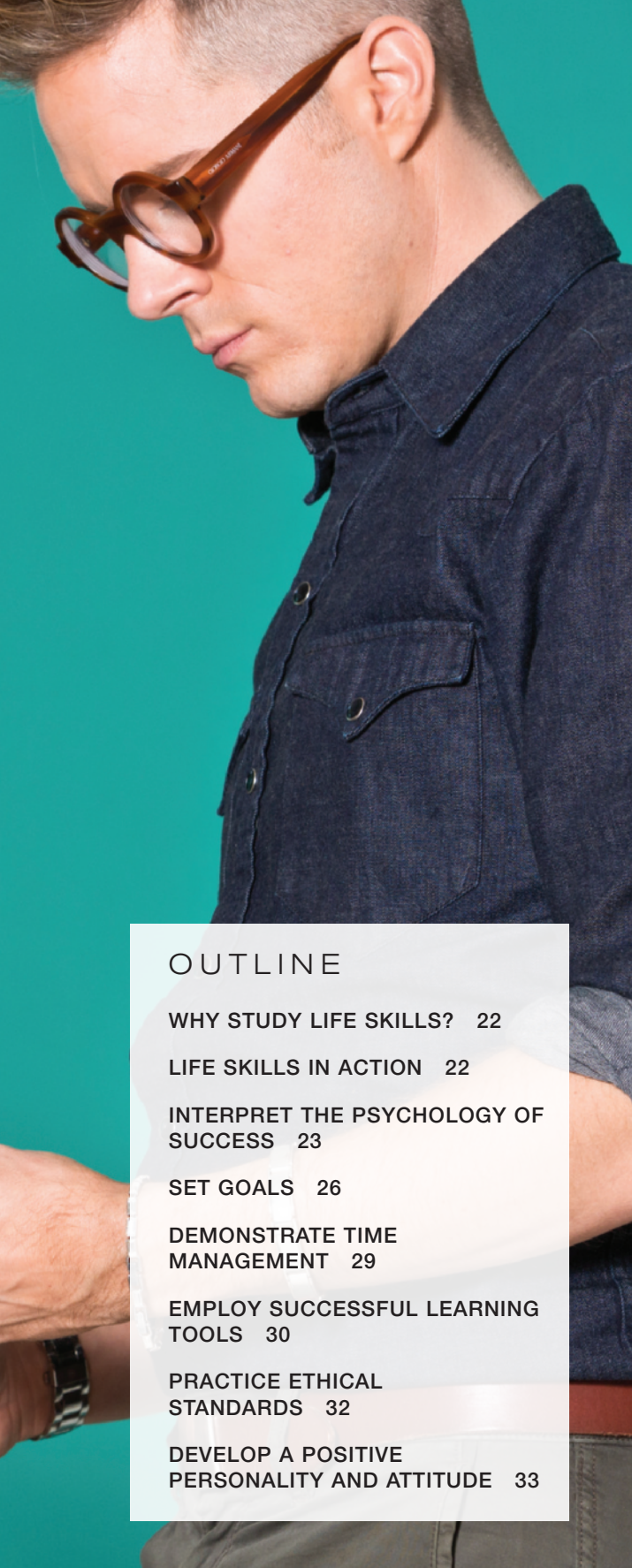


2



LIFE SKILLS



LEARNING OBJECTIVES

After completing this chapter, you will be able to:

LO1

List the principles that contribute to personal and professional success.

LO2

Create a mission statement.

LO3

Explain long-term and short-term goals.

LO4

Discuss the most effective ways to manage time.

LO5

Demonstrate good study habits.

LO6

Define ethics.

LO7

List the characteristics of a healthy, positive attitude.

OUTLINE

WHY STUDY LIFE SKILLS? 22

LIFE SKILLS IN ACTION 22

INTERPRET THE PSYCHOLOGY OF SUCCESS 23

SET GOALS 26

DEMONSTRATE TIME MANAGEMENT 29

EMPLOY SUCCESSFUL LEARNING TOOLS 30

PRACTICE ETHICAL STANDARDS 32

DEVELOP A POSITIVE PERSONALITY AND ATTITUDE 33

While good technical skills are extremely important to master, learning and applying sound life skills are just as important. The salon is a creative workplace where individuals are expected to exercise artistic talent. In addition, a successful salon or spa atmosphere is a highly social environment which influences workers to develop exceptional communication, decision-making, image-building, customer service, self actualization, goal-setting, and time management skills. These life skills are the foundation of success for students and professionals.

why study LIFE SKILLS?

