

# Lift Me<sup>®</sup>

From the author of  
'UP! Your Service'



## Teams Win Teams Work



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RON KAUFMAN



**Teams Win  
Teams Work**

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## Teamwork works



# 1

I challenge you to think of one act of genuine significance in the history of humankind that was performed by one lone human being. No matter what you name, you will find a team of people was involved.

John Maxwell

**One person can achieve something special, but it takes a team to achieve something lasting.**

Teamwork is neither 'good' nor 'desirable'. It is a fact. Wherever people work together or play together they do so as a team. Which team to use for what purpose is a crucial, difficult and risky decision that is even harder to unmake. Managements have yet to learn how to make it.

Peter Drucker

**Life is a team sport. Play for *all* your teams to win.**

**T**ogether  
**E**veryone  
**A**chieves  
**M**ore

Rob Gilbert

**No one can achieve full potential on their own.**

We are born for co-operation, as are the feet, the hands, the eyelids, and the upper and lower jaws.

Marcus Aurelius

**People are *designed* to work together.**

Men have never been individually self-sufficient.

Reinhold Niebuhr

**The self in self-sufficient is a team.**

Alone we can do so little; together we can do so much.

Helen Keller

**The easiest way to make people better is simply to put them together.**

Individuals play the game, but teams win championships.

Roger Staubach

**You can work as an individual, but you'll win with a team.**

The world basically and fundamentally is constituted on the basis of harmony. Everything works in cooperation with something else.

Preston Bradley

**What you do will always influence others.**

Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments toward organizational objectives. It is the fuel that allows common people to attain uncommon results.

Tom Watson

**Is your life fueled for success?**

Nothing of significance was ever achieved by an individual acting alone. Look below the surface and you will find that all seemingly solo acts are really team efforts.

John Maxwell

**Every solo on the stage requires a team behind the curtain.**

We have always found that people are most productive in small teams with tight budgets, timelines and the freedom to solve their own problems.

John Rollwagen

**Don't just make a team  
– create a winning team.**

The truth is that teamwork is at the heart of great achievement.

John Maxwell

**The greatest achievements are just a team away.**

Success depends on the support of other people; the only hurdle between you and what you want is the support of others.

David Schwartz

**To be remarkable, be supportable.**

Many hands make light work.

Native American saying

**The measure of success is not just how many hands are working, but how well they are working together.**

Coming together is a beginning, staying together is progress, and working together is success.

Henry Ford

**A team, like a machine, comes alive when it is working.**

It is through cooperation, rather than conflict, that your greatest successes will be derived.

Ralph Charell

**Disagreeing with others may be unavoidable. Cooperating with others is essential.**

One person can have a lot of ideas and innovations. But without the teamwork to follow through, these can't be implemented.

Stan Shih

**A good idea may be born in the mind of one, but matures in the hands of many.**

There is no such thing as a self-made man. You will reach your goals only with the help of others.

George Shinn

**If you think you can do it alone, you'll never know how much you could have done.**



There are no problems  
we cannot solve  
together, and very  
few that we solve by  
ourselves.

Lyndon Johnson

**If you want to find  
solutions, hunt for them  
in teams.**

Talent wins games,  
but teamwork and  
intelligence win  
championships.

Michael Jordan

**With a team on your  
side, what victories can  
you win?**

Finding good players  
is easy. Getting them  
to play as a team is  
another story.

Casey Stengel

**Getting good people  
together lays a strong  
foundation. Getting good  
people to work together  
gives you strong results.**

Light is the task where  
many share the toil.

Homer

**Is it better to work  
harder alone, or work  
smarter with others?**

The achievements of an organization are the results of the combined effort of each individual.

Vincent Lombardi

**Individuals count most when they are combined with others.**

No problem is insurmountable. With a little courage, teamwork and determination, a person can overcome anything.

Bernard Dodge

**One person encounters an obstacle. Many people together overcome an obstacle.**

People have been known to achieve more as a result of working with others than against them.

Allan Fromme

**People moving in opposite directions hold each other back.**

The question isn't whether teams have value. The question is whether we acknowledge that fact and become better team players.

John Maxwell

**Teams are a reality. How much are they part of yours?**

From space, you see  
earth and earthlings  
the way God sees us:  
as one people, unified,  
working together.

Bernard Harris

**Seeing the world  
through only one set of  
eyes is a limited point of  
view. Share your world  
with others.**

No one person can  
accomplish much if  
they don't work with  
others.

Daniel Levinson

**If you want to be in it to  
win, you've got to be in  
it together.**

Coaches and team-  
mates support me.  
No one can do things  
alone.

Pelé

**You can run alone, but  
you score the goals  
together.**

Nobody ever came up  
with a great idea all by  
themselves.

Thomas Edison

**Great things come from  
great teams.**

The only thing that  
will redeem mankind is  
cooperation.

Bertrand Russell

The impossible is  
possible when people  
align with you. When  
you do things with  
people, not against  
them, amazing  
resources are mobilized  
within.

Gita Bellin

Can you survive alone?  
Can you excel alone?

**More of yourself reveals  
itself when you align  
yourself with others.**

Even when you've  
played the game of  
your life, it's the feeling  
of teamwork that you'll  
remember. You'll forget  
the plays, the shots and  
the scores, but you'll  
never forget your team.

