

FROM THE NATIONAL BESTSELLING AUTHOR OF *THE POWER TO GET IN* COMES HIS MOST
COMPELLING WORK, DESIGNED TO BETTER THE LIVES OF MILLIONS OF PEOPLE

THE
POWER
TO GET
JUSTICE™

A Proven Step-By-Step System and Approach For Garnering Resolution
and Justice to Personal and Professional Matters of Significance,
Creating Better Outcomes, For Less Money

MICHAEL A. BOYLAN



BESTSELLING AUTHOR AND SPEAKER
MICHAEL A. BOYLAN

"If you're preparing to go through, or in the middle of a situation of significance where the possibility exists that justice may not be served, you need this book! It's about a step-by-step process that can help you create leverage, urgency and action around matters of importance to you—personally or professionally, improving the probability of garnering a better outcome for less money. I've used this process off and on for over 20 years and it works. You should learn it and use it."

—Tom M., *Small Business Owner and CEO*

"This book can save thousands of dollars in situations where you may not need legal representation but rather, a big bat to create or force attention and urgency around your matter of significance to gain resolution/justice; whatever that looks like in your situation. It helped us with an important matter with our family, and it was amazing how fast it got resolved. We will use it again when we need to advocate for ourselves. An approach the common person can use on any matter of significance to achieve a positive outcome."

—Randy and Ava D., *Firefighter and Elementary School Nurse*

"Not only is this process helping my business, it will also help fellow veterans achieve resolution and justice faster regarding their disability claims with the VA. If you are a veteran, you need to understand how this process can help you, because it can. And the way Michael has expanded the process to help reduce contract disagreements by creating more clarity on the front end is something all small business owners should incorporate. It could save you serious money."

—Adam S., *Small Business Owner/CEO and Former Navy Seal*

"Given that the ethics and moral compass of so many large and mid-sized organizations have deteriorated over the years—and the legal process being cumbersome, inefficient and costly—most small businesses do not have the money to fight back against various injustices when they occur. This process, which I've used for years, can become their first line of defense to better advocate for themselves and their businesses to attain resolution for less money. A straightforward approach every small business should learn and incorporate because of how much it can benefit them on several fronts."

—Matthew S., *Small Business Owner and CEO*

"Michael is a bestselling author of several books, single father of a child with special needs and a person who has persevered through significant financial injustices in his own life. He's using his experience and unique approach to help people achieve better outcomes in matters of high importance, improving their lives. Learn this process and apply it in your own life. It is necessary based on the times in which we live today. A common sense-based system to benefit the common person in a myriad of situations, which it will."

—Bethanne K., *Small Business Owner and CEO*

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No one likes being bullied, cheated, steamrolled, taken advantage of or stolen from in matters of high importance—whether they are personal or professional in nature. Situations such as being taken advantage of in a business matter; having your health insurance claim denied although your policy information says it should have been covered. Your parents' assisted living facility isn't delivering the standard of care that they are due, though you're getting billed for it every month; or your intellectual property was lifted by a much larger organization. A business partnership is not abiding by the terms of your agreement, or you were overcharged regarding a recent hospital visit. You're having difficulty getting your special-needs child an IEP from the school, although it's the state law; or you're a military veteran who's battling with the VA over a disability claim that is taking way too long to address and resolve.

So, what is your plan to garner resolution and/or economic justice when these types of things happen? Most of us don't have thousands or tens of thousands of dollars to retain a lawyer to do battle on our behalf. And some matters won't require a lawyer, but rather, focused force in order to get the situation handled to your satisfaction. So, how will you garner resolution when you have a matter that must be dealt with and resolved? Do you have a process for that?

This book outlines a proven step-by-step process you can use to get access to the correct audience, and create awareness, exposure, leverage, urgency and action around matters of significance to you—both personally or professionally—improving the probability of garnering a better outcome, for less money. An approach to use for matters that require attention, urgency and action, to get your situation heard at the proper levels, improving the likelihood of resolution. That is the value this book offers you!

You can also use this process in a proactive fashion to reduce confusion in business matters by creating more clarity on the front end, reducing disagreements, disputes and legal fees; a huge benefit for small/mid-sized businesses.

We all want more justice so our fate is not resting in the hands of politicians, lawyers, the courts or the behaviors of corporations whose power, control and leverage continues to expand, hindering your ability to get resolution. This book is your answer to turning that tide back in your favor! This is a transformative book about a process that could positively impact your financial health and well being, providing massive benefit for your personal and professional life.

Michael A. Boylan is the founder/CEO of Level Communications and a bestselling author. He speaks, facilitates seminars and consults through programs that tailor applications of the process around desired outcomes. Programs are direct delivered and licensed for in-house delivery.

He is a seasoned keynote speaker lauded as one of the highest-rated speakers at the Microsoft Global Partners Conference where he addressed 6,000 attendees. He's appeared on CNN, ABC, CBS, NBC, Bloomberg Financial and Fox & Friends. He lives in Minneapolis. To contact Michael, learn about program offerings, order his books, check on speaking availability and source free informational videos, please visit our websites at:

www.LevelCommunications.com or
www.PowerToGetJustice.com.

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THE POWER TO GET JUSTICE

By Michael A. Boylan

*“People and organizations are both funny, and disturbing. In many instances nowadays, they will often avoid, ignore and **won’t move or pay attention**, until they believe they **have to move or pay attention**—even when they know they should. Garnering resolution and justice requires action, honesty, confidence, unshakeable steadfastness and proof that you have been wronged in some manner—or that you could be impacted if x, y and z, doesn’t happen. But even with these things in tow, in order to garner the resolution and the justice you seek, it often seems to require a significant **consequence** of some sort—whether real or perceived by the other side, before the individual or organization you seek justice from **internalizes** and **weighs** the potential consequences of not responding to you, **before** they will move or act on this or that. The **level of the consequence** is what drives the **urgency assigned** to your matter! This common thread seems to apply universally in almost all personal and professional environments throughout the world. To ignore this basic truth is simply unwise. No potential significant consequence present, no urgency assigned, no resolution achieved, and no justice garnered.”*

—Michael A. Boylan

OTHER BOOKS BY THE AUTHOR

The Power To Get In

TEETH—Does Your Value Proposition Have Any?

