm expressing my gratitude." We have to be careful and not frighten people.

Kelly: Connie Ragen Green, thank you so much.

Connie: Thank you, Kelly.

Kelly: I really enjoyed the time with Connie. I hope that you did, too. I am so inspired. Can you imagine giving away half of your income and making that your goal? I don't know that I really want to make that my goal, but I'm wowed by that goal. There is another creative that comes with this month's download. If you look on the download page, it's called "Giving Back." I gave you some space to write and doodle. There's a space that says, "I feel drawn to help..."

You can jot things down. Is there a community that you'd like to help? Is there a person you'd like to help? Is there a cause you'd like to fight for? Then there is a box that says, "I can bring this into my business by..." Maybe you want to organize a fundraiser with

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your community. Maybe you cannot financially make a bit impact on your own right now, but you could steer the attention and focus of a community towards raising funds. You can make that connection with your business.

Finally, there are a couple of spots on there. I started with an annual giving goal but I decided that we needed an annual serving goal as well. It isn't always about the money that you give away. You have many great resources. Money isn't always one of them. We do have time. Maybe you want to set a serving goal. Maybe you want to serve 100 hours in the coming year. Use that creative to brainstorm and think things through. I hope, more than anything, that this Message in a Bottle has sparked some dreams in you to give back.

Practice that attitude of gratitude. Watch and see if it doesn't stir up a generous after effect. If you do end up doing something really cool to help raise money for something or raise awareness and it's because of something you heard here or something that Connie shared, I hope that you'll let us know. Pop onto the Facebook page. [Facebook.com/Beachpreneurs](https://www.facebook.com/Beachpreneurs). Let us know. We'd love to hear from you.

I will see you again in the next issue of Message in a Bottle. If there's a topic you would love to see covered, let us know. Just shoot us an email. You can communicate with us on the Facebook page. If there is someone you'd love to see us interview, if there is an area of mindset that we haven't touched on yet that you'd really like to see us dig into, we are all ear. We'd love to meet that need. Thanks again for spending this time with me. I'm grateful for you.

Message in a Bottle: Managing Your Mood So You Can Manage Your Business

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