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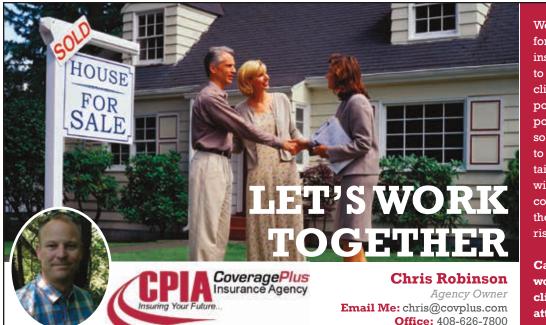


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# TABLE OF CONTENTS





39

Star on

the Rise

Joshi







42

Partner

Profile Hyunah

09



15

Anson Ip





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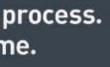
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> cover story

By Dave Danielson Photos By Hyunah Jangh

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# ANSON

# An Attitude of Innovation

In 1990, Anson Ip was a young man at a pivotal crossroads. In the future, he saw uncertainty. And he also saw opportunity.

Just a year earlier, he and his family had moved to Silicon Valley from Hong Kong. Then, 12 months later, his family decided to return to their home across the Pacific.

While it may have been tempting — and perhaps easier - for Anson to accompany his family back to Hong Kong, he stayed true to his dreams of life in America.

# Birth of an Architect — and Real Estate Agent

Today Anson is a leading real estate agent with Max-Real in Sunnyvale, as well as a developer and architect. Getting there required faith — and hard work.

"I came to this country when I was 18 with nothing," Anson remembers. "When my family returned to Hong Kong, I basically just worked my way up and supported myself. There was no other choice. There was no plan B. I just moved ahead on my own."

It took a while to gain traction. But his goals sustained Anson.

"The first year, I didn't go to school," he says. "I worked three jobs and saved up some money. After that, I went back to school and still worked part-time."

In 1998, Anson graduated with an architecture degree and was very active in the field for about 10 years. At the same time, he explored his goals of becoming involved in real estate — working for a few years for a developer.

"The last projects I did include developing 100 townhome units and working to develop 800 units in San Jose," he says.

"A lot of people thought that I switched from being an architect to being a real estate agent," he says. "But becoming an architect was never my end goal. My goal was to become a real estate developer."

So Anson pursued and earned his real estate license.

"I started to become really active in real estate about 11 years ago. At that time, a long-lost friend became very successful and went to buy his first home," he says. "He asked me to look at things

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from an architectural standpoint, and how the house could be built. And then he found out I was an agent. And so he asked me to represent him. So starting from that, things just kept growing."

## Habits of a Leader

Being involved in three distinct professional areas requires significant organizational skills - and important daily habits.

"Time management for me begins each day at 6 a.m.," he explains. "I try to put all of my high-priority items into that time period before 8 a.m. that time each day before a lot of people really do things. That way, you're ahead of them."

In addition to helping him tackle his to-do list earlier, Anson says his early work each day also sends an important message.

"If you're sending your client an email at 6 or 7 a.m., your client knows you're on top of it. But if you wait until 8 or 10 a.m. to send that message, then they may think you're not on top of it. Plus, early in the day, you can send those messages and take just a few minutes. But as the day goes on, as

phone calls and other things happen, that same work can take a lot longer to get done. So I try to push all of those things up early in the morning."

While working as a real estate agent, developer, and architect doesn't leave much spare time, Anson enjoys a variety of very active pursuits, including dancing and martial arts — as well as learning the Japanese language.

While his interests are varied, he places great importance on focus and organization.

"I have a lot of things going on, so I've added people who really help me with project organization. That's very important. And I have three different groups of people who work with me buyers' agents. Sometimes they will help me on the sales side," he says.

# A Philosophy of Excellence

Through his years of developing his own style and learning from mentors, he saw some key differentiators.

"When I first started in real estate, I didn't know how to do this business. But as I learned, I realized

the extra mile. It's about doing things that set you apart. My philosophy is doing what you're passion-I try to put all of my highate about, doing high-quality work and not focusing on the number." priority items into that time period before 8 a.m. – that to make tangible differences in the area. "I like architecture. I also like real estate. The thing time each day before a lot of about architects is when they do their designs, they're always in the studio. So they can sort of lose touch people really do things. That with what is reality," he emphasizes. "In real estate sales, you're constantly outside. You know what the way, you're ahead of them. public likes — and what people in certain areas like."

the difference is sometimes doing the same thing, but with a different level of intensity," he points out. "I saw how serious some people were about certain listings and how they got different results. I learned the attitude they used to be successful. It made me realize that I need to bring it to that kind of level to become someone who is really reputable."