Accelerants

Reach For Me—The Story of My Son Connor

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JUSTICE™

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FOREWORD

There is typically a right time and season for certain material that crosses our path and ends up having a positive impact in our lives, and the lives of others. I've always believed in this basic philosophy. Therefore, permit me to share a short background of who I am, why it's relevant to the material in this book, and why I am honored to have been asked to write the foreword for this powerful book and program, both of which I believe will end up benefiting you, your family, your working/professional life and the lives of many others in a way that brings *economic justice* in matters of high importance; be they personal and/or professional matters where you need resolution.

The topic of this book is on the minds of millions of people because they feel they are not getting economic justice in matters of significance in their own lives, and they need help in achieving it. *That* is why this book and the solution it offers may become one of the most useful books you will *ever* read in your lifetime.

My name is Bob Thele. For much of my professional career, I've assisted companies by turning them around and getting them headed in the right direction. I had just come off a successful season of turning around a large retail organization as their CEO, when a contact asked if I was interested in meeting Stephen R. Covey, whose training/consulting company was struggling.

I met Stephen and became intrigued with our conversations regarding his vision for the material, though the company was upside down. However, I was focused on what the business could become if the core foundation was put in place. I agreed to come on as the President/Chief Executive of The Covey Leadership Organization, to see if we could stem the bleeding, repurpose the material and build the necessary foundation for what would become a program and process that would positively impact the lives of millions of people, which, of course, it did; a program, a step-by-step process, and an international bestselling book you have likely heard of called *The 7 Habits of Highly Effective People*.

At that time, there was a need and a season for the material. Therefore, we went about creating the process, the public seminars, corporate programs and the book in such a fashion that it would have the highest possible impact for enhancing the productivity and effectiveness of people in their personal and professional lives. Based on the success of the material (over 18 million books

sold), millions of people trained on the process and half of the Fortune 500 adopting the material for their employees throughout the world, the material was delivering on its promise. Later, we merged the company together with Franklin-Quest (now Franklin-Covey), and the program and the process have continued to live on.

This brings me full circle to the material you are going to learn about in this relevant book. It is also ripe for the times in which we live, both here in our country and throughout the world, because the issues and challenges it addresses for people are constant and real, regardless of where in the world you live.

This material is not only right for the times, but relevant to the pressing issues of the day, with the ability to address real needs, issues and desires that people have, and the capability to deliver outcomes people, such as yourself, are after, related to improving your chances of achieving *economic justice* in matters of great importance to you, your family or your working life.

This book could become even more impactful than *The 7 Habits of Highly Effective People*. I don't say this casually, but in truth, because if there was ever a great need and a timely season for this material, it is now!

All of us are involved in relationships with companies where we purchase products and services for ourselves, our families and our businesses. Whether it's your health insurance, property/casualty, life, long-term care or disability insurance, internet/cable services, mobile phones and plans, computers, hospital care, assisted living facilities, services from schools, medical institutions, state and federal agencies, and other organizations, we have many ongoing relationships with various organizations.

If you look at these relationships, many, if not most, are with large corporations or government institutions that have tremendous power, control, leverage and market dominance. In the event we don't receive what we should receive or are ignored, cheated or taken advantage of, that impacts us financially. And what leverage do you have to address and correct the situation when that happens? Not much, if any! That's not a good place to be in when you have a pressing or significant situation that needs resolution in short order.

The truth is, you and I have a low probability of getting economic justice in matters where we have been wronged, harmed, cheated, stolen from or taken advantage of, because most of us don't have thousands or tens of thousands of dollars to hire a lawyer to do battle on our behalf—with the hope that over

some period of time, we will achieve economic justice to our matter. There is never a guarantee we will succeed even if you do have the money to engage a lawyer, which typically costs a good deal of money with *no guarantee* you'll achieve the justice you seek to your situation.

Therefore, common sense suggests it would be wise to have an additional line of defense that is less costly to implement, that could improve your chances of achieving the resolution or justice you seek, regardless of whatever your matter might be. That is the essence of the solution this book offers you.

This book provides a step-by-step process you can use to gain access to those who have the power to make a decision in regard to your matter, creating the awareness, exposure, leverage, urgency and action around specific situations and matters of high importance, increasing the probability of achieving a better outcome faster, for less money. That is the value of the process set forth in this book!

Over the course of your life, you will have various unwelcome matters, issues and urgent situations that will not require legal assistance, though they will cause you time, attention, focus and money to resolve them. Other matters that may be more pressing, critical or consequential may or may not need legal assistance. Regardless, this process can give you leverage against “the bigs” so you have a slingshot when you are up against Goliath-sized organizations and need resolution.

Obviously, this process cannot guarantee you a positive result to your matter, just like hiring a lawyer and using the legal process cannot guarantee a successful outcome. In fact—let me expand on this point in the event you are a businessperson or you work for or own a small or mid-sized business.

There are many businesspeople that believe we have a *two-tiered* justice system regarding whether you can attain economic justice, regardless of how much money you spend in the legal process. I can recall times while running various companies where a key business partner would violate or elect not to honor key clauses in our agreements, causing us to lawyer up and follow their advice as to how to proceed using the legal process. Regardless of how much money we spent attempting to garner appropriate resolution, and regardless of the law firm representing us, some matters took years to resolve and cost tens of thousands (sometimes hundreds of thousands) of dollars before things were resolved. Most professionals I know are not hip to investing a boatload of money and having no better than a 50/50 chance of garnering the resolution they seek.

Therefore, I challenge you to learn this common-sense based, ethical and straightforward process that can be of great assistance in business matters that have either gone awry or may go sideways in the near future. If the process does not produce the desired result, you can retain a lawyer, which will typically cost serious money.

Regardless of whether you have a personal or work-related matter, this process can become your **first line of defense** in better advocating for yourself, your family and work-related matters.

I have seen lots of great material and programs over the course of my professional career. However, seldom does material come along that has the potential to deliver such significant benefit for your financial health and well-being as this program and process. Therefore, I urge you to learn this process, become a student of how it works and learn how to apply it in a myriad of different manners to assist you in achieving the resolution or economic justice you seek in matters of significance to you, your family and your working life. All the best!

—Robert (Bob) Thele

Former President/Chief Executive Officer; The Covey Leadership Center
(now Franklin-Covey)

Advisory member to Level Communications, the holding company for *The Power To Get Justice Programs*

THE TIMELINESS OF THIS BOOK FOR YOUR LIFE

If you weren't already aware—**“Justice” was selected as Merriam-Webster’s 2018 Word of the Year!**

“The concept of justice was at the center of many of our national debates over the past year: racial justice, social justice, economic justice, etc.” Merriam-Webster’s statement said. Therefore, this topic is on the minds of **millions** of people in our own country and around the world, as they look for justice (economic justice), and other forms of justice in their own lives. As I said, justice is almost a *central tenet* of our lives—making sure that we get *justice*.