Deborah Palmore

**Facts become part of the  
past. Feelings stay with  
you into the future.**

Hard work and  
togetherness. They go  
hand in hand. You need  
the hard work because  
it's tough to win week  
in and week out. You  
need togetherness  
because you don't  
always win, and then  
you've got to hang in  
there together.

Tony Dungy

**Together, the high times  
get better. Together, the  
low times seem lesser.**

There can be hope only for a society which acts as one big family, not as many separate ones.

Anwar al-Sadat

**The most important family is the one we are all a part of.**

Teams work better when they work together.

Alice Vernon

**If you are not yet working as a team, you are not yet working.**

The nice thing about teamwork is that you always have others on your side.

Margaret Carty

**You can't always have everyone on your side. But you can always have someone on your side.**

Teamwork is so important. It is virtually impossible for you to reach the heights of your capabilities or make the money that you want without becoming good at it.

Brian Tracy

**When your teamwork is strong, your results will be strong.**

Remember, we all stumble, every one of us. That's why it's a comfort to go hand in hand.

Emily Kimbrough

**Having someone holding your hand can make the difference between a small stumble and a serious fall.**

Call it a clan, call it a network, call it a tribe, call it a family: Whatever you call it, whoever you are, you need one.

Jane Howard

**Everyone needs a team. Appreciate the one you have.**

We are all angels with only one wing. We can fly only by embracing each other.

Luciano De Crescenzo

**Everyone has potential to fly when we connect ourselves with others.**

Spending time with your computer can increase your sense of loneliness. Since computers are here to stay, we need to intentionally engage with others.

Lars Wallentin

**Computer connections count, but they are not the whole equation.**

It takes two hands to clap.

Chinese proverb

We would rather have one person working with us than three merely working for us.

Dabney Day

**What is hard for one to do, can be simple when done with two.**

**Are people working for you or with you? Are you working for others or with others? Which would you prefer?**

The shortest and best way to make your fortune is to let people see clearly that it is in their interest to promote yours.

Jean de la Bruyère

**When a team wins, there's enough credit and benefit for everyone.**

No group as an entity can create ideas. Only individuals can do this. A group of individuals may, however, stimulate one another in the creation of ideas.

Estill Green

**Great ideas can be produced alone, but rarely when people are alone.**

We don't accomplish anything in this world alone. Whatever happens is the result of the whole tapestry of one's life, and all the weavings of individual threads from one to another that creates something.

Sandra Day O'Connor

**See beyond who you are to see how much more you are a part of.**

I am pleased to see that we are different. May we together become greater than the sum of both of us.

Vulcan greeting

**Add two that are the same and create something bigger.  
Add two that are different and create something better.**

## Building a team



2



Trust men and they will be true to you: treat them greatly and they will show themselves great.

Ralph Waldo Emerson

**Those who encourage greatness to shine never need to demand it.**

When building a team, I always search first for people who love to win. If I can't find any of those, I look for people who hate to lose.

H. Ross Perot

**You don't have to be coming from the same direction to be aiming for the same place.**

Appreciate everything your associates do for the business. Nothing else can quite substitute for a few well-chosen, well-timed and sincere words of praise. They're absolutely free and worth a fortune.

Sam Walton

**Others notice how much you notice them.**

The leaders who work most effectively have trained themselves not to think 'I'. They think 'we'; they think 'team'. They understand their job is to make the team function. They accept responsibility and don't sidestep it. But 'we' get the credit. This is what creates trust, what enables you to get the task done.

Peter Drucker

**Teamwork is more than a smart strategy – it's an elegant understanding.**

We try to create conditions where people can come together in a spirit of teamwork, and exercise to their heart's desire their technological capacity.

Akio Morita

**To create optimum results, provide optimum conditions.**

All winning teams are goal-oriented. Teams like these win consistently because everyone connected with them concentrates on specific objectives. They go about their business with blinders on; nothing will distract them from achieving their aim.

Lou Holtz

**Tell a winning team where to go and they will find a way to get there.**

When dealing with people, remember you are not dealing with creatures of logic but creatures of emotion.

Dale Carnegie

**For good results, make business decisions. For the best results, make people decisions.**

Treat people as if they were what they ought to be, and you help them to become what they are capable of becoming.

Johann Wolfgang von Goethe

**Treat people as if they have no limits and they will prove to you they don't.**

A pat on the back is only a few vertebrae removed from a kick in the pants, but is miles ahead in results.

Ella Wilcox

**Punish for only the most essential reasons.  
Praise for all the rest.**

When your team is winning, be ready to be tough, because winning can make you soft. On the other hand, when your team is losing, stick by them. Keep believing.

Bo Schembechler

**Whether winning or losing, keep believing.**

I wish I had some way to make a bridge from man to man. Man is all we've got.

Kross Daman

**A team is the bridge that connects us.**

Essential to teamwork is trust.

Robert Waterman

**For a team to achieve great results, it must achieve great trust.**

The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime.

George (Babe) Ruth

**Each part may be great,  
but if they don't work  
together, nothing is  
accomplished.**

Teamwork is a make or break situation. Either you help make it or the lack of it will break you.

Kris Hiatt

**Will teamwork make  
you, or will the lack of  
teamwork break you?**

Too many captains will steer the ship up a mountain.

Chinese proverb

**One team, one captain.**

There's nothing greater in the world than when somebody on the team does something good, and everybody gathers around to pat him on the back.