Cosmetologists should study and have a thorough understanding of life skills because:

- > Practicing good life skills will lead to a more satisfying and productive beauty career. Beauty professionals work with many different types of clients, and having good life skills can help keep those interactions positive in any situation.
- > The ability to deal with difficult circumstances comes from having well developed life skills.
- > Having good life skills builds self-esteem, which helps individuals achieve goals.

Life Skills in Action

Some of the most important life skills for you to remember and practice include:

- Being helpful and caring to others.
- Making good friends.
- Feeling good about oneself.
- Having a sense of humor.
- Maintaining a cooperative attitude.
- Approaching work with a strong sense of responsibility.
- Being consistent in your work.
- Adapting successfully to different situations.
- Sticking to a goal and seeing a job through to completion.
- Mastering techniques to become more organized.
- Developing sound decision-making skills.



After reading the next few sections, you will be able to:

- LO1** List the principles that contribute to personal and professional success.

Interpret the Psychology of Success

Success has been defined in many ways over the years. What is your definition of success? Take a few minutes to think about your answer and write it down. The process of **self actualization**, fulfilling one's full potential, requires lifelong commitment. Stay the course and fuel your passion by following proven success building steps (**figure 2-1**).

Action Steps for Success

Being successful requires hard work and effort. Continually focusing on the following action steps will create a solid foundation for achieving your goals.

- **Build self-esteem.** Self-esteem is based on inner strength and begins with trusting your ability to achieve set goals. It is essential to begin developing high self-esteem while in school. Reading positive affirmations is a great way to start building self-esteem.
- **Visualize success.** Imagine yourself working in your dream salon. You are competently handling clients, loving the job and the environment of the salon. The more you practice visualization, the more easily you will turn your vision into reality.
- **Build on your strengths.** Practice doing whatever helps you maintain a positive self-image. If you are good at doing something (e.g., playing the guitar, running, cooking, gardening, or singing), the time you invest in this activity will allow you to feel good about yourself (**figure 2-2**). Remember that there may be things you are good at that you may not realize. You may be a good listener, for instance, or a caring and considerate friend.
- **Be kind to yourself.** Eliminate self-critical or negative thoughts that are counterproductive. If you make a mistake, view it as a learning opportunity to improve and get it right.
- **Stay true to yourself.** Be yourself and be professional! Being unique is a valuable asset of beauty professionals. It takes too much time and effort to be someone that you're not.
- **Practice new behaviors.** Because creating success is a skill, you can develop it by practicing positive new behaviors such as speaking with confidence, standing tall, and using proper grammar.
- **Keep your personal life separate from your work.** Talking about your personal life at work is counterproductive and can cause the whole salon to suffer.



figure 2-1
Loving your work is critical to your success.

figure 2-2
Spend time on things you do well.



- **Keep your energy up.** Successful cosmetologists take care of themselves. Get the proper amount of sleep, eat healthy foods, and manage your time wisely. Also, create balance by spending time with family and friends, having hobbies, and enjoying recreational activities.
- **Respect others.** Make a conscious effort to respect everyone. Exercise good manners with others by using words like *please*, *thank you*, and *excuse me*. Practice being a good listener and remember not to interrupt others when they are speaking.
- **Stay productive.** There are three bad habits that can keep you from maintaining peak performance: (1) procrastination, (2) perfectionism, and (3) lack of a game plan. You will see an almost instant improvement in your productivity when you eliminate these troublesome tendencies.
 1. **Procrastination** (PRO-crass-tin-aye-shun) is putting off until tomorrow what you can do today. (For example, I'll study tomorrow instead of today.) This thought process may be attributed to scheduling too many tasks at one time, which is a symptom of faulty organization.
 2. **Perfectionism** (PUR-fek-shun-izm) is an unhealthy compulsion to do things perfectly. Success is not defined as doing everything perfectly. In fact, someone who never makes a mistake may not be taking the necessary risks for growth and improvement.
 3. **Lacking a game plan.** Having a **game plan** is the conscious act of planning your life, instead of just letting things happen. While an overall game plan is usually organized into large blocks of time (five or ten years), it is just as important to set daily, monthly, and yearly goals. Where do you want to be in your career five years from now? What do you have to do this week, this month, and this year to move closer to that goal?