This book is designed to be one of the most consequential and valuable books you will *ever* read—for you, your family and your working life. There are many reasons for this, as you will soon discover for yourself. A book you will likely reread and apply numerous times throughout your life as you happen upon various matters of injustice and/or significance (personal and professional), which will require action on your part to garner resolution.

Here are some examples of situations where this book can serve as your guide and solution. If you are/were/could be:

- being taken advantage of by a business partnership, a client or co-worker
- let go from your job
- slighted by an auto/property/casualty insurance claim
- awaiting a death benefit payout from a life insurance policy that is months or years late
- unfairly denied payment for a health insurance claim or worse, they canceled your coverage
- overcharged by your phone, internet or cable provider
- struggling to get your special-needs child an appointment with a specialist
- fighting with an assisted living/memory care/senior care/nursing home facility to deliver the standard of care your loved one is due, while you are still getting billed for that care every month
- facing a potential legal battle for your intellectual property, which was lifted by a much larger organization
- in a business partnership that is not abiding by the terms of the agreement

- being overcharged regarding a recent hospital visit, causing huge financial pressure
- injured on the job but can't find a lawyer to take your case, because they're saying there's not enough money in it for them
- unable to get your special-needs child an IEP (individualized education plan) from their school even though it's the state law
- unhappy with the medical facility your loved one is in because the standard of care is simply not there, causing you to monitor everything and act as an enforcer
- trying to stop nonprofit organizations from harassing your elderly parents for donations

These are just a **few** examples of where this process can help you a great deal to garner resolution and/or justice in matters of high importance, which could cost you time, frustration and money, if they are not resolved to your satisfaction. Given the reality that you will likely have issues, situations or matters such as these at least two to four or more times every year over the course of your life, it should be evident how valuable this book could be for your own life, for your family and for your work life.

Bottom line, any situation where you have been or could be taken advantage of by a larger organization where justice (in your eyes) may not be served, is an opportunity for this process to be used to help shine a bright light on your behalf! Therefore, you've come to the right place. Read on!

PREMISE OF UNDERSTANDING & OPENING WORDS OF COMFORT

The Massive Value of This Book for Your Personal & Professional Life

Over the last few years, there has been much chatter across numerous forms of media around the concept that there are essentially two tiers, two kinds or two different levels of justice out there. One kind for those who are part of the well connected, well heeled and well networked, and the other kind for those who are not. Inferring that if you are part of the well-connected crowd, you have a greater chance for garnering real justice because you can afford it. You've got the time, money, patience, connections and leverage to get some reasonable modicum of justice around whatever the matter might be—personal or professional.

However, there's a louder cry out there that for the regular folks—the 99-percenters, those who do their jobs, keep their heads down to try and make a normal living; that they are deprived of or simply can't afford the legal muscle to fight back against various injustices they experience over the course of their lives. Of course, the well-connected crowd largely feels this argument is ridiculous; that every man and woman is offered the same legal protections under the law that any well-connected or well-heeled person has.

However, the problem is, the majority of the 99-percenters don't believe that at all! Not in the least. And therein lies the debate. Do the normal folks—the masses, do they have access to the same *levels* of justice as the well connected, well heeled and networked? Most would say absolutely not! Hence, the power this book holds in offering a *step-by-step system to help those who need to garner resolution around matters of personal or professional importance, to actually achieve it, often for less money than they'd normally spend*. It offers an approach the common person can use (as well as any well-connected person) on any personal and/or professional matter of significance, to improve their chances of garnering the resolution or justice they seek, often **faster** than expected, for **less money** than they were planning to spend.

We all have our own *fairness barometer*. And most of us can sense when we are being bullied, taken advantage of or treated unfairly. Therefore, the concept, reality and impact of **bullying**—being pushed around, unfairly taken advantage of, misused or abused, steamrolled, cheated or stolen from, from

people or organizations who have much more power and leverage, and are exercising that power to their benefit—has always triggered a visceral reaction in me; perhaps in you as well. I believe most of us have an internal barometer for unfairness. We can sense its presence, and do not look kindly on other people or the institutions they are employed by, when justice is not served. The impact that blatant unfairness or injustice can have on our mental, emotional, physical, financial and spiritual health is *real* because of the *venom* it can create and leave to fester within us, which can become like another form of cancer if we are not careful.

Therefore, fairness, as a concept and as a way of life, has always tugged at me. Perhaps from the first time I was bullied as a seventh-grader, when upon returning to school after surgery for a broken nose suffered during a hockey game, the bullies made fun of the bandages all over my face, and threw me down the hill during recess, causing my nose to need to be reset.

I know there are people such as Bill Gates, founder of Microsoft, and others, who have said that life is not fair, so we should deal with it and move on. And that is all fine. However, you and I don't necessarily have the power, the leverage, the connections or the money to demand justice on this or that, and have it granted in relatively short order. That's *not* the way it is for you and me—which is why I wrote this book.

For whatever reason, my desire to help others improve their lives by giving them the tools to get more resolution and justice for them and their families has always been of keen interest. Especially in situations where they have been unjustly harmed or taken advantage of in personal and/or professional matters that impact them or their families.

This is why I am excited for you as you learn the system outlined in this book, which can help in many ways to garner the resolutions, outcomes and the justice you are seeking. It can be a true life-changer! My sincere desire is that you will find immense value from this book and from the application of the *step-by-step process* as you apply it in your life.

You Are Not Alone—You Are in the Majority

According to a fairly recent study, The World Economic Forum ranks the U.S. as 23rd out of the 30 most industrialized countries in regard to *inequality* and *income disparity*, citing that though the U.S. is one of the richest countries in the world, it is also one of the most *unequal*. Think about that for a mo-

ment! One of the most unequal; the United States of America! To underscore this, a report came out recently stating that of all the wealth created in 2017, approximately 87% of that wealth was enjoyed by 1% of the population, and the remaining 13% of that wealth was scattered amongst the 99-percenters.

Further, an article and seven-minute television interview on Bloomberg News in September 2018 stated that the extent of inequality has *never* been greater than it is today, which the economist interviewed conjectured was driving more social unrest, more people living paycheck to paycheck, and more suffering from anxiety, depression and other health-related issues.