Billy Martin

**When one person's win  
is everyone's win, you've  
got a team that wins.**

You don't get harmony  
when everybody sings  
the same note.

Doug Floyd

Man's mind is not a  
container to be filled,  
but rather a fire to be  
kindled.

Dorothea Brande

**A great team sees  
diversity as opportunity,  
no argument.**

**Are you smothering the  
fire or stoking the fire?**

Strength lies in  
differences, not in  
similarities.

Stephen Covey

**Differences in thinking  
make a difference.**

Honest disagreement  
is often a good sign of  
progress.

Mohandas Gandhi

**A good team learns  
to agree. A great team  
learns to disagree.**

I never criticize a player until they are first convinced of my unconditional confidence in their abilities.

John Robinson

**Confidence can't be built in a second, but it can be crushed in a second.**

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I always prefer to believe the best of everybody – it saves so much trouble.

Rudyard Kipling

**Believing people are less than they are is the surest way to make it so.**

Once you get people laughing, they're listening and you can tell them almost anything.

Herbert Gardner

**Why break down a barrier with force when you can take it down with pleasure?**

41

If you wish to know the mind of a man, listen to his words.

Chinese proverb

**Listen to understand what people say and to appreciate who they are.**

Every person I work with knows something better than me. My job is to listen long enough to find it and use it.

Jack Nicholas

**To find out what you know, talk. To learn something new, listen.**

Listening well is a more powerful means of communication and influence than talking well.

John Marshall

**You can't make other people listen, but you can make sure you do.**

If you think that praise is due, now's the time to show it, because a man can't read his tombstone when he's dead.

Anonymous

**Praise now – while you still can.**

If you can laugh together, you can work together.

Robert Orben

**Happiness is a product of success and a reason for success.**

If you put good people in bad systems you get bad results. You have to water the flowers you want to grow.

Stephen Covey

A successful team is a group of many hands with one mind.

Bill Bethel

**Gardens need sunshine, nourishment and care. People do, too.**

**Many minds on a single purpose produce a good result.**

You get the best out of others when you give the best of yourself.

Harry Firestone

**As you give, so you shall receive.**

Every team requires unity. A team has to move as one unit, one force, with each person understanding and assisting the roles of his teammates. If your team doesn't do this, whatever the reason, it goes down in defeat. You win or lose as a team.

Jack Kemp

**A team united will not fall.**



I won't accept anything less than the best a player's capable of doing. He also has the right to expect the best I can do for him and the team.

Lou Holtz

**Why set any standard lower than the best?**

The best executive is the one who has sense enough to pick good men to do what he wants done, and self-restraint enough to keep from meddling with them while they do it.

Theodore Roosevelt

**Picking the best people gives a good start. Letting them do their best gives a good finish.**

Enthusiasm triggers other people's emotions so they instinctively help and support you.

Paul Meyer

**An inspired team doesn't need to be told.**

Teams do not go physically flat, they go mentally stale.

Vince Lombardi

**It's not how much you ask people to do, but how hard you make them think.**

You can hire people's hands to work for you, but you must win their hearts for them work with you.

David Schwartz

The most common cause of team failure is the inability of team members to get along – when there's no trust.

Carol Searce

**Are you working with your hands or with all your heart?**

**If you don't have trust, you don't have a team.**

Real teams don't emerge unless individuals on them take risks involving conflict, trust, interdependence and hard work.

Dean Katzenbach

**Is there enough room on your team to take a risk?**

Conflict is inevitable in a team. To achieve synergistic solutions, a variety of ideas and approaches are needed. And these are the ingredients for conflict.

Susan Gerke

**In a synergistic team, conflict is not a problem.**

A word of encouragement during a failure is worth more than an hour of praise after success.

Warren Buffett

**When you feel like praising least, it probably matters most.**

In order to have a winner, the team must have a feeling of unity; every player must put the team first – ahead of personal glory.

Paul Bryant

**The team that works together, wins together.**

Find that special person who is the heart of the team: they can bring out the best in everybody else.

Mike Krzyzewski

**The difference between a losing and a winning team can be one special person.**

A few honest men are better than numbers.

Oliver Cromwell

**What matters most? How many are on the team or who is on the team?**

There are only two options regarding commitment; you're either in or you're out. There's no such thing as life in-between.

Pat Riley

**If you're not all in, you may as well be out.**

Synergy is the highest activity of life; it creates new untapped alternatives; it values and exploits the mental, emotional and psychological differences between people.

Stephen Covey

**Look beyond what is individually possible to discover what is collectively possible.**

The key elements in the art of working together are how to deal with change, how to deal with conflict and how to reach your potential. The needs of the team are best met when you meet the needs of individual persons.

Max DePree

**If you want a team to succeed, give each member what they need to succeed.**

Rewards should go to teams as a whole.

Tom Peters

**When everyone wins, everyone feels like a winner.**

Many ideas grow better when transplanted into another mind than in the one where they sprung up.

Oliver Wendell Holmes

**A great idea is good. But why not make it better?**

A team with a star player is a good team, but a team without one can be a great team.

Mario Andretti

**The brightest sky is filled with many shining stars.**

Teamwork is the quintessential contradiction of a society grounded in individual achievement.