Motivation and Self-Management

Starting something new can be both exciting and intimidating. For example, many students feel nervous about starting cosmetology school. Despite what emotions a person feels, motivation and self-management skills will help people move to the next level in their career. To achieve success, you need more than an external push; you must feel a sense of personal excitement and a good reason for staying the course. You are the one in charge of managing your own life and learning. To do this successfully, use creativity.

Your Creative Capability

Creativity means having a talent such as painting, acting, cutting hair, applying makeup, or doing artificial nails. Creativity is also an unlimited inner resource of ideas and solutions. To enhance your creativity, keep these guidelines in mind:

- **Be positive.** Criticism blocks the creative mind from exploring ideas and discovering solutions to challenges.
- **Look around for creative inspiration.** Tap into the creative energy of art museums, music, fashion shows, and magazines.



figure 2-3
Build strong relationships for support.



© Tyler Olson/Shutterstock.com

- **Improve your vocabulary.** Build a positive vocabulary by using active problem-solving words like *explore*, *analyze*, *determine*.
- **Surround yourself with others who share your passion.** In today's hectic and pressured world, many talented people find that they are more creative in an environment where people work together and share ideas. This is where the value of a strong salon team comes into play (figure 2-3).

After reading the next few sections, you will be able to:

LO 2 Create a mission statement.

Design a Mission Statement

An essential part of business is the **mission statement** (MISH-uhn STATE-ment), which establishes the purpose and values for which an individual or institution lives and works by. It provides a sense of direction by defining guiding principles and clarifying goals, as well as how an organization operates. Often you will find the mission statement of a company posted for customers to read. Look for a mission statement next time you're in a hotel, fast food restaurant, or other service-related business. The mission often becomes more than just a statement. It becomes the cultural pulse for organizations. A well thought-out sense of purpose in the form of a mission statement will also help individuals on their journey to success.

Create a mission statement by beginning with your interests. We have created a tool, the Interests Self-Test, to help you get started (figure 2-4).

Next, try to prepare a mission statement in one or two sentences that communicates who you are and what you want for your life. One example of a simple, yet thoughtful, mission statement is: "I am dedicated to pursuing a successful career with dignity, honesty, and integrity." Your mission statement will point you in the right direction and help you feel secure when things temporarily go off course. For reinforcement, keep a copy of your mission statement where you can see it, and read it frequently.

The Interests Self-Test

Your personality is tied to your interests. You've already learned about cosmetology specialties. Why not start thinking about which specialty interests you the most? This quick quiz gives you an idea of where your future might lie, based on your personal preferences.

1. Which subject interests you most?
A. Chemistry B. Geometry C. Accounting
2. Which of the following would you rather do?
A. Analyze a problem B. Solve a problem C. Read about a problem
3. When you look at a painting, what do you notice first?
A. Color B. Shape C. Details
4. When it comes to coworkers, would you prefer to:
A. Work with one other person on a specific problem C. Work alone or tell teammates what to do
B. Work with a team to get lots of ideas
5. When it comes to salon clients, do you think they:
A. Know exactly what they want, and that's good C. Probably want a good value
B. Are open to new ideas and suggestions, which is fun

Instructions: Add up the number of As, Bs, and Cs. Then check below to see what might be of most interest to you.

Mostly As. Hair color, which involves chemistry, detail work, and solving specific problems, might be a good choice for you. Of course, color can be creative, too, but you need strong fundamentals and a mind for detail to reach the top. Additionally, clients frequently bring in a photo of a specific hair color, and you must know how to get from point A (their natural color) to point B (their desired color).

Mostly Bs. Hair cutting involves an understanding of geometry, lines, and shapes. Clients may want a certain look but they can't always have it if their hair type doesn't allow it. That's why the ability to gather ideas and make suggestions is important. At the advanced level, there are several different cutting methods to try out.

