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December 2020

Goodbye 2020....

Dear Friend,

I'm positively delighted to see all the twinkling lights on outdoor displays and somehow, the omnipresent holiday music is a welcome sound this year, a reminder that we have so much joy to celebrate with friends and family. I've been waking up a bit earlier for a few weeks now just to feel the cooler air around me and appreciate the day ahead.

My friend, it is so important to savor those moments of solitude as busy December unfolds. Here's hoping you can sneak aside a few peaceful hours to sit and savor this month's newsletter. We're ending this year with some great articles.

The final article in this month's newsletter offers ideas for an inspirational start to 2021. As you start thinking ahead for the New Year, a major home change might emerge as part of your plans. If you decide to buy or sell, please let me know how I can help you head into next year with a solid plan in place.

May your December be merry and bright!

Jim Urban

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Honest Fun

A single father who had been laid off from his job was watching expenses closely for months while applying for every job he could find in his field.

Months earlier, he'd made a promise to his two sons— twins —that he'd take them to a nearby amusement park to celebrate their 10th birthday.

When the day came, the father withdrew some money from his savings, and took his two sons to the amusement park. Explaining that the walk was good for them, he skipped the parking fee by parking blocks away, knowing he'd need the extra cash to pay for lunch. When they finally reached the front gate, he saw a sign with two prices listed: one for "General Admission" and one for "Children under 10". The father realized, he could have spent half as much if he'd come just one day sooner. With a sigh, he led the boys up to the ticket window and said, "Three general admission tickets, please."

The woman in the booth looked them over and smiled. "How old are you boys?"

"Today is my birthday, I just turned 10," said one boy.

"So am I," said the other. "We're twins!"

Fun Day Monday Nov

While on tour, Rod Stewart always books two hotel rooms.
One is for himself and the other is for...?

B. His model train set

Congratulations to Greg & Tina Morris who won a \$25 donation to a charity of their choice.

The woman leaned forward. "You know," she whispered, "you could have asked for two 'Under 10' tickets, and I never would have known."

"Yeah," said the father, "but they would have."

Silver Spoon Lining

A few bright spots can be seen in the midst of the pandemic confronting the nation. The *Food Navigator USA* website reports that in a survey of 1,005 Americans age 18–73, 54% say they are cooking more at home, and 46% are baking more. Seventy-five percent say they feel more confident in their cooking skills as a result, 50% are learning more about cooking, and 73% are enjoying it more.

More than half of those— 51% —say they'll continue cooking more at home once the crisis has passed. Looking ahead to 2021 resolutions, you might want to subscribe to a food blog, take one day each week to explore a new recipe, or invest in a new appliance that simplifies your kitchen adventures.

The Power of "Why"

Whether you're managing a team of employees or you're working on your own, remember, it's the "why" that provides real motivation to succeed.

The Backstory:

An experiment conducted by the University of Pennsylvania's *Wharton School of Business* demonstrates the power of "why". The experiment was conducted in 2011, but the lessons from the study are more pertinent now than ever as we begin to consider what the new workplace norm looks like, and where we most want to focus our time and efforts.

Need to find a business who gives Exceptional Service?

Jim can help with his 5 Star Referral Center. To see the businesses Jim refers to his family, friends & clients

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The Experiment:

At a university call center where employees phone alumni to solicit contributions to scholarship funds, the staff was randomly divided into three groups. The first group read stories written by former call center employees about the benefits of the job, such as improved communication and sales skills. The second group read accounts from former students about how their scholarships helped them with their education, careers, and lives. The third, a control group, read nothing.

The Results:

In measuring the results of the three teams after a month, researchers found that the first group and the third group raised roughly the same amount of money from alumni. But callers in the second group, who had read inspirational stories about the impact of the scholarships they were raising funds for, raised twice as much money from twice as many alumni.

The Lesson:

Understanding the importance of their work, the "why," apparently motivated the second group and improved results. How can you apply that to your current workflow? What is your why?

Elementary, My Dear Writer

Sir Arthur Conan Doyle is famous for creating the enduring character Sherlock Holmes. However, he started out doing far less creative and glamorous work. He once commented that the turning point in any writer's career is when publishers begin commissioning stories from the writer. Doyle's first commission? A translation of a German article for *The Gas and Water Gazette*. The title: "Testing Gas Pipes for Leakage."

Chin Up!

Keeping your spirits up in today's hectic business environment can sometimes be difficult, whether you're working from home or in an external office. Below are three encouraging things to do when you feel negativity and self-doubt creeping in:

Think of something you're grateful for.