Marvin Weisbord

**The more your team challenges the present, the more it can change the future.**

Synergy is the bonus achieved when things work together harmoniously.

Mark Twain

**A team with synergy requires less and produces more.**

A successful team  
beats with one heart.

Anonymous

The way to get things  
done is not to mind who  
gets the credit for doing  
them.

Benjamin Jowett

How steady is the pulse  
of your team?

Even better? Make sure  
others share the credit.

The best way to  
destroy an enemy is to  
make him a friend.

Abraham Lincoln

**If you defeat an enemy,  
you win once. When you  
make a friend, you win  
twice.**

If two men on a job  
agree all the time, then  
one is useless. If they  
disagree all the time,  
then both are useless.

Darryl Zanuck

**Valuable team members  
are not always in agree-  
ment – or disagreement.**

Those who are lifting  
the world upward and  
onward are those who  
encourage more than  
criticize.

Elizabeth Harrison

**It's easy to criticize. It's  
better to encourage.**

Correction does much,  
but encouragement  
does more.

Johann Wolfgang von  
Goethe

**Ask for more and it might  
happen. Encourage more  
and it will happen.**

Most of us, swimming  
against the tides of  
trouble the world knows  
nothing about, need  
only a bit of praise or  
encouragement and we  
will make the goal.

Jerome Fleishman

**A few kind words can  
produce strong results.**

To handle yourself, use  
your head; to handle  
others, use your heart.

Donald Laird

**You cannot understand  
another person only  
with your mind.**

Help thy brother's boat  
across, and lo! – thine  
own has reached the  
shore.

Hindu proverb

**Do you ask how others  
can help you? Or how  
you can help others?**

If you would lift me up  
you must be on higher  
ground.

Ralph Waldo Emerson

**Are you seeking to  
receive or to achieve?**

Laughter is the shortest  
distance between two  
people.

Victor Borge

**One small laugh is more  
powerful than hours of  
small talk.**

Never speak of yourself  
to others; make them  
talk about themselves  
instead; therein lies the  
whole art of pleasing.  
Everybody knows it,  
and everyone forgets it.

Jules de Goncourt

**Get yourself out of the  
spotlight.**



I do not speak of what I  
cannot praise.

Johann Wolfgang von  
Goethe

It is more difficult to  
praise rightly than to  
blame.

Thomas Fuller

**If it's not good to hear, it  
may not be good to say.**

**Do you choose the  
best option or the easy  
option?**

Good words are worth  
much, and cost little.

George Herbert

**It costs the same to say  
a good word as it does  
to say a harsh word. But  
the good word creates  
more value.**

People don't care about  
you until they realize  
how much you care  
about them.

Dennis Kimbro

**The one who cares most  
will gain most.**

You can't always wait for the guys at the top. Every manager at every level in the organization has an opportunity, big or small, to do something. Every manager's got some sphere of autonomy. Don't pass the buck up the line.

Bob Anderson

**Don't let 'not being high enough' be a reason for not reaching higher.**

It is only as we develop others that we succeed.

Harvey Firestone

**Success comes when you reach beyond yourself.**

Individual glory is insignificant when compared to achieving victory as a team.

Dot Richardson

**If you hoard all the credit, you take away all the joy.**

Every great institution is the lengthened shadow of a single man. His character determines the character of the organization.

Ralph Waldo Emerson

**When you create a team, you create more of what you are.**

The most serious mistakes are not being made as a result of wrong answers. The truly dangerous thing is asking the wrong question.

Peter Drucker

**There is no right answer to a wrong question.**

The best job goes to the person who can get it done without passing the buck or coming back with excuses.

Napoleon Hill

**Good people do what they can. Great people do what they say they can.**

You put together the best team you can with the players you've got, and replace those who aren't good enough.

Robert Crandall

**Winning teams are carefully created.**

A well-run restaurant is like a winning baseball team. It makes the most of every crew member's talent, and takes advantage of every split-second opportunity to speed up service.

David Ogilvy

**To make the best of every opportunity requires the best of every person.**

A particular shot or way of moving the ball can be a player's personal signature, but efficiency of performance is what wins the game for the team.

Pat Riley

**Do you stand out from the team or stand with the team?**

Amazing things happen when you're nice to the people other people overlook.

Terrie Williams

**Be nice to those who expect it and you're normal. Be nice to those who don't expect it and you're special.**

Everybody in the world wants the same things: to be needed, a job that she or he can do well, to love somebody.

Maya Angelou

**Understanding human nature means understanding each other.**

It doesn't hurt to help.

Brighten Kaufman

**There is no reason good enough for not doing something to help others.**

Interdependence is a higher value than independence, but effective interdependence can only be built on a foundation of true independence.

Stephen Covey

**Before others can depend on you, be sure you can depend on yourself.**

A silence in the middle of a conversation brings us back to essentials; it reveals how dearly we must pay for the invention of speech.

E.M. Cioran

**Words are powerful.  
Silence more powerful still.**

When you get right to it, and when all is said and done, it is how you connect with people on a personal level that will ensure your success.

Terrie Williams

**How successful are your connections?**

A group becomes a team when members are sure enough of themselves and their contributions to praise and rely on the skill of others.

Warren Demantis

**Those without confidence rely on those who have it.**

No man is superior to the game.

Bartlett Giamatti

**Accept the limitations of individual performance. Embrace the greater power of a team.**

No manager is an island.