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It's about choices.



As Anson says, "It's a matter of not compromising on quality and integrity, and always wanting to go

Through his multi-faceted talents, Anson continues

Anson explains that what works in one locality may not be as well-received in another.

"I look at the market, and I work to bring something slightly better — more innovative and modern design," he says. "I don't see myself as just doing real estate or just doing architecture. I see the two as being merged together to bring something good to the community. That's the thing I always wanted to do bring high-quality things to the neighborhood."

For leaders like Anson, dreams build plans - and quality results fueled by a true attitude of innovation.



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do as the director of regional operations. He was instrumental in opening hundreds of stores across the United States. He didn't initially set out on this path when he began working at a local mall, and looking back feels as though the opportunity with Nintendo fell into his lap.

When Alan noticed a Nintendo store opening, he decided to talk to the manager. Shortly after, he was offered a job and mentored by the district manager. In only six months' time, however, the district manager left and appointed Alan to take the reins. Alan happily accepted the challenge and stayed with Nintendo for 11 years.

After all those years with Nintendo, Alan chose to give up video games and moved to San Jose to work in land development. He quickly realized he did not like the bureaucracy and was encouraged to get his real estate license; he moved into residential sales in 2001.

## The Woman Behind Taiwan's American Idol

Rebecca Yen Smith began her career at the World Trade Center where she was a manager of special projects. In her position, she met people from all over the world and developed a deeper understanding of many different cultures. She helped to coordinate trade shows and through this was connected with a nonprofit radio station in Taiwan. Soon after, she became the project manager for Taiwan's new American Idol-esq show, Young Star.

Rebecca's primary responsibility was coordinating tryouts for Young Star at different universities all over Taiwan, managing the winners, and coordinating the final competition concert. After the winners were selected at the various universities, they would then come together to compete against one another and perform at a huge concert. Young Star was so successful it expanded to Japan and Singapore and had its own magazine. Though Rebecca enjoyed the work, it was grueling and tiring. In 2000, she decided to move to the United States and transitioned into real estate in 2005.

## A Unique Partnership

When Rebecca and Alan began their partnership two years ago, they knew they would be a strong team, able to help a diverse group of people. Com-



ing from different backgrounds, their individual understandings of cultures and perspectives have helped them build relationships with a wide range of clientele.

"There is so much diversity in our area, and people are really looking for a team who will go to bat for them – two agents for the price of one. Every culture is different, so having diversity helps [us] reach a broader audience," says Alan.

Both agree their mutual commitment to their work is what has made them so successful.

"We are workaholics," begins Alan.

"I was just going to say that!" Rebecca interjects. "We are non-stop."



"We certainly might not be morning people, but when we start our day at 10 or 11 o'clock, we are here until 8, 9, 10, 11 and do whatever it takes until we get the job done."

"We are like a machine," Rebecca finishes.

This commitment to excellence pushes Rebecca and Alan to provide the best service for their clients and to strategically created the best opportunities for success. From turning an upside-dow sale into a major profit to gracefully spinning losing a listing int a win-win, Rebecca and Alan always keep their head in the gam to continue moving forward. One of the biggest secrets to their success is asking for feedback on all interactions and using that feedback to improve their strategies.

# **Giving Back**

Rebecca and Alan understand the power of giving back, and bot seek ways to help others outside of their busy schedules. For Alan, that organization is Habitat for Humanity. "It is amazing t do things with people and work side by side swinging a hammen to give back to people who really need it," Alan says.

Rebecca also gives back by offering her time and expertise for free to one client per year who is in need. "Every year I will take one case where someone has a financial or health issue and do it pro bono. We all have times where things are difficult, this is my way to help."

	Both agree the best part of the job is the impact and ripple effect they have on individual's lives. Whether through email, regular
0-	mail, a phone call, referrals, or a review on Zillow, the moments
è	they are thanked in a special way speaks volumes.
'n	
to	"We are a good team," Rebecca says. "We love what we do be-
ne	cause we have each other."
t	"We work because everything she loves to do, I care less about do-
	ing. She is great at picking out colors and remodeling the kitchen. I
	like the marketing end, the paperwork, and dealing with customers
	when there are fires. We complement each other. There are a lot of
th	things she loves to do that are not my best talents," Alan says.
to	"And he holds my hand and encourages me when I get down,"
r	Rebecca adds.
-	20020000 dddd.
	Rebecca and Alan's success is found not because they simply

Rebecca and Alan's success is found not because they simply work together, but because they genuinely care for one another and every client they have the opportunity to serve.