Couple this trend (which will continue) with the fact that wealth, power and leverage continue to be consolidated into fewer and fewer people's hands; corporations that continue to get even larger every year due to mergers and acquisitions; decision-making power that has consolidated at the highest executive ranks into fewer people's hands; and governments which only get larger, never smaller, and are less and less about the people they are supposed to serve. And with our political representatives heavily influenced by lobbyists on all sides of the aisle (though they will staunchly disagree), you can easily come to the conclusion that in one sense, it is *the bullies* who are *running things* for the rest of us!

I am *not* suggesting these are bad people, or that they are doing things that are dishonest. However, what I am saying is, more and more—they *set the rules for the hundreds of millions of us* in this country, and the hundreds of millions of others around the world who are just trying to make an honest living, stay out of other people's way, do the right thing, and take care of their families.

However, the massive consolidation of wealth, power, authority and leverage continue, making it much harder to gain resolution and/or justice in matters where you have been wronged, and have the proof to back it up, or—where you could be harmed if x, y and z doesn't happen by a certain date.

Because of these realities, the deck is often stacked against us, making resolution to important and legitimate matters much harder to come by. And it takes longer, is more stressful and costs more than it should to get what ought to be a rather simple resolution to a situation or matter that impacts us financially or otherwise. You and I are certainly not alone by any stretch. In fact, we are in the majority—with some who categorize us as part of "*the 99-percenters*." Take heart, however, as there is good news that ought to empower you.

This book can help you a great deal in numerous situations, personally and professionally. It can even change your life! You will learn about a *step-by-step process* called *The Circle of Leverage System*. Since its introduction in 1997, this system has helped tens of thousands of professionals *gain access* to decision-makers at the highest levels, faster, more frequently and consistently, so they could ***tell their story*** to those who had the ***power*** and ***authority*** to buy their product or service, hire them, accept a concept, grant an important request or achieve some other worthy goal.

The **key point** is this: the system helped ***give them access*** to the audiences who had the ***power*** and ***authority*** to grant their request. This is significant, because part of the reason you may not be getting any resolution or justice in matters of importance to you, is you've not been able to *get access* to those who have the power and authority to grant your request or give you the resolution or justice you seek. ***Access*** to those who hold the power and authority is one key factor in garnering the resolution or justice you seek, regardless of the matter. But most people don't know how to get it.

This ethical, common-sense-based, proven system has now been ***enhanced and repurposed*** to help you resolve and/or get justice around situations, matters or events in your personal or professional life, which are of high importance, where you have *proof* that you have been wronged or harmed—or you could be, if certain things don't happen. Or—where you need urgency and action around some important or legitimate matter that impacts you, your family or your work life.

It is a process that can **save thousands**, even **tens of thousands** of dollars in situations where you may not *need* legal representation (depending upon the matter), but rather, a “big bat” to create, cause or force attention and urgency around some particular situation or matter to gain attention, resolution or justice—whatever that might look like in your situation.

This process can help ***elevate your story***, matter, message or whatever legitimate issue might be going on, high above the morass of those who have *no power to do anything for you* (other than say that they feel your pain), to put your matter front and center with the 2, 4, 6 or 10 or more people who need to know about it, so you *cause urgency and action*, increasing the likelihood of garnering the resolution or justice you seek. This is the value the system outlined in this book can provide for you, your family and your professional pursuits!

The Scope And Reality of What You are Up Against in Garnering Resolution and Justice

The unprecedented consolidation of wealth (from research cited from the World Economic Forum) into fewer people's hands, coupled with the continued consolidation of organizations of all types, in virtually all sectors—public, private, nonprofits, dominating markets across the nation and the world via mega-mergers and acquisitions—is causing a *profoundly negative* and often harmful set of consequences experienced on a daily basis, by tens of millions of people throughout the U.S., and hundreds of millions throughout the world as a result of these trends—none of which are reducing, slowing down or going away.

These unintended consequences all have to do with an unsettling phenomenon, which points to the increase in more people (and more businesses) being treated unfairly, or unjustly, impacting them financially, emotionally, physically and spiritually. So much so, that this issue is a topic on the minds of millions of people virtually *all the time*. Something the media helps keep alive, front and center, and active in the public debate. Therefore, there's a heightened awareness around the general topic of unfairness or injustice. And yet it continues unabated at an amazing pace, virtually unchecked.

The lion's share of the population hasn't been able to do *anything* to help themselves or their families combat it, because they either can't afford to do anything about it, are so beaten down that they can't muster the energy to fight back, or they simply don't know *what to do* to help themselves garner the resolution or the justice they seek, let alone create the urgency and action necessary around the personal or professional situations of importance to them and their family.

Lastly, they *know* that their elected officials on a local, state and federal level are really *not* watching out for their best interests despite all the talk. Therefore, they feel they are all alone, with no one who has their back. It is as though millions of people are *essentially defenseless* against the massive market forces of “**big**” which continue encroaching into our lives in numerous areas, creating more and more situations and matters that are unjust and harmful. Millions of people have no toolset, no comprehensive solution that they can use to help them turn the tide in their favor.

That all changes now, upon the publication of this book—the first in a series of books, each one designed to address the common challenges that each group of people often deal with, along with guidance on how to use the process to most

effectively garner resolution faster, more effectively and for less money! It's a process that can be used on your own or in concert with a lawyer, even though it's been designed to be effective without any legal counsel. It really depends on the nature of the matter at issue, and the gravity of the matter, in regard to how you apply this process.

The system you are going to learn in this book, along with numerous examples of how people have applied the process and garnered resolution in a host of different areas, represents a solution that is common sense based and can be applied to personal or professional matters of significance to garner resolution or justice for thousands less than a typical legal action may cost. Therefore, this book should not only be useful, but also extremely valuable.

You can use the process on your own without any legal counsel, or, depending on the matter and its significance, you may use the process in concert with your lawyer's counsel. It is solely your choice. Do keep in mind that the process has its origins around assisting the common person in matters of significance to them. This means the process can deliver results even when you have not attained legal advice, because in certain matters, you won't need legal advice, but rather, action. It is for you to decide what you feel will garner the best results, bottom line.

