



Breakthrough Nuggets



Special points of interest:

- PBI recognizes Betsy Schatz as someone who lives her passion and gives her gift.
- As our Gem of the Quarter, we focus on how to "Build a Culture of Truth-Telling."
- We salute Network Appliance of Sunnyvale, CA as PBI's Employee Commitment Event of the Quarter.
- "Level 5 Leadership" is PBI's Tool of the Quarter.
- As PBI's Guidance of the Quarter, we list four options to consider before engaging your boss.

Performance Breakthroughs, Inc.

A Message from Jeff



A. Jeffrey Parks, Founder/President
Performance Breakthroughs, Inc.

Welcome to our first newsletter of 2009. It's a new year with a new President. There's a spirit of excitement and hope in the air. There's also a renewed spirit of service.

We are delighted to feature Betsy Schatz as our Passion and Gift Person of the Quarter. We encourage all our readers to follow Betsy's example and find/use their passion and gift in that renewed spirit of service.

Jeff

Passion & Gift Person of the Quarter — Betsy Schatz

Betsy Schatz (with some of her friends at her 20th anniversary celebration) is the Executive Director of Langley Residential Support Services (www.LRSS.com), a comprehensive residential and community support organization focused on helping intellectually disabled people. LRSS (with Betsy's leadership, guidance, and support) helps its consumers live more independently, improve their self esteem, and develop their own individual lifestyle.



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- **Betsy's Passion:** *Helping people do the best and be the best that they can be* (and go beyond the labels they came in with). In her words: "We help them make good decisions and accomplish their goals."
- **Betsy's Gift:** *My depth of caring.* "Never overlook what's given to you ... and make something positive happen with it." She uses her competitive nature to challenge her consumers to continually improve—"Do it because you got it".

In addition to her work at LRSS, Betsy is a 2002 graduate of Leadership Fairfax (LFI) and has served as a Coach to every LFI class since then. She embraces coaching at LFI to push herself or place herself in new and challenging opportunities by working with many diverse groups—just as she encourages her managers, staff, and residents to push themselves.

PBI salutes Betsy Schatz for being so incredibly caring and giving to two very diverse populations. She truly is making a difference!