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# DOUGLAS MARSHALL

# Giving Back: A Genuine Approach

# By Jessica Frere

For Douglas Marshall, giving back to his community has never been a means to gain recognition or boost his real estate business. His passion for making a difference is genuine and stems from a perspective-altering lesson that he learned during childhood.

As a boy, Douglas desperately wanted to attend a local YMCA summer camp; however, his parents couldn't afford to pay for it. Determined to find a way around this, he sold cans of peanuts to raise the money for his enrollment fees and, ultimately, earned double the amount that he needed to cover his camp expenses. This experience not only served as Douglas' first foray into sales, but it shaped his early thoughts surrounding giving and philanthropy.

"That inherently, I think, struck either a chord of work ethic or a chord of 'There are people who have the ability to help others, and there are people who have the need to be helped by others," shares Douglas.

# Impacting Education

As he transitioned from his teenage years into adulthood, Douglas, having identified his knack for selling early on, pursued and excelled in a variety of roles that played to his core strengths, including door-to-door alarm sales, marketing car stereos, and selling video conferencing services for a technology company. When he finally made his way into the real estate industry in 1998, Douglas was confident that he had found a profession that was a perfect match for his skill set, one that he could grow with for the long-haul.



In the process of building his real estate business, Douglas was invited to become a board member on the Gavilan College Educational Foundation. His immediate reaction was one of reluctance; life as an agent was demanding and already jam-packed. However, when he started to consider the request as an opportunity to make a positive difference in the lives of local youth, he experienced a change of heart.

"That instantly brought me back to selling peanuts," confesses Douglas.

Today, after spending years as a board member and even serving a stint as board president, Douglas considers his involvement with such a worthy cause life-changing - both for him as well as for the students whose lives the Foundation has impacted.

"That aspect of helping those kids who have never been to college, their families have never been to college...seeing that ability and that spark in somebody's eyes that may want to go to college and that wants to do better and then watching that parent just be so proud...that's pretty huge."

# **Giving Back Through Sports**

After realizing the positive impact that he was making through board membership, Douglas was eager to find new ways to serve his community. Consequently, his interest was piqued when he went

to register his young son, Tyler, for Little League baseball and learned that the team didn't have a coach or an outlined game schedule.

"I wanted the kids to feel the significance of themselves," says Douglas. "I didn't want them to get a participation trophy for just showing up and doing nothing."

Viewing this need as a new opportunity to give back to local kids and their families, Douglas volunteered to coach Tyler's team. Even though his baseball schedule often conflicted with his weekend real estate obligations, Douglas' first season as a coach was not only highly rewarding but incredibly successful. When the time came for players to sign up for next year's baseball season, Douglas' entire team requested to have him as their coach once again, a testament to his encouraging leadership style.

"We never brought up winning. We never brought up losing. We just kept saying, 'Are you having a good time? Is this fun?"

Douglas continued to coach Little League for many seasons afterward, moving into higher age brackets each season alongside his son. Eventually, when Tyler stopped playing baseball, Douglas transi-

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tioned into umpiring, an activity that he is still engaged with today. In addition to volunteering his personal time, he also regularly donates his money to worthy Bay Area organizations and causes, including his church and his son's school, and gives 1% of his earnings to local, hypersensitive charities.

# Leading With Authenticity

As a compliment to his rich philanthropic life, Douglas also boasts a booming real estate business that has thrived, in part, due to the relationships that he has formed through his charitable involvement. While this result of his good works is a welcome reward, he is confident that, if the intent behind his generosity weren't genuine, it would never have translated into business success.

"When you're doing all that, and you're giving back, the receptiveness of the people you're spending time with - they pick up that you're being genuine," shares Douglas. "People can spot a fake."

With a consistent track record of authentic, well-intentioned efforts to uplift his neighbors and community, two things are abundantly clear about Douglas Marshall: That he is anything but fake, and that the Bay Area is a considerably better place with him in it.

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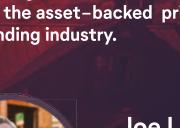
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# EDDIE **OBEROI**

# **Relishing the Grind**

"Just be kind, man. You know what I mean? People lose their mind if someone cuts them off on the freeway, and they ruin their day...Calm down. It's all good. Be kind to people."