Legal Disclaimer From The Author

Because I am **not** a lawyer, this book will not dispense any legal advice under any circumstance. It is not a book about the law, the legal system, the court system, or how they work. Nor is it a book about how to avoid, get around or short-circuit the legal process itself. As you can ascertain, there are certain matters that will require the expertise of a lawyer to help guide you on how best to use the legal process to garner the resolution or justice you are seeking, depending upon the matter at issue, and its potential magnitude. Therefore, this book is not a replacement for the legal process in any way.

***What this book does provide** is an additional and very powerful **toolset** that can be used either on its own—and/or in concert with legal counsel, depending upon the matter at issue. This book provides what could be considered **the common person's toolkit and solution** to garnering better outcomes, resolutions and/or justice around a myriad of personal and professional situations, matters or events of importance, giving you the power to garner better outcomes, in many cases, **faster**, for **thousands** or **tens of thousands** of dollars less.*

The process represents a **mindset** and **way of thinking** that may be new to you, even though it has proven effective in garnering results for tens of thousands of people over the course of 20 years in commerce. Mind you, because the process can be considered an effective toolset for the common person, this does not infer that this process cannot handle complex matters of significance. That would **not** be true. The key tenets of this process can also be used to help small, mid-sized or large organizations **reduce their litigation spend**, as well as the volume of disagreements between organizations. This should be music to the ears of the General Counsels of large and mid-sized organizations.

Hence, it would not be wise for the lawyers among us to discount and/or discredit the power or the effectiveness of this process. It can be tailored around the matter at issue, to assist in garnering a better outcome, in many instances, for less money. And that ought to be a welcome objective!

The process is designed to help you to think through, organize and frame your thoughts around the matter or situation that needs to be addressed, then teaches you how to articulate your story to the individuals or organization you need action from. Finally, it will help you identify the correct people who likely have the authority to grant whatever you are seeking, with the goal of creating the *urgency* and the *action* necessary to garner a better outcome.

The Impetus for This Book

You cannot teach what you do not know! One cannot be authentic, credible or helpful on any subject, unless they have first-hand experience in that particular subject matter and can therefore help other people better navigate the waters based on their own first-hand experiences.

Therefore, as you would expect—I have a good deal of personal and business experience around this subject matter. It would be impossible to write about, understand the intricacies and nuances involved, or have any credibility in the area, if I had not been on the receiving end of some *massive injustices* that have impacted me, my family and my businesses in life-altering ways.

Therefore, yes, I have been on the receiving end of business matters that have caused me great pain, anxiety, hardship and financial loss to the tune of *millions of dollars*. Mostly, in my case, at the hands of publicly traded multi-billion-dollar organizations that did some things that were not right or just—end of story. Matters I am not permitted to discuss.

I have also seen the courts (state and federal) and *the legal process* work up close, on both significant business matters, as well as personal and family-related matters. I have a unique perspective given I am **not** a lawyer, but have used several credentialed lawyers throughout my career, and have a keen insight and understanding of how my process has sped things up for me and for others, achieving better outcomes for less expense.

This is not to say that your matter will not require a lawyer to assist you, because it may. I am not the appropriate person who would determine this. Depending on the scope, you may need counsel. However, **this process can help you a great deal with or without a lawyer.**

Suffice it to say that I have been impacted to the tune of millions of dollars, impacting not only me, but my family, my career and my companies. And the impact is even more pronounced in my particular situation, since I am the single father of a special-needs child, which means that I have to make even more money than most for my son to have a good life, be protected and properly cared for throughout his life. It's something those who harmed me have zero comprehension or compassion for because they simply don't care! Large organizations are quite accomplished at saying, "*You know what. I am sorry, but that is not any of our concern.*"

Perhaps this is where my fire comes from, to help others who have been, are or will be on the receiving end of matters that could not only be harmful to them financially or otherwise, but that will throw them a life-altering curve ball, forcing them to dig deep to climb back up and out of significant life-impacting situations. I understand this area, unfortunately, all too well! Hence, my desire to help many others is authentic and real.

The good news is that **I can help you** through this book, and the process it lays out. The process can show you how to harness and apply the power that my system can bring to bear for you on matters of high importance, to create better outcomes, better resolutions and more justice. That is why this book will give you so much value. And to reinforce that, you will read the success stories of regular people who've used the process on matters of high importance to them to get resolution faster than they expected, and for less money than they expected it might cost them. That is a positive.

Your Willingness to Stand in the Fire— Some Personal Words of Encouragement

As you know, darkness always hides from the light. Those individuals and organizations, whether small, mid-sized or large, who are doing things in the wrong—things that are unjust, questionable, unethical, illegal, violations of contractual obligations, borderline in the *gray area* or all of the above—are *often very aware of that fact* (although they will staunchly defend their actions as just, proper or above-board). But they'll try to get away with it anyway, especially when the matter involves or could involve substantial sums of money. Lawyers who refute this point are simply smoking dope, because it happens *all the time* in the real world.

Further, those engaged in these types of activities are also typically well educated, well financed, well lawyered, and in some cases, have more power, leverage, time and money than you or I do to delay, argue and delay some more. These individuals and entities are usually not afraid to fight either, because they have the size, power or market dominance and credentialed lawyers to weather much of whatever might be thrown at them. The other side will often refer to this as, "*It's just the cost of doing business—end of story. It's how the game works.*"

Then along comes you, raising your hand and putting forth *some matter* where you allege that you've been harmed, or could be harmed financially or otherwise, if such and such doesn't happen. First of all, I wish to commend you for having the guts and the fortitude to step forward and state your truth. I am assuming, of course, that whatever you are alleging is accurate and truthful, and that you have or will have the evidence and/or proof to back up your allegations.

Therefore, taking your argument at face value, I want to commend you for being willing to stand up and face what could be a larger entity on the other side, that is likely better financed than you are. However, *do not be deterred!*

As you move forward, please understand that the other side may, at times, hurl massive lies at you, one after the other, with the intent of intimidating you, wearing you down, flustering and confusing you, or causing you to change your mind about going forward with your matter, hoping you will go away peacefully, without any fuss or major commotion.

When you stand up for yourself, your family or your own company, there are going to be times when, though you have the truth on your side, you are

going to face cunning and/or aggressive tactics used by the other side to defame, slander or discredit you and your story. This happened to me, though I had the truth on my side. However, that did not matter to the other side, because there were millions of dollars at issue, and because of potential reputational damage to the other side, if what they did became known in the marketplace. Hence, the other side laid on a forceful strategy with the hope it would discredit our allegations against them.