William Oncken, Jr.

**A good manager builds bridges.**

72

Win together, lose together, play together, stay together.

Debra Mancuso

**Everything worth doing, is worth getting done together.**

Why should I clutter my mind with general information when I have men around me who can supply any knowledge I need?

Henry Ford

**Show others what you know and you seem smart. Find out what they know and you are smarter.**

73

Delegating work works,  
provided the one  
delegating works, too.

Robert Half

One man can be a  
crucial ingredient on  
a team, but one man  
cannot make a team.

Kareem Abdul-Jabbar

**Setting good goals sets  
a good example.**

74

**To make your success,  
make your team.**

Appreciative words are  
the most powerful force  
for good on earth.

George Crane

Teamwork requires  
people who are willing  
to help – and people  
who are willing to be  
helped.

Ron Kaufman

**When you say what  
good you've seen, you  
create more good to see.**

75

**Can you offer help? Can  
you accept it?**

Share similarities,  
celebrate differences.

M. Scott Peck

Out beyond our ideas of  
right-doing and wrong-  
doing, there is a field.  
I'll meet you there.

Rumi

**Find how you are the  
same and you find  
agreement. Find how  
you are different and  
you find fulfillment.**

**Beyond all judging is  
our real connection to  
each other.**

## Team spirit

A large, dark blue balloon with a white number '3' in the center. The balloon has a small blue ribbon tied at the bottom. The background is a gradient of blue and white.



Individual commitment to a group effort is what makes a team work, a company work, a society work, a civilization work.

Chauncey Bell

**To achieve something greater, commit to something greater.**

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There can only be one state of mind as your team approaches any profound test; total concentration, a spirit of togetherness and strength.

Pat Riley

**When you approach it right, you get it right.**

If you are working on the front line, give extra appreciation to those behind the scenes. If you work in the back, remember the power you have to set the mood and morale of those who work out front.

Ron Kaufman

**The people in front need a team in the back, and vice versa.**

79

Always try to do something for the other person and you will be agreeably surprised how things come your way – how many pleasing things are done for you.

Claude Bristol

**You can't make people do more for you. But you can do more for them.**

No member of a crew  
is praised for the  
rugged individuality of  
his rowing.

Ralph Waldo Emerson

**If you want to be valued  
on a team, work with the  
team.**

A player who makes a  
team great is better  
than a great player.

John Wooden

**Are you trying to be  
great or to make your  
team great?**

80

Many engines create  
power. Many drivers  
create chaos.

John D. Rockefeller, Jr.

**Let one driver to guide  
your collective power.**

It's easy to figure out  
who isn't a team player.  
They constantly remind  
the coach just how  
good they are.

Brian Jett

**Speak less about your  
part and more about  
what you're part of.**

81

It is amazing what can be accomplished when everybody shares the credit.

Robert Yates

**On a winning team, each win is everyone's win.**

If a team is to reach its potential, each player must be willing to subordinate his personal goals to the good of the team.

Bud Wilkinson

**Let your team reign supreme.**

Place the team above yourself always.

John Wooden

**To achieve higher performance, aim for a higher purpose.**

Note how good you feel after you encourage someone else. No other evidence is needed to suggest you never miss an opportunity to encourage.

George Adams

**When you make another person feel good, you feel good.**

It is not the failure of others to appreciate your abilities that should trouble you, but rather your failure to appreciate theirs.

Confucius

**If you want to get more from others, find more in others.**

If you help others, you will be helped, perhaps tomorrow, perhaps in one hundred years, but you will be helped. Nature must pay off the debt. It is a mathematical law and all life is mathematics.

Gurdjieff

**When you help, you make a deposit. Life pays good interest.**

People may not remember exactly what you did or said, but they will always remember how you made them feel.

Ruth Kaufman

**A connection creates an impression.**

When I am getting ready to reason with a person, I spend one-third of my time thinking about myself and what I am going to say and two-thirds about him and what he is going to say.

Abraham Lincoln

**What is more valuable? Knowing what you think or finding out what the other person thinks?**

Be a good listener. Your ears will never get you in trouble.

Frank Tyger

**Have you ever met a person who listened too much? How did you know? Who was doing all the talking?**

The six most important words: I admit I made a mistake. The five most important words: You did a good job. The four most important words: What is your opinion? The three most important words: If you please. The two most important words: Thank you. The one least important word: I.

Anonymous

**It's important to know what's important – and what's not.**

Most teams aren't teams at all but merely collections of individual relationships with the boss. Individuals vying for power, prestige and position actually weakens a team.

Douglas McGregor

**In a strong team, no one vies for attention because everyone knows they are valued.**

Everyone has a vast capacity for being more understanding, respectful, warm, genuine, open and direct in human relationships.

George Gazda

**Inspire yourself to live at your highest level.**

I feel the greatest reward is the opportunity to do more.

Jonas Salk

The weak can never forgive. Forgiveness is the attribute of the strong.

Mohandas Gandhi

**You can't always get more, but you can always choose to give more.**

**To test your strength, forgive someone now.  
To build your strength, forgive someone forever.**

When you care, you win. Too many people are so involved in getting the job done or in doing what they consider their own work, they forget to use common sense – which is treating people as you would like to be treated.

Donna Edton

**People are not minor details. They don't deserve minor attention.**

Team spirit is what gives so many companies an edge over their competitors.