At 16 years old, Eddie Oberoi immigrated from New Dehli, India, to the United States with dreams of building a life in the splendor of America.

"Coming to the U.S., I thought that I was going to be coming to New York or LA. I was thinking in my mind how this is going to be awesome. And I land in Salt Lake City."

Eddie's brother, who was running a restaurant in Salt Lake City, immediately put him to work. For three grueling months, Eddie worked every single day from 9:00 am to 11:00 pm. He admits, he wasn't happy with the arrangement.

"I was pissed off," Eddie says. "I felt like a slave."

In the beginning, he hated his life in America. "My childhood just stopped, right there," Eddie recalls.

But slowly, the grind began to work on him in a positive way. He began to build a work ethic, and community.

"When you are made to grind like that for months, it does something for you. It was an impressionable age. I learned to love the grind," Eddie says. At the time, he was attending school full-time and working full-time, helping to support his family back in India. The work ethic that Eddie learned during this period has remained one of his greatest assets.

In 1997, Eddie got an internship at Circuit City in the Bay Area. Here, for the first time, he made some friends that were involved in the mortgage and real estate industry.

"I saw them driving nice cars and living in nice places. I thought if they can do it, I can do it."

"I hated sales, by the way," Eddie adds with a laugh.

It turned out, Eddie found his niche. He hit the ground running in real estate, and never looked back. With no sphere on influence in the Bay Area he relied on cold calling to build his business from scratch — and it worked. Real estate has been Ed die's first and only career.

"I was shy, an introvert, insecure. All of the above But what still works for me is the work ethic. I'm hard worker," Eddie says.

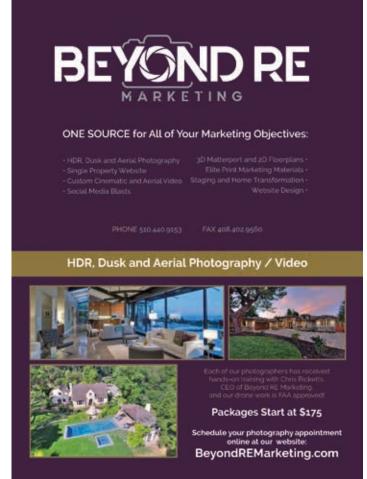
As the years have gone by, Eddie has become more and more engrossed in personal growth. After owning his own real estate brokerage and mortga company for 10 years, Eddie has decided to roll up his sleeves and get back into real estate sales. "I g sick and tired of motivating people. I thought, 'I'n going to roll up my sleeves and do it on my own. I on a path of personal growth."

Eddie has a strong morning routine. It used to begin upon rising at 3:45 am, but in order to get a bit



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a,	more sleep, he's pushed it back to 4:45 — not exact-
n	ly a late start. "I have a ton of accountability," Eddie
l-	says. "I do the Miracle Morning thing."
	"I think a balanced life is a myth. Especially in the
ə	beginning. I still think of myself as a beginner. You
a	need to put in some hoursWhen people look at
	me, they see a machine, like I got it. Like it's easy
	for me. But it's not. Everybody has issues. Health,
re	relationship, all kinds of issues."
ge	Eddie does his best to remain honest about where
р	he is personally, and the path forward to growth.
got	As he says, it all begins with kindness.
1	
'n	"Kindness, it reciprocatesIf you are kind, you are
	going to attract kind people."



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# HEENA JUSHI

# FULL THROTTLE

When you first meet trailblazing industry newcomer Heena Joshi at an open house, two things might surprise you: that she's only been in business since 2017 and that, before real estate, she made a living designing Bollywood dance costumes.

# Let's Dance

In 2010, several years after moving from India to the U.S., Heena became a student at one of the Bay area's premier Bollywood dance studios.

"I'm a very emotional person," shares Heena. "So, I definitely bring out that energy while I'm dancing on stage. I'm a performer. I just love it."

Her passion for creative expression also led her to simultaneously become the company's sole costume coordinator, designing

outfits for 92 classes and 1,500 students. However, as Bollywood dance began to gain popularity throughout the region, Heena realized that she would need additional support to create the quantity and quality of products that the studio's dancers deserved.

"Slowly, as we wanted to improve, I spoke to the owner, and I told her, 'We need to build a bigger team. Because...I can't give you a better product if I don't have more people," says Heena.

At her advice, the company broadened its costume design team. This much-needed backup, coupled with her young son's promotion from



elementary to middle school, provided Heena with the additional freedom to pursue another long-time passion: real estate.