It could be a professional accomplishment or a personal achievement. Bring it to your mind and talk to yourself about it. You'll find that you can't keep two different emotions in your mind at the same time. The feeling of gratitude will likely block out negative thoughts.

Find something you like about yourself.

For example, are you creative? How does this help you enjoy life? How does this help you do your job better? Focus on some positive aspect of your life, something you like about yourself, and expand on it.

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Look forward to something.

Is there a movie you want to see or a vacation you'd like to take? Picture it in your mind as vividly as you can—think of associated colors, smells, sounds, and other sensations. A short mental break like this can combat negativity.

Give and Repeat

You don't have to do anything profound to make a difference from your home. The organization *Give-19* offers a great example of people using their talents to help out a friend, neighbor, or even a stranger. Their mission is simple: give 19 of whatever you can. You can give \$19 to someone who could use a bit of cash in their pocket, bake 19 cookies and give them to a friend to enjoy, or make 19 phone calls over the course of a week just to reach out and say hello.

Although the organization that put forth the idea did so with the COVID-19 pandemic in mind, you can easily modify the concept indefinitely. It might also make for a great New Year's resolution to give 19 different things each month in 2021.

Cleaning Out the Cabinets

Clearing out the cabinets? Wondering if that fruitcake that has been in your pantry since last year (or maybe the year before?) is still safe to eat? Here is a handy guide to common pantry items from the *CNN* website:

Honey- Because it's low in water and sugars, bacteria can't easily grow in it. Small amounts of hydrogen peroxide in honey also inhibit the growth of microbes.

Dried legumes- Beans, lentils, and other legumes stored in airtight, waterproof containers can last for years without losing their nutritionial value.

Soy sauce- Unopened, soy sauce can last for three years on the shelf, thanks to its combination of fermentation and salt.

Vinegar- Its acidic nature makes it difficult for bacteria to thrive. White vinegar will stay unchanged almost indefinitely, but other vinegars may change color or produce sediment in the bottle over time.

White rice- The key is temperature. White rice stored in an airtight container at about 27 degrees Fahrenheit can last up to 30 years, although brown rice has a shorter shelf life.

Dark baking cocoa- Chocolate fans rejoice! As long as it's stored at a constant temperature, dark chocolate is safe to eat for two years or longer.

20 20 2020 has been unlike any other year so why not finish it off in an unusual manner? Consider having a unique holiday meal where you explore a different culture or theme than usual. You might discover a new favorite!

Scratch Behind Those Ears

National Mutt Day is December 2! Adopt a mixed breed from your local animal shelter. Mixed breed dogs are said to be healthier, better behaved, longer living, and fully able to perform the duties of purebred dogs.

Missed the day? Don't worry— dogs are forgiving and the perfect pooch is out there, waiting for you, no matter what day you decide to find your new furry friend.



Goodbye, Hello

Long after 2020 ends and the COVID-19 pandemic slowly becomes a moment in history, we will come to realize how much it changed all of us.

More than any other year, this is one we can learn from and apply toward resolutions as we look ahead to January. What will you focus on?

Here are a few ideas to carry you into 2021:

- Perform acts of kindness, whether or not they're random. How can you work this into everyday life?
- Continue to cook like major eateries are closed. Put love and goodness— and plenty of fresh fruits and vegetables— into each meal. Sit down and take the time enjoy the flavor of homecooked food.
- Assemble projects that preserve the memories. From photo digitizing to memoir writing, consider recording history and enjoy the process.
- Take the time to write paper letters and cards and love notes. Then, send them through the mail so they are a welcome surprise for your friends and family.
- Set up a regular reminder to donate blood. Or, participate in another service project of your choice.
- Make note of what sports or activities refresh your soul. Then give yourself the gift of enjoying exercise: establish a plan that keeps you active, but also keeps you happy.
- **Practice gratitude.** It might not happen overnight, but one day you will suddenly realize you are able to shop easily, travel extensively and dine out with friends. Savor that freedom: stay connected to family, take the time to have fun and fully enjoy life.

Goodbye, 2020...

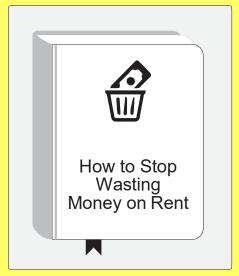


Smart Advice for You and the People You Care About

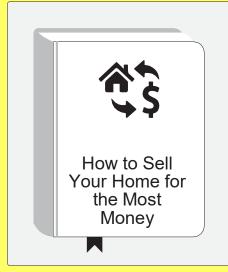
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