George Clements

**Let the spirit of team become the spirit of many.**

The most important measure of how good a game I played was how much better I'd made my teammates play.

Bill Russell

If you wish to make a man your enemy, tell him simply, 'You are wrong.' This method works every time.

Henry Link

**Good players can sometimes play great. But great players can make others play great.**

**So simple, so devastating.**

We should be lenient in our judgment, because often the mistakes of others would have been ours had we had the opportunity to make them.

Benjamin Alsaker

**Learn from the mistakes of others as if they were your own.**

The words you speak today should be soft and tender, for tomorrow you may have to eat them.

Anonymous

**Even what is right today may be wrong by the dawning of tomorrow.**

Getting people to like you is merely the other side of liking them.

Norman Vincent Peale

**Start with the other side to get people on your side.**

92

Constant kindness can accomplish much. As the sun makes ice melt, kindness causes mis-understanding, mistrust and hostility to evaporate.

Albert Schweitzer

**One kind act is simple. Many kind acts are powerful.**

The important thing to recognize is that it takes a team, and the team ought to get credit for the wins and the losses. Successes have many fathers, failures have one.

Philip Caldwell

**Share credit in the wins. Share learning in the losses.**

93

Simply stated, teamwork is less me and more we.

Anonymous

**Think only of yourself and you miss what you are a part of.**



You don't do things  
right once in a while.  
You do them right all  
the time.

Vince Lombardi

**Success is not achieved  
by your greatest act, but  
by the sum of all your  
acts.**

You will find men  
who want to be carried  
on the shoulders of  
others, who think that  
the world owes them a  
living. They don't seem  
to see that we must all  
lift and pull together.

Henry Ford

**When everyone pulls  
together, everyone is  
uplifted.**

Acceptance of others,  
their looks, behaviors  
and beliefs, brings you  
an inner peace and  
tranquillity instead of  
anger and resentment.

Byron Katie

**Acceptance is a  
powerful choice.**

Who angers you,  
conquers you.

Aristotle

**You don't always have  
the power to control,  
but you always have the  
power to respond.**

You may be deceived if  
you trust too much, but  
you will live in torment if  
you don't trust enough.

Frank Crane

**Are you afraid of trusting  
too much or guilty of  
trusting too little?**

Do not condemn the  
judgment of another  
because it differs from  
your own. You may  
both be wrong.

Dandemis

**If you want to find the  
truth, be open to all  
truths.**

He who wishes to  
secure the good of  
others has already  
secured his own.

Confucius

**When you act to help  
others you have already  
helped yourself.**

Only strength can  
cooperate. Weakness  
can only beg.

Dwight D. Eisenhower

**The test isn't whether  
you're strong enough to  
work alone, but whether  
you're strong enough to  
work together.**

Forgiveness is the  
sweetest revenge.

Isaac Friedmann

We achieve inner health  
only through forgiveness  
– the forgiveness not  
only of others but also  
of ourselves.

Joshua Leibman

**When forgiveness  
is given, freedom is  
earned.**

**Forgiveness prevents  
past mistakes from  
creeping into tomorrow.**

Forgiveness is not for  
their benefit, but for our  
own.

Ron Kaufman

**Forgive – not because  
someone asks you to,  
but because you ask it  
of yourself.**

A winner rebukes and  
forgives; a loser is too  
timid to rebuke and too  
petty to forgive.

Sidney Harris

**A strong person can  
hold on. A stronger  
person can let go.**

Whenever you are confronted with an opponent, conquer him with love.

Mohandas Gandhi

**If an opponent hates, can adding more hate ever help?**

The control center of your life is your attitude.

Tiffany Merchant

**If you want to do something better, change your actions. If you want to do everything better, change your attitude.**

Sometimes your joy is the source of your smile, but sometimes your smile can be the source of your joy.

Thich Nhat Hanh

**Smile in joy. Smile to create joy.**

Deal with the faults of others as gently as with your own.

Chinese proverb

**The faults of others are always near your own. Tread carefully.**

We have two ears and one mouth so that we can listen twice as much as we speak.

Epictetus

**Do you listen as well as you could? Do you listen as much as you should?**

102

So when you are listening to somebody, completely and attentively, then you are listening not only to the words, but also to the feeling of what is being conveyed – to the whole of it, not part of it.

Jiddu Krishnamurti

**When you listen fully, you hear more than words.**

A blow with a word strikes deeper than a blow with a sword.

Robert Burton

**Sharp words leave deep impressions.**

103

The same fence that shuts others out shuts you in.

William Taylor

**Keep the gates of cooperation wide open.**

If you cannot work  
with love but only with  
distaste it is better that  
you should leave your  
work.

Kahlil Gibran

**Love it or leave it.**

Efficiency is doing  
better what is already  
being done.

Peter Drucker

**Do something better and  
you are sure to improve.**

You don't get the  
breaks unless you play  
with the team instead of  
against it.

Lou Gehrig

**If you're not playing  
together, you're not  
playing.**

The moment we break  
faith with one another,  
the sea engulfs us and  
the light goes out.

James Baldwin

**Lack of trust is the  
reason for failing, not  
the result of failing.**

The ratio of *We's* to *I's* is the best indicator of development in a team.

Lewis Ergen

**What side of the balance are you on?**

A smile is a curve that can set things straight.