High-ranking senior executives, as well as their lawyers, tried to discredit and minimize our allegations at every turn. Disconcerting was an understatement, as I thought lawyers were supposed to uphold the law! But as it turned out, the lawyers were exceedingly accomplished at twisting, deflecting, ignoring, delaying, avoiding and distorting to protect their client. How disheartening. As I said, depending on the gravity of your matter, be prepared for this type of behavior and try not to let these actions rattle you. Easier said than done, I understand.

You must be prepared (depending upon the magnitude of your matter) to be badgered in some manner when bringing matters to the attention of the other side that are, or could be, unjust, unethical, illegal, or simply must be dealt with. This may be part of the other side's strategy to hopefully make you go away. Again, do not be deterred. If you have a matter worth fighting for or resolving, do not be afraid to stand in the fire and press forward with the conviction of garnering resolution. Your level of determination and conviction (which the other side will be monitoring) is sometimes what will make them uneasy, perhaps even nervous. Therefore, do not waiver, as long as the truth is on your side.

Garnering resolution or justice in matters of high importance, whether personal or professional, is not for the faint of heart. It requires unshakeable steadfastness, confidence and conviction, along with proof or a legitimate argument that you either have been wronged, or could be, in a material way, if x, y or z doesn't happen by a certain date.

In the story of David and Goliath from the Bible, David triumphed with only one stone, and one shot. Heed the moral of this story and be resilient and resolute! Carry your story or your matter forward as best you can until you achieve the resolution or the outcome you are seeking.

The First In A Series of Several Forthcoming Books

The Power To Get Justice is the **first book** in a **series of several forthcoming books** on this topic, each one designed to target a specific group of readers who experience very common situations, issues and matters that need resolution and/or justice. Each book will explain how to tailor, use and apply the process against these unjust matters in order to garner the resolution the readers are seeking, faster, more effectively and for less money.

How This Book Was Born

In 1986, I started my first company with a friend. We were selling technology-oriented solutions to Fortune 500/1000 corporations in various sectors with a selling/closing cycle that was 12 to 18 months before we sold something, installed it and got paid. Because we were using our own money to finance the business, I was focused on making sure we got into the senior executives on the *first call* so our pitch was heard by people who actually had the power and authority to say yes, sign the contract and cut us a check. I was not interested in messing with the morass of lower-level executives who had no power to make a decision, but were very good at saying, “*This is awesome technology! Could you come back and present this again, because I’d like a few more of my team members to hear this. Very impressive.*”

Therefore, way back then, I created a *methodology* and *process* for how I would go about getting myself *in the door* of huge corporations at a very high level. I was using my approach on corporations who, for the most part, were multi-billion-dollar organizations with layer upon layer of senior executive management. My process worked so well that our company became one of three dominant players in our industry within North America. Some of our competitors included little firms you may have heard of before, such as IBM, AT&T and Rockwell.

We were winning contracts in many cases, because we had *higher levels of access* than our competitors did, to more of the correct decision-makers. Hence, the methodology gave us more power and leverage because we were able to tell our story to those who had the power or authority to say yes and then act. This methodology was instrumental in the success of our first company, as well as a second one that we created a few years later.

After using the process myself for more than eight years for our own two companies, I formalized the process, added more rigor and gave it a name: *The Circle of Leverage System*—trademarking the process because of my anticipation of how it would benefit tens of thousands of people in this country and abroad, which it has and continues to do for business professionals.

My first book published in 1997 entitled *The Power to Get In: A Step-by-Step System to Get in Anyone's Door, So You Have the Chance to Make the Sale, Get the Job, Present Your Ideas*. The book did well, hitting the bestsellers list because *The Circle of Leverage* delivered on its promise. Tens of thousands of professionals working for small, mid-sized and large corporations such as Microsoft, ADP, Ceridian, Cap Gemini, NCR, Robert Half International, InSperty and others were gaining access to their desired target audiences (usually to senior executives) faster, more frequently and effectively, helping them tell their story to a *more influential audience* who had the power and authority to say yes.

This helped clients create urgency, and often, larger deals closed in less time. Everyone was happy. Testimonials, such as one from a Fortune 500 stated, “Access to our desired target audience increased by a factor over 300%, so not only do we enjoy a three-fold increase in access to exactly who we want to be in front of, deals are often larger, and they close faster. We are very pleased.”

Over the next 20 years of teaching the process and making modifications along the way, an unexpected thing began happening several years after the book published. Every now and then, I would get a phone call that would go something like this:

“Hey Michael. Thanks for taking my call. Listen, I've got to tell you, I found out about your book *The Power to Get In* where you describe your *Circle of Leverage System*. But I didn't use your system in the way you intended. You see, my wife and I got slighted on an auto insurance claim. Made me madder than H. So, I used your system to create a stir with the senior management of this auto insurance company, and by God—we got results. They paid us almost exactly what we felt they owed us to make things right. I just wanted to say thank you. I didn't use your process for what it was designed for, but at the end of the day, who cares, because it worked. It got my wife and me the resolution and justice we were after. And it resolved relatively quickly, because we went right to the top of the organization with our issue. Have you ever thought about writing a book that shows people how to use your process for matters like this? —Thank you very much, and best of luck to you.”

Enough calls came in over the years about how people had used *the System* in various ways, to help me figure out that the process could indeed be used to help people in a myriad of common and stressful situations such as:

- ① When their auto (or property/casualty) insurance company short-changed them by a significant amount of money.
- ② On business and personal matters that were headed toward a legal dispute, settling the matter without having to lawyer up. Those who engaged a lawyer said the process helped resolve the matter for less money than expected.
- ③ Bringing exposure to certain injustices, creating leverage, pressure and urgency to force action and resolution.
- ④ Getting their special-needs child or loved one the medical attention they needed.
- ⑤ Resolving a matter related to their parent's elder care/memory care/assisted living facility.
- ⑥ Resolving a matter where a medical claim that should have been paid, was finally paid.
- ⑦ Keeping a business partner or business relationship in check and honoring commitments.
- ⑧ Causing action around a particular business, personal or family matter to a positive outcome.
- ⑨ Forcing action around a work comp benefits-related matter, which were cut off unfairly and unjustly.
- ⑩ Forcing compliance around a federal court order, which had been violated by a large company.
- ⑪ Bringing equity in a wrongful employee termination matter, helping the former employee garner resolution without having to file a lawsuit, which they felt was going to be necessary to resolve the matter.