Mostly Cs. Business demands an attention to details, the ability to crunch numbers, and an understanding of client's desires and consumer trends. While you sometimes work alone, you also have to be able to manage other people, which is an additional consideration. If you like taking responsibility for yourself and others, you might consider focusing on the business of salons.

figure 2-4
The Interests Self-Test

After reading the next few sections, you will be able to:

LO 3 Explain long-term and short-term goals.

Set Goals

Do you have direction, drive, desire, and a dream? If so, do you have a reasonable idea of how to go about meeting your goal(s)?

Goal setting is the identification of long-term and short-term goals. When you know what you want, you can draw a circle around your destination and chart the best course to get there. By mapping out your goals, you will see where to focus your attention in order to fulfill your dreams.



DID YOU KNOW?

Real-Life Goal Setting:

Goals that salons set are often associated directly with a person's productivity. However, goals that stylists set for themselves are often based on how much money they want to earn. Salon managers will help individuals break down large financial goals into attainable, daily goals. For example, if you want to gross \$10,000 more a year, you need to earn an additional \$27.39 per day. Of course, you don't work seven days a week. A more realistic number is based on working five days a week, 52 weeks out of the year. You need to gross \$38.46 more per day, and fortunately there are many different ways to do it in the salon business. You can sell retail to half your clients; you can up-sell color services and back-bar treatments; or you can get more clients.

How Goal Setting Works

When setting goals, categorize them based on the amount of time it takes to accomplish the goals. An example of a short-term goal is to get through an exam successfully. Another short-term goal is to graduate from cosmetology school. Short-term goals are usually those to be accomplished in a year or less.

Long-term goals are measured in larger increments of time such as two years, five years, ten years, or even longer. An example of a long-term goal is becoming a salon owner in five years.

Once you have organized your thoughts, write them down in short-term and long-term columns and divide each set of goals into workable segments. Now the goals will not seem out of sight or overwhelming. For example, if you are a part-time cosmetology student, one of your long-term goals should be to become a licensed cosmetologist. At first, getting this license might seem to require an overwhelming amount of time and effort. However, when larger aspirations are divided into short-term goals (such as going to class on time, completing homework assignments, and mastering techniques), each step leads to the accomplishment of the larger goal.

Remember to set feasible goals, to create a plan of action, and to revisit the plan often. While adjusting goals and action plans may be necessary from time to time, successful people know that focusing on their goals will move them toward additional successes (figure 2-5 and figure 2-6).



ACTIVITY

It is estimated in the average person's day, four hours are spent checking e-mail, looking at websites, and watching videos. The average teenager sends nearly 80 text messages a day! To find out if you are managing your time well, try this exercise:

- Write down the time in the morning when you first go online, check e-mail, or send a text message.
- Do what you normally do online, then note the time you finish these activities.
- Throughout the day, try to estimate (and add to your list) how much additional time you spend on these activities.
- Add up the total time at the end of your day.

Are you surprised? Time-management experts recommend that people work for the first 45 minutes or hour of the day, avoiding e-mailing, Web browsing, and texting. Instead, use this time to plan the day, review reading materials for school, or do other work. The first hour of the day is often the best time to accomplish something concrete because it is quiet and often interruption-free. Starting the day by being productive helps develop good life-long time-management skills.



figure 2-5

A sample of how to set and track short-term goals

HOW TO SET AND TRACK SHORT-TERM GOALS

Number	Goal Setting Checklist	Completion Date	Done
1.	Read Chapter 2. Action Steps: Read first part at lunch; finish it after dinner.	6/09/2016	✓
2.	Practice speaking to clients in a pleasing voice. Action Steps: Do with family tonight.	6/10/2016	✓
3.	Create my own mission statement. Action Steps: Review sample in Chapter 2; write my own.	6/15/2016	✓
4.	Start learning trends. Action Steps: Search online, read trade and beauty magazines. Make a five-word “trend list.”	6/20/2016	✓
5.	Prepare to pass the Chapter 2 exam. Action Steps: Review what I read, ask instructor any questions, have study session with two friends.	7/10/2016	✓
6.	Practice being on time! Action Steps: Set alarm for 15 minutes earlier. Give self \$1 every time I get to class 10 minutes early.	Start 6/20 5 days in a row by 7/20	
7.	Build my vocabulary. Action Steps: Buy book or find website. Learn one new word a day.	Daily	

figure 2-6

Photocopy this template and fill in your own goals!