Leo Buscalia

**A smile moves things in the right direction.**

106

Nothing is ever lost by courtesy. It is the cheapest of pleasures; costs nothing and conveys much. It pleases the one who gives and the one who receives, and thus, like mercy, it is twice blessed.

Erastus Wiman

**Can a person be too pleasant or polite? How often does that happen?**

Kindness is a language which the deaf can hear and the blind can read.

Mark Twain

**Never lose an opportunity to use that special language.**

107

No one is useless in this world who lightens the burden of another.

Charles Dickens

Everybody on a championship team doesn't get publicity, but everyone can say he's a champion.

Earvin (Magic) Johnson

**You can't always remove another person's burden, but you can often help them carry it.**

**You don't have to be in the spotlight to be the reason the spotlight is shining.**

I think any player will tell you that individual accomplishment helps your ego. But if you don't win, it makes for a very, very long season. It counts more that the team has played well and won.

David Robinson

**A good team competes against other teams. A great teams never competes with itself.**

The force is within you. Force yourself.

Harrison Ford

**It's only potential until you make it happen.**



You cannot shake hands  
with a clenched fist.

Indira Gandhi

Don't be afraid to give  
your best to what are  
seemingly small jobs.  
Every time you conquer  
one it makes you that  
much stronger. If you  
do little jobs well, the  
big ones tend to take  
care of themselves.

Dale Carnegie

**Open your mind and  
you'll open some doors.  
Open your heart and the  
doors will open to you.**

**Small things done with  
great focus lead to  
greatness.**

People take different  
roads seeking fulfillment  
and happiness. Just  
because they are not  
on your road does not  
mean they are lost.

Jackson Browne

**If everyone looks for  
the same thing, no one  
discovers anything new.**

When anger rises, think  
of the consequences.

Confucius

**Feel anger and it will  
pass. Act with anger and  
it will last.**

Animals don't hate, and we're supposed to be better than them.

Elvis Presley

**Hate makes you less than you are capable of being.**

The only way to get the best of an argument is to avoid it.

Dale Carnegie

**Duck the arguments flying around you.**

Politeness is the art of choosing among one's real thoughts.

Adlai Stevenson

**Say the first thing on your mind and you speak quickly. Say the best thing on your mind and you speak well.**

Etiquette means behaving yourself a little better than is absolutely essential.

Will Cuppy

**That little extra step will take you far.**

To err is human, to  
forgive divine.

Alexander Pope

He who has not  
forgiven an enemy  
has not yet tasted one  
of the most sublime  
enjoyments of life.

Johann Lauter

**Error reveals that you  
are human. Forgiveness  
confirms it.**

**Forgiveness matters  
when it challenges you  
the most.**

Write kindness in  
marble. Write injuries  
in the dust.

Persian proverb

**Remembering good  
adds to your future.  
Remembering pain only  
adds to your pain.**

To carry a grudge is  
like being stung to  
death by one bee.

William Walton

**Grudges make  
persistent the things  
that should have been  
forgotten.**

We never listen when  
we are eager to speak.

François de La  
Rochefoucauld

You wouldn't worry so  
much about what  
people thought of you if  
you knew just how  
seldom they actually do.

Leonard Orr

**Think less about what you  
want say and more about  
what is being said.**

116

**Think less about what  
others think and they'll  
think more of you.**

I have often regretted  
my speech, never my  
silence.

Abraham Lincoln

**Words not said never  
need to be taken back.**

117

The best time to hold  
your tongue is the time  
you feel you must say  
something or bust.

Josh Billings

**There is wisdom in  
keeping to yourself.**

Speak when you are  
angry and you'll make  
the best speech you'll  
ever regret.

Lawrence Peter

**When you are angry,  
speak to yourself.**

A word is not a bird. It  
cannot be put back in  
the cage.

Russian proverb

**You can't take a memory  
away, but you can avoid  
putting it there.**



**Leading a team**

What creates trust, in the end, is the leader's manifest respect for the followers.

Jim O'Toole

**Trust cannot be demanded. It must be earned.**

I have no pride. I'll do anything necessary to get people involved. I am a dispenser of enthusiasm.

Benjamin Zander

**Will you do what it takes, no matter what it takes?**

I've always found that the speed of the boss is the speed of the team.

Lee Iacocca

**The person at the front of the race always sets the pace.**

Leadership creates conditions where people *want* to do what needs to be done.

Sim Kay Wee

**Demanding action is not the same as desiring action. One is the style of a boss, the other is the accomplishment of a leader.**

Setting a vision is the domain of leaders.

Monte Moses

Leadership means vision, cheerleading, enthusiasm, love, trust, passion, obsession, consistency, creating heroes, coaching and numerous other things.

Tom Peters

**A leader makes appear what is not yet there.**

**Leadership means doing whatever is needed.**

A mission is worthless unless it is put to work.

George Patterson

My most important contribution was my ability to pick strong and intelligent men and then hold the team together by persuasion, by apologies, by financial incentives, by speeches, by chatting with their wives and by using every tool at my command to make that team think I was a decent guy.

Thomas Watson, Jr.

**A mission described is a vision. A mission in action is real.**

**Anything less than whatever it takes is simply not enough.**

I don't believe in team motivation. I believe in getting a team prepared so it has the necessary confidence when it steps on a field to play a good game.