# The Journey to Real Estate

"Everybody used to tell me that real estate was fun and that I'd be a good fit because I'm a people person," shares Heena. "But for me, anything I do I want to make sure that I have enough time to commit to it. And I think, just because of my son being in elementary school, I did not have that bandwidth. But once he was getting into middle school, I thought, 'He's a little more independent. I really want to give it a shot."

Eager to launch this career transition, but without any industry connections or mentors, Heena contacted the real estate agent who sold her own home and requested an introduction to his brokerage. Soon, the wheels were set in motion: She obtained her real estate license in 2016, and in February 2017, achieved her first sale. From that point forward, success came with lightning speed (she landed 11 sales transactions in 2017 and 36 in 2018) and her business is now 90% referral-based.

The driving factors behind her top-notch results are twofold.

First, Heena prides herself on providing clients with a relaxed, no-pressure sales experience, which, she has found profoundly resonates with the first-time home buyers, millennials, and

Indian clientele (many of whom she met through her Bollywood dance studio) that she primarily serves. She has been a consistent top producer at Alain Pinel Realtors, and her LinkedIn recommendations include raving reviews such as, "You can even call her a unicorn hunter, as she is great at gauging what you want."

"I'm very patient," says Heena. "I'm not one of those pushy salespeople. If they don't want to write, I would never push a buyer to write."

She also credits increased marketing efforts, particularly on digital and social media platforms like Facebook and Zillow, for her 2018 sales jump.

"I definitely doubled up on my marketing (in 2018) since I personally felt that there was no need to spend too much in my first year because I was just trying to get my numbers right," shares Heena. "Transactions under your belt help...if you are able to project a big number, that's when they start saying, 'OK, she can really sell."

# Fuel for Business

While she has made launching and growing a real estate business look seemingly simple, Heena is still in the process of mastering another key component of business sustainability: Work-life balance.

"For me, when I got into real estate, I gave myself five years that I would just work my ass off no matter what," says Heena, "...because it's hard to compete when you're new. And I think the only advantage you can provide to a buyer who's sitting and interviewing different REALTORS® is that 'I'm there for you, no matter what. I'm there for you 24/7."

To help fuel her demanding schedule, Heena relies on two core practices. At the start of each day, before leaving her house, she spends at least five minutes in prayer. Then, in the evenings, she focuses on self-reflection.

"At night, before I go to bed, before the lights are turned out, I'll lay down in my bed, and I'll just think about how the day went and what I could have done differently," shares Heena. "And I'll make sure that I don't repeat that same mistake the next day."

In addition, she still squeezes in time for her first, pre-real estate love - Bollywood costume design. Today, however, she acts in a managerial capacity, supervising a team of 12 other designers.

# Looking Ahead

Despite her status as one of Silicon Valley's quickly rising stars, Heena's eyes are wide open when it comes to cultivating industry longevity. She understands that even more difficult than launching a successful business will be maintaining it for the long haul. Yet, she's confident that she's up for the challenge.

"I'm ready for that. I don't think I'll back down."

# Hyunah Jang Photography





Story By **Zach Cohen** Photo By **Hyunah Jang** 

In the photo "Life in Kauai" (2015), the Tahitian artisan is creating unique coconut fiber jewelry that requires many hours of concentrated labor invested in each piece. Hyunah Jang captured this photo on one Sunday morning while documenting his story through her images, one of her most memorable shoots from three years of living in Kauai. His story was interesting to her because he was one of only a few people still utilizing the rare and extremely beautiful black pearls of Tahiti, as well as carved shell, bone, feathers, freshwater pearls and small seashells from Kauai, Niihau and Tahiti. This picture won the Contemporary Photography Award in Hawaii by Pacific New Media in 2015.

Hyunah Jang is a professional photographer with seven years of experience whose passion is to capture the essence of life and the human experience through her lens. Originally from Busan, Korea, Hyunah's inspiration for photography first came from her father who was an underwater diver. After being featured in various documentaries, he once told her he needed a cameraman to record his dives, and subtly planted the seeds for what was to come.

Hyunah Jang left for the United States at 15 years old. Entering American life as a teenager with limited English language skills was a daunting challenge. She began at a high school in Sedona, Arizona. "As a teenager moving there, it was very different for me. This was a big turning point in my life." After a couple of years, Hyunah began to find her place. Photography allowed for an expressive outlet, and the natural beauty of the red rock canyons surrounding her high school, much different than the big city life she left behind in Busan, was a fantastic inspiration and helped set the tone for what was to become her passion.