MY GOALS

Number	Goal Setting Checklist	Completion Date	Done
1.			
2.			
3.			
4.			
5.			
6.			
7.			

After reading the next few sections, you will be able to:

LO4 Discuss the most effective ways to manage time.

Demonstrate Time Management

Each of us has an *inner organizer*. When we pay attention to our inner organizer, we can learn how to manage our time efficiently. This will allow us to reach our goals faster. Here are some of the most effective ways to manage time:

- Learn to **prioritize** (PRIH-or-uh-tize) by ordering tasks on your to-do list from most important to least important.
- When designing your time management system, make sure it will work for you. For example, if you are a person who needs a fair amount of flexibility, schedule some blocks of unstructured time.
- Never take on more than you can handle. Learn to say “no” firmly but kindly, and mean it. It will be easier to complete tasks if activities are limited.
- Learn problem-solving techniques that will save you time and needless frustration.
- Give yourself some downtime whenever you are frustrated, overwhelmed, worried, or feeling guilty. You lose valuable time and energy when you are in a negative state of mind. Unfortunately, there may be situations where you cannot get up and walk away. To handle these difficult times, try practicing the technique of deep breathing. Just fill your lungs as much as you can and exhale slowly. After about five to ten breaths, you will usually find that you have calmed down and your inner balance has been restored.
- Have a notepad, organizer, tablet, or other digital application accessible at all times.
- Make daily, weekly, and monthly schedules that show exam times, study sessions, and any other regular commitments. Plan leisure time around these commitments rather than the other way around (figure 2-7).

? DID YOU KNOW? **Real-Life Time Management:**

In a salon environment it takes a team effort to efficiently manage time. Salons book appointments based on the types of services being provided, the clientele, and the salon type. Some salons operate without setting appointments, and instead work on a walk-in or first-come first-serve basis. Both methods require stylists to practice effective communication with fellow stylists and peers.

Making sure that you arrive on time, start your first client as soon as he or she arrives, and staying on schedule will take you a long way toward success as a stylist. The front desk and salon manager can be a tremendous help if you find yourself falling behind or if you have the opportunity to add-on a color service and need help fitting it into your day. With experience, you'll learn to accommodate late clients and add-on services like a pro.



figure 2-7
Keep a schedule for yourself and refer to it frequently.

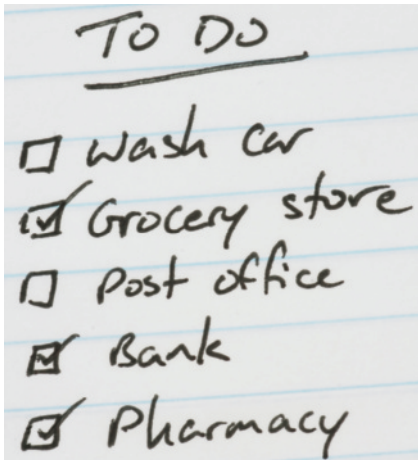


figure 2-8
Use a to-do list to prioritize tasks.

- Identify times during the day when you are energetic and times when you want or need to relax. Plan your schedule accordingly.
- Reward yourself with a special treat or activity for work well done and efficient time management.
- Do not neglect physical activity. Remember that exercise and recreation stimulate clear thinking.
- Schedule at least one block of free time each day. This will be your hedge against events that happen unexpectedly, such as car trouble, baby-sitting problems, helping a friend in need, or other unforeseen circumstances.
- Understand the value of to-do lists for the day and the week. These lists help prioritize tasks and activities, a key element to organizing time efficiently (**figure 2-8**).
- Make effective time management a habit.

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After reading the next few sections, you will be able to:

LO5 Demonstrate good study habits.

Employ Successful Learning Tools

Having a successful career as a beauty professional begins by employing key learning tools while in school. To realize the greatest benefits education can provide, commit yourself to do the following:

- Attend all classes.
- Arrive for class early.
- Have all necessary materials ready.
- Listen attentively to your instructor.
- Take notes.
- Highlight important points.
- Pay close attention during summary and review sessions.
- When something is not clear, ask for clarification. If you are still unsure, ask again for assistance.

