

MERCHANT PROCESSING NEWS

... EDUCATING AND ASSISTING BUSINESS OWNERS ON THE SUBJECT OF
"PAYMENT SOLUTIONS TECHNOLOGY"



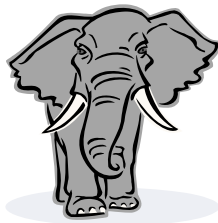
PURPOSE OF THIS NEWSLETTER

This month's newsletter is a continuation of last month's in regards to making 2009 a successful year.

NEXT ▶

WHAT'S NEXT

In last month's newsletter we talked about conducting a year end review, setting goals for 2009 and sticking to your plans. The next step is to take a look at what progress we have made in the first month of this New Year.



PERSISTENCE

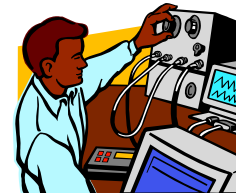
We have all heard the age old question, "How do you eat an elephant"? The answer is "one bite at a time". Our businesses should be based on the same principle so that we don't get overwhelmed when there are a lot of implementations or changes. When you walk into your work space and look at your desk or

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What's Inside:

- Purpose of this newsletter
- What's next
- Persistence
- Adjusting on the fly

table, is your first thought "what do I do first" or "what I was doing"? If we try to do too much at the same time we end up with a bunch of not-dones and half-dones. This is what happens when you don't complete cycles of action. This is something I personally work on all the time. Most of us wear a lot of hats in our business so we are pulled in many different directions. We need to have the ability to departmentalize -- even delegate -- so we can focus on each task we are doing to completion.



ADJUSTING ON THE FLY

We must be able to adapt to different situations, pardon the pun, but at the drop of a hat, such as from sales hat to customer service hat. The same goes for our management role. We must be able to adjust our goals, initiatives and so on. Don't bite off more than you can chew. Flexibility is the key to having both a successful business life and personal life.

As always... more to come next month.

Please feel free to contact our friends over at [IG Consulting Group, Inc.](#) about the various products and services that are available.

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