People would share how *The Circle of Leverage* delivered an important benefit even though it was used in a different manner than it was originally designed for. Nevertheless, it was helping them to accomplish something of importance. They were using it to *create access, awareness, pressure, leverage and urgency to force action or a decision* around some situation to get what they were due or achieve

some other important goal. This *proved* the process was not only powerful and useful, but that it had more applications than originally intended.

There was a **recurring pattern** in the stories, a theme of “**David versus Goliath**” in many respects. These people were regular folks, business and professional people who had been taken advantage of in some manner; *bullied* if you will, by a larger organization exercising their leverage over those who didn’t have much, if any. But the system gave them the necessary “big bat” and fire-power to be heard fairly rapidly, and dealt with accordingly.

The central theme of larger organizations not playing respectfully or fairly, or not living up to their end of the customer relationship, seemed a *common thread* throughout many, if not most of the stories. But these organizations got a *wake-up call* when this process was used on them to correct a wrong, *bring exposure* to unjust actions, or *force appropriate action* around something that should have been handled properly, but wasn’t, until the company was *forced* to make things right, which *The Circle of Leverage System* helped manifest.

This shouldn’t depress you, necessarily. Things are the way they are. But acknowledging that often, large organizations (even smaller ones) **will not move on anything unless they have to move**, is critical to understand because it is linked to human behavior. Remember the quote at the beginning of the book, here again, in the event you overlooked it:

*“People and organizations are both funny, and disturbing. In many instances nowadays, they will often avoid, ignore and **won’t move or pay attention**, until they believe they **have to move or pay attention**—even when they know they should. Garnering resolution and justice requires action, honesty, confidence, unshakeable steadfastness and proof that you have been wronged in some manner, or that you could be, if x, y and z doesn’t happen. But even with these things in tow, in order to garner the resolution and justice you seek, it often seems to require a significant **consequence** of some sort—whether real or perceived by the other side, before the individual or organization you seek justice from **internalizes** and **weighs** the potential consequences of not responding to you, **before** they will move or act on this or that. The **level of the consequence** is what drives the **urgency assigned** to your matter! This common thread seems to apply universally in almost all personal and professional environments throughout the world. To ignore this basic truth is simply unwise. No potential significant consequence present, no urgency assigned, no resolution achieved and no justice garnered.”*

Maybe it’s an age-related thing. But it seems as though the culture in business throughout the world nowadays, and in particular—the behavior of

large organizations, is not as honorable as it used to be. It seems that nowadays you often need to force large companies to comply with what you were promised in the first place, contractually or otherwise.

And the large organizations, both the for profit and nonprofit, know **all** about leverage, and how to use it to maximum advantage to maximize profit or revenues, scale and market dominance, which is *always* their number one objective. The awesome thing is, the process you will learn can be used to shine a light on any situation of significance, to garner a better outcome by creating, or sometimes forcing, action in an ethical manner.

To underscore how powerful the larger organizations have become, if you happen to have a matter that may involve a Fortune 500 organization, there are law firms who will think twice (if they have to take the matter on contingency) about whether they *want* to represent you in your particular matter, because they know all too well, how costly it could become for their firm, let alone perhaps take **three to four or more years** (depending on the matter) and hundreds of thousands or millions in legal fees *before you set foot inside of a courtroom to argue your matter!* Who has the time or the money for this kind of baloney? The answer is, those who are well financed, well networked and well connected—**not the common person**. That is why this book can be so useful and effective for you.

In this day and age where we all must get along, more injustices are happening fairly routinely that are causing people to be taken aback. This is why you hear people make comments such as, “*nothing surprises me anymore.*” Basic business agreements are violated by larger concerns simply because they can, causing those on the other side great stress, anxiety and financial hardship. This is often because a larger entity *decided* it was not going to honor the terms of an agreement, claimed they were unaware of the issue, or for whatever reason, are not following expected normal procedures in regard to how they should behave ethically, morally, contractually or otherwise.

The good news is *The Circle of Leverage System* is a toolset you can use to help cause people or organizations to do what they are supposed to do. My promise is to provide the knowledge I have acquired in developing, teaching, coaching and consulting with clients on a myriad of applications of this powerful process to help you garner better outcomes, better resolutions and the justice you seek in matters of importance to you, your family and your company.

INTRODUCTION—HOW THIS BOOK CAN HELP YOU GARNER RESOLUTION AND JUSTICE

The Magnitude of the Challenge You Are Faced With

Leverage, scale and market dominance. Four of the most heavily used words by Wall Street executives and analysts, investment bankers, money management firms, venture capital, private equity, activist investment firms and the 10 to 20 senior-most executives of Fortune 1000 corporations. When executives of these organizations hear these words, it makes them pay attention. They are four of the most attractive words in the English language to these individuals. Words that are almost a *secret code* for telegraphing opportunities which deliver maximum control, leverage and dominance over the greatest amount of people, the least resistance from governmental or regulatory authorities, and the most leverage for setting the pricing of their products or services. They want products or services that will appeal to a mass audience, giving them leverage, scale and market dominance, which translate into maximum **stock price**! And that is what it's **all** about for these individuals: stock price and valuations of their companies, though they will argue with this story line at every turn.

You and I, however, are not operating in that boat. We're in a different boat, without much, if any, leverage, power or the ability to cause the "**big**s" to pay attention to our plight of being stiffed, shorted, slighted, stolen from, overcharged for a product or service we didn't get, or ignored on any one of numerous personal or professional related matters that are not only of high importance to us, but that will likely cost *us* more money, if not resolved correctly in a timely manner.

Hence, for the most part, whether a personal or professional matter, you and I are often the "**David**" in this picture, and the entity we need to pay attention and act in a certain way is the "**Goliath**." A large and powerful force to reckon with, tricky, sometimes deceptive, and bottom line, they often don't really care! *Unless of course, they have to care!* The trick is showing them why they *need* to pay attention and care and what might happen if they don't! More on this line of thinking shortly, because this process will show you how to use your newfound influence for your benefit!

This is the reality you are in when your auto/property/casualty insurance

company slights you on a claim. Or a business relationship you are involved in with a larger entity is on the verge of blowing up, because they are not abiding by the terms of the agreement. Or your health insurance provider denied a claim that should have been covered based on your benefits information. Or your insurance was simply cancelled. No one will return your calls or emails in regard to getting a critical appointment with a specialist for your special-needs child or your loved one. Or one of 100 different situations, matters or injustices we happen upon fairly routinely throughout the course of our lives, which can hit us out of the blue, requiring energy and effort to harness the willpower to fight, with the hope that you can garner an acceptable resolution or outcome.