HERE'S A TIP

After becoming a licensed professional, seek continuing education opportunities. Never stop learning! The cosmetology industry is constantly changing; there are always new trends, techniques, products, and information. Reading magazines, joining beauty industry associations, attending trade shows, and enrolling in advanced educational classes are all ways to continue learning.

Establishing Good Study Habits

If you find studying overwhelming, focus on small tasks one at a time. For example, instead of trying to study for three hours at a time, set the bar lower by studying in smaller chunks of time. If your mind tends to wander in class, try writing down key words or phrases as your instructor discusses them. Any time you lose focus, do not hesitate to stay after class and ask questions based on your notes.



figure 2-9
Studying with a friend can be effective and fun.

Another study tip is to find other students who are helpful and supportive. Studying in groups can bring positive results for everyone including improved study skills and a better understanding of the material (figure 2-9).

Part of developing good study habits is knowing where, when, and how to study.

Where

- Establish a comfortable, quiet place to study without interruptions.
- Have everything you need—books, pens, paper, proper lighting—prior to studying.
- Remain as alert as possible by sitting upright. Reclining will make you sleepy!

When

- Start out by estimating how much study time you need.
- Study when you feel most energetic and motivated.
- Practice effective time management by studying during blocks of time that would otherwise be wasted—such as while you are waiting in the doctor’s office or taking a bus across town.

How

- Study just one section of a chapter at a time and review key points. This method is more effective than reading the entire chapter at once.
- Highlight key words and phrases as you go along.
- Test yourself on each section to ensure that you understand the information.

Remember that every effort you make to follow through on your education is an investment in your future. The progress you make with your learning will increase your confidence. In fact, when you have mastered a range of information and techniques, your self-esteem will soar right along with your grades.

+ **FOCUS ON**
The Goal

Determine whether your goal-setting plan is effective by asking yourself these key questions:

- Are there specific skills I will need to learn in order to meet my goals?
- Is the information I need to reach my goals readily available?
- Am I willing to seek out a mentor or a coach to enhance my learning?
- What is the best method or approach that will allow me to accomplish my goals?
- Am I open to finding better ways of putting my plan into practice?



Ethical people often embody the following qualities:

- **Self-care.** To be helpful to others, it is essential to take care of yourself. Try The Self-Care Test to assess how you are doing (figure 2-10).
- **Integrity.** Maintain your integrity by aligning your behavior and actions to your values. For example, if you believe it is unethical to increase your sales by recommending products that clients don't really need, then do not engage in that behavior. On the other hand, if you feel that a client would benefit from certain products and additional services, it would be unethical not to give the client that information.
- **Discretion.** Do not share your personal issues with clients. Likewise, never breach confidentiality by repeating personal information that clients have shared with you.
- **Communication.** Your responsibility to behave ethically extends to your communications with customers and coworkers. Be aware of what you say and how you say it. Also, be conscious of your nonverbal communication, which is just as important as verbal communication.

After reading the next few sections, you will be able to:

LO6 Define ethics.

Practice Ethical Standards

Ethics (ETH-iks) are the moral principles by which we live and work. In a salon setting, ethical standards should guide your conduct with clients and fellow employees. When your actions are respectful, courteous, and helpful, you are behaving in an ethical manner.

figure 2-10
The Self-Care Test

The Self-Care Test

Some people know intuitively when they need to stop, take a break, or even take a day off. Other people forget when to eat. You can judge how well you take care of yourself by noting how you feel physically, emotionally, and mentally. Here are some questions to ask yourself to see how you rate on the self-care scale.

1. Do you wait until you are exhausted before you stop working?
2. Do you forget to eat nutritious food and substitute junk food on the fly?
3. Do you say you will exercise and then put off starting a program?
4. Do you have poor sleep habits?
5. Are you constantly nagging yourself about not being good enough?
6. Are your relationships with people filled with conflict?
7. When you think about the future are you unclear about the direction you will take?
8. Do you spend most of your spare time watching TV?
9. Have you been told you are too stressed and yet you ignore these concerns?
10. Do you waste time and then get angry with yourself?

Score 5 points for each yes. A score of 0-15 says that you take pretty good care of yourself, but you would be wise to examine those questions you answered yes to. A score of 15-30 indicates that you need to rethink your priorities. A score of 30-50 is a strong statement that you are neglecting yourself and may be headed for high stress and burnout. Reviewing the suggestions in Chapter 2 will help you get back on track.