Tom Landry

**Great preparation and a clear direction need no further motivation.**

The key to successful leadership today is influence, not authority.

Ken Blanchard

**If you want compliant people, make demands. If you want inspired people, make suggestions.**

Great leaders exude self-confidence. They are never petty. They are never buck-passers. They pick themselves up after defeat.

David Ogilvy

**Confidence in yourself inspires confidence in others.**

Good leaders make people feel they are at the very heart of things, not at the periphery. Everyone feels they make a difference to the success of the organization. When that happens, people feel centered and that gives their work meaning.

Warren Bennis

**Leaders make people feel like they are a very important part of something very important.**



A good leader is not the person who does everything right, but the person who finds the right things for everyone to do.

Anthony Dadovano

If your actions inspire others to dream more, learn more, do more and become more, you are a leader.

John Quincy Adams

**The right people doing the right things get the right results. The wrong people doing the wrong things get no results.**

**Do you ask people to be what they are, or inspire them to be what they can become?**

All resources are not obvious; great leaders find and develop available talent.

Dwight D. Eisenhower

**Before visions can come to life, people must come to life.**

The best kept secret in business today is that people would rather work hard for something they believe in than enjoy a pampered, idle life.

John Gardner

**Give people a challenge to achieve and they will take it.**

A smile when giving criticism can make the difference between resentment and reform.

Phillip Steinmetz

**Behonest but be kind.**

Criticism should not be querulous and wasting, but guiding, instructive and inspiring.

Ralph Waldo Emerson

**Criticism takes effort to hear. Make sure the effort has its rewards.**

The most dangerous leadership myth is that leaders are born – that there is a genetic factor to leadership. This myth asserts that people simply either have certain charismatic qualities or not. That's nonsense; in fact, the opposite is true. Leaders are made rather than born.

Warren Bennis

**A leader is not who you were, but who you can become.**

I start with the premise that the function of leadership is to produce more leaders, not more followers.

Ralph Nader

**Give people the room they need to grow.**

Leadership is a combination of strategy and character. If you must be without one, be without the strategy.

Norman Schwarzkopf

**Where does character sit in your hierarchy of importance?**

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Leadership is lifting a person's vision to higher sights, raising a person's performance to a higher standard, building a personality beyond its normal limitations.

Peter Drucker

**The strongest leader is the one who lifts others the highest.**

Without leadership, nothing happens.

Michael Hammer

**If nothing is happening, don't ask what is missing, ask who is missing.**

131

Leaders walk their talk; in true leaders, there is no gap between the theories they espouse and their practice.

Warren Bennis

**Leaders do not create standards, they live the standards.**

The first rule of leadership is to save yourself for the big decisions. Don't allow your mind to be cluttered with trivia.

Richard Nixon

**Leaders must keep the big picture in focus.**

132

The first quality of the commander-in-chief is a cool head to receive a correct impression of things. He should not allow himself to be confused either by good or bad news.

Napoleon Bonaparte

**Change the conditions. Don't let the conditions change you.**

I've made my share of mistakes – plenty of them – but my biggest mistake by far was not moving faster to correct a mistake. Pulling an old bandage one hair at a time hurts a lot more than a sudden yank.

Jack Welch

**Why prolong a painful act? If it needs to be done, do it quickly.**

133

Great leaders are always fanatically committed to their jobs. They do not suffer from the crippling need to be universally loved.

David Ogilvy

**When you are fanatically committed, you'll reach your goals.**

How you handle your time is, in my view, the single most important aspect of being a role model and leader.

Andrew Grove

**If your employees did what you do, would you be impressed?**

Too many instructions to employees are often fatal. Don't be too specific; such an attitude makes a man into a machine.

Richard Sears

**Limiting people limits results.**

If I've got a fault, it's probably that I manage hands-on too much. You shouldn't get so antsy that your people don't even have the time to find out where the bathroom is.

Lee Iacocca

**People know more than you think. Give them a chance to prove it.**

I never hesitated to promote someone I didn't like. I looked for those sharp, scratchy, harsh, almost unpleasant people who see and tell you about things as they really are.

Thomas Watson, Jr.

**The hardest things to hear are often those that can help you the most.**

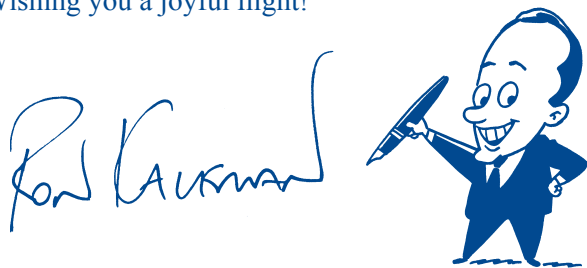
Thank you for choosing, reading and sharing this book with others. From the 512 magnificent quips and practical tips, this one is my favorite:

We are all angels with only one wing. We can fly only by embracing each other.

– Luciano De Crescenzo

Which quote do you most embrace? With whom will you share it, and fly in life together?

Wishing you a joyful flight!





Teams Win Teams Work

RON KAUFMAN

# Magnificent quips and practical tips to build a winning team!

When your team does  
a good job, you've done  
a good job.

Ron Kaufman is the author and founder of UP! Your Service.® He is one of the world's most sought-after educators and thought-leaders for uplifting service and building service cultures.

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