After graduating high school, Hyunah felt the desire to move back to the big city, eventually landing at the School of Visual Arts in New York City. She later transferred to Montserrat College of Arts and received a Bachelor's of Fine Arts with a concentration in photography. In 2013, she graduated from Boston University with a master's in photojournalism.

She accepted an offer to be a creative director in St. Regis Hotel on Kauai Island in Hawaii. One year later, she felt ready to begin her own photography business and became a specialist in capturing intimate moments. She tells of the time a man hired her to capture his wedding proposal from a distance, requiring her to hike eight miles to a waterfall to capture the images. "Eight-mile hiking with all my camera equipment was hard but in the end, it was all worth getting the shot, and more so, my clients were happy and she said yes!" Another memorable wedding proposal shoot was a couple from Oregon. This man's partner had terminal cancer, and Hyunah had the honor of capturing this powerful expression of love. A couple months later, she passed away and Hyunah received an email from the partner saying thanks for capturing the most important moment in his life, and they used Hyunah's photo at her funeral. These are just a few of many stories.



In 2017, Hyunah was ready for a change and wanted to be closer to her sister and brother, the only other family she has in the United States. After three years on Kauai Island, Hyunah took her business to the next level and expanded her field in the Bay Area. One of Hyunah's main goals is to grow her business. She is running her own photography business and working as an independent contractor in the San Francisco Bay Area. She wants to collaborate with companies for bigger projects that involve a more technical platform that keeps pace with modern day communication. Hyunah's ethos is towards constant growth. As her portfolio expands, she ensures she is keeping up with the latest in multimedia journalism, web design, pro audio equipment and various lighting systems.

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# Steve Napolitan

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Steve Napolitan, Success Coach

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"A few times a year, the top 5% of real estate agents in Santa Clara County and San Mateo County converge on a venue to collaborate on discussions about timely topics. Success Coach Steve Napolitan provided massive value on the topic of balance. We will see you at the next one." —Mitch Felix

Hello, my name is Steve Napolitan, and over 15 years ago, I started an ad agency just out of college. I grew it into a multimillion-dollar business, helping fortune 500 companies (Apple, Intel, Charles Schwab, and Nestle) make a ton of money (tens of millions) with their ad and marketing campaigns. That was then. Today, my business and brand (SteveNapolitan.com) are all about taking what I have learned about growing businesses, and teaching you how you can do the same without sacrificing your life. Here's what I learned: Most companies treat ad and marketing like slot machines...Money goes in, you pull the lever, and you "hope" that your number will come up!...Then it doesn't. However, sometimes it does...so you put more money in the lever, but this time, your number doesn't come up! The problem is that most people guess at what works to build their business.

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You can stop guessing and start knowing what works! More importantly, you can grow your business without sacrificing your life. It's a big deal for me not to sacrifice in any area of my life. Moreover, it's a big deal for me to show others that they don't need to sacrifice in any area of their lives, too. So often we hear, "If I make the right sacrifices, I'll have what I want." I think a lot of these are beliefs and I had them too. My family came from Italy. Many of them with very little, and they worked hard to have what they wanted. Here in America and a lot of other parts of the world you have people that emigrate. They move to have a better





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life and find something better. A lot of times they move with little. In those moments, a work ethic comes about, but the t is, it doesn't have to be that way any longer.

One of my teachers said, "Hey, your family came over with t old Italian coffee grinder, and they were manually grinding t coffee beans. You know today we can go to most household s and get an electric coffee grinder, go 'bzzz' and grind our coff beans within a minute or less. Steve, which way are you grin your coffee beans? Are you doing it manually?"

See, we get stuck in a mindset that comes from the past. That work you say, "Hey, I want to spend more time with my kids, and I want ethic helped our family survive in the past. I'm so grateful for what to earn more money. How can I do both?" That's the question. If my family worked so hard for and gave me the opportunity in my you ask yourself enough times, you'll find a way... That's my goal life. AND we can change the way we think now. My teacher also for you to help you have the life you want without sacrifice. said, "Think about when you're driving your car. If your exit is blocked, do you pull your car over, call whomever you were going to meet and say, 'Hey, sorry I won't be able to make it today. It says To receive your "Survey to Success" either text "survey" to 72000 or go to they're going to open the exit in three days, so I'll see you then.' https://www.stevenapolitan.com/free-gift/.





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nding	These are great questions to ask yourself. "What's another way?
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