Practice ethical behavior in the salon by employing these five professional actions:

1. Providing skilled and competent services.
2. Being honest, courteous, and sincere.
3. Avoiding sharing clients' private matters with others—even your closest friends.
4. Participating in continuing education and staying on track with new information, techniques, and skills.
5. Giving clients accurate information about treatments and products.

After reading the next few sections, you will be able to:

LO7 List the characteristics of a healthy, positive attitude.

Develop a Positive Personality and Attitude

Cosmetologists interact with people from all walks of life—every day, all day. It is useful, therefore, to have a sense of how different personality traits work together. Refer regularly to the following characteristics of a healthy, positive attitude:

- **Diplomacy.** Being assertive is good because it helps people understand your position. However, it is a short step from assertive to aggressive or even bullying. Take your attitude temperature to see how well you practice the art of diplomacy. Diplomacy—also known as tact—is the ability to deliver truthful, even sometimes critical or difficult, messages in a kind way.
- **Pleasing tone of voice.** The tone of your voice is a personality trait, but if your natural voice is harsh or if you tend to mumble, you can consciously improve by speaking more softly or more clearly. Another technique is to smile when speaking if it is appropriate. This will help the tone of your voice. Practice smiling in person and when talking on the phone.



FOCUS ON

The Whole Person

An individual's personality is the sum of her or his characteristics, attitudes, and behavioral traits. Attitude improvement is a process that continues throughout life. In both your business and personal life, a pleasing attitude gains more associates, clients, and friends. You will know you have a pleasing attitude when you are able to see the good in difficult situations. People enjoy the company of individuals who can put a positive "spin" on things.

- **Emotional stability.** Learning how to handle a confrontation and how to share your feelings in a professional manner are important indicators of emotional stability.
- **Sensitivity.** Being sensitive means being compassionate and responsive to other people.
- **Values and goals.** Values and goals guide our behavior and give us direction.
- **Receptivity.** Be interested in other people, and responsive to their opinions, feelings, and ideas. Receptivity involves taking the time to really listen to others. Also, be open-minded and willing to work with all personality types. (figure 2-11).
- **Effective communication skills.** Commit to practicing effective communication through active listening, non-verbal, and verbal skills. For additional information refer to Chapter 4, Communicating for Success.

figure 2-11

Exercise good listening skills when discussing client requests.



REVIEW QUESTIONS

- 1 What principles contribute to personal and professional success?
- 2 How do you create a mission statement? (Give an example.)
- 3 How do you go about setting long- and short-term goals?
- 4 What are some of the most effective ways to manage time?
- 5 How do you describe good study habits?
- 6 What is the definition of ethics?
- 7 What are the characteristics of a healthy, positive attitude?

STUDY TOOLS

- **Reinforce what you just learned:** Complete the activities and exercises in your Theory or Practical Workbook, or your Study Guide.
- **Expand your knowledge:** Search for websites about the topics in this chapter and make a list of additional resources.
- **Study and prepare for your quiz:** Take the chapter test in your Exam Review or your Milady U: Online Licensing Prep.
- **Re-Test your knowledge:** Take the Chapter 2 Quizzes!
- **Learn even more:** Look up in a dictionary or search the internet for the definitions of any additional terms you want to learn about.

CHAPTER GLOSSARY

ethics ETH-iks	p. 32	The moral principles by which we live and work.
game plan	p. 24	The conscious act of planning your life, instead of just letting things happen.
goal setting	p. 26	The identification of long-term and short-term goals that helps you decide what you want out of life.
mission statement MISH-uhn STATE-ment	p. 25	A statement that establishes the purpose and values for which an individual or institution lives and works by. It provides a sense of direction by defining guiding principles and clarifying goals, as well as how an organization operates.
perfectionism PUR-fek-shun-izm	p. 24	An unhealthy compulsion to do things perfectly.
prioritize PRIH-or-uh-tize	p. 29	To make a list of tasks that need to be done in the order of most-to-least important.
procrastination PRO-crass-tin-aye-shun	p. 24	Putting off until tomorrow what you can do today.
self actualization	p. 23	Fulfilling one's full potential.