The days of hoping the “**big**” will do the right thing once they are aware of what they’ve done are gone! And to *hope* you’ll encounter someone who has the power (at the customer service, manager or supervisor level) to correct a wrong or help you, rarely happens anymore because nowadays, those people have no power to do *anything* to help you. The power to authorize someone to help, or to correct some injustice you are yipping about lies at the very **top** of the entity you have the beef with; high above the levels of people we are *allowed* to deal with. Even if they sympathize and want to help, they can’t, because *all real authority has been removed from them and now rests six, eight, 10 or more levels above them*, at the hands of the senior executives. And let’s not forget—there is a literal “moat” around the senior executive management or leadership team, making it extremely difficult to get access to them, period—**all** done by design.

This is the world in which you and I must function if you want resolution or justice in a particular matter, situation or injustice that has you wound up. The sooner you accept this reality, the more open-minded you will become to learning about why *The Circle of Leverage System* should become **your new best friend! It’s a toolset and a weapon, if you will, that you can apply as necessary, for the rest of your life!**

You must be willing to accept the fact that regardless of your situation, matter or issue, it is more difficult then ever to get access (phone/email/in-person/text) to anyone who can do anything about it. And those who can help are at the highest levels of the schools, hospitals, healthcare organizations, clinics, nonprofits and/or governments that may be responsible for your issue, situation, matter or injustice.

Therefore, if you are willing to accept these realities, it will open your mind

to a *new way of thinking* about a *step-by-step process* that you can tailor to your situation and apply, increasing the likelihood of garnering a better outcome to your matter, and perhaps, more justice.

This Book is Your Solution

In many situations where matters of unethical, unjust, unfair or illegal behavior occur, there are **four key things** that will present themselves as the **primary challenges** on your way to garnering resolution. They are as follows:

- ❶ It is difficult to **gain access** to the highest levels of executives who you need access to, in order to garner resolution.
- ❷ Most people have trouble **articulating their story**, matter or issue in a **concise** manner to individuals at this level who have the authority and power to grant your request.
- ❸ Most people don't know how to **create leverage** and **urgency to force action** to increase the likelihood of resolution.
- ❹ Most people don't know how to **create consequences** that would cause the other side to react in a timely fashion.

Therefore, the most common challenges boil down to: 1) Gaining access to the correct people; 2) Packaging and presenting your matter in a way that can be understood quickly by the higher-ups; 3) Creating leverage and urgency, forcing attention onto your matter; and 4) Creating the consequences necessary to cause action and positive outcome in a timely manner.

The Power to Get Justice has been written for one purpose: to help you (and millions of other people) gain access to those individuals and/or entities you believe have the power and authority to help resolve your matter, then helping you package, articulate and communicate your matter in a specific way so that it creates leverage, awareness, pressure and consequences to the other side if they elect not to act. This will help cause/force action around your matter, increasing the likelihood that you can garner a better outcome and the justice you seek in a timely manner, for less money.

You will be introduced to *The Circle of Leverage System (C.O.L.)*, a step-by-step approach and execution philosophy that has proven to be successful over

20 years' time in helping tens of thousands of people gain access to their desired audiences so they could *tell their story* to those who had the power or the authority to say yes. It is a new way of thinking about gaining access that is ethical and effective, with many years of proof in helping thousands get their stories heard at the highest levels.

As mentioned earlier, because of all the unexpected interest in the system over many years, from those who wanted to use the process to garner resolutions to situations where they needed **urgency** and **action** around some important matter, I have made modifications and enhancements to the system and repurposed it so that it can now be effective in helping you garner resolution around matters of significance to you, your family or your company. These areas carry a central theme, which is that in order to get resolution to whatever the matter is, you must *first* be able to *get access* to those who hold the strings—those who hold the power and authority to make something happen on your behalf.

By gaining access to the correct audiences, I mean this:

- Blast your way through (with higher frequency) all the blockades set up to keep you out, at whatever level your desired Target Audience happens to be. And if you don't know who that is, this book will help you determine who that is.
- Gain access to them so you can get your story in front of them for consideration, and hopefully, resolution.
- Create more urgency and action around your situation or matter, increasing the likelihood of *forcing action* around your matter with the intent of garnering resolution.

This book will teach you how to:

- ❶ List the situations, matters or issues where you need action, resolution or justice, helping you categorize them into two buckets: 1) Personal and/or family- related matters; and 2) Professional/work-related/business matters.
- ❷ Define the matters in each bucket, helping categorize them into financial ranges of what it could cost you if they are not resolved, as well as what it could cost the other party if not resolved to your satisfaction. This will help

you get clear on the **financial value** of your argument, which is important in helping create the urgency and action around your situation.

- ③ Package, articulate and communicate your matter to the proper levels of executives or administrators that likely have the authority to consider or grant the resolution you seek.
- ④ Follow-up your communication (letter, email, voicemail message) to keep the matter in front of the correct people, to bring them out from behind their invisible curtain and respond to your matter.
- ⑤ Escalate your matter, if necessary, increasing the leverage and potential consequences the other side might face until such time that they elect to grant, resolve or consider your situation to your satisfaction.

The Promise:

If you are wondering if this system is magic—it is not. It does not guarantee resolution to your matter. No one could ever make that claim. However, this system has been effective at helping people *rise above the morass* to those who have more power and authority to make decisions. And that is what you need to garner resolution to matters of high importance to you, your family or your company.

Action or resolution happens most often, when leverage (pressure), higher levels of awareness, exposure and potential consequences—real or perceived—are identified and brought to bear in a systematic manner (which this system will show you how to do). This helps create and/or force the actions or outcomes you are seeking. The system can be that beneficial. The system has been designed to be effective without a lawyer's help, which is often quite costly. And to be frank, there are numerous matters of significance where you likely won't need a lawyer's help anyway. And other matters—depending upon their scope and gravity, will require legal counsel. That will all be for you to decide based upon each situation.

As you learn *The Circle of Leverage System*, be aware that this process can be applied to a **myriad of applications** you might need action and resolution for, saving you thousands (or maybe tens of thousands) that you might otherwise incur if you did not achieve resolution. That is the power this process holds for you. A process you can use and apply to numerous situations for the rest of your life. That is why the process should become your new best friend. Let's move forward.

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