

# *Spiritual* **DEVELOPMENT** **PROGRAM**



TRANSFORMATIONAL BUSINESS LEARNING  
WITH MARK SILVER AND HEART OF BUSINESS, INC.

**Class Two** | Repentance / Cleaning Up Mistakes





**MARK SILVER**

*Fourth generation entrepreneur,  
and master Sufi teacher.*

[WWW.HEARTOFBUSINESS.COM](http://WWW.HEARTOFBUSINESS.COM)

SPIRITUAL DEVELOPMENT

By Mark Silver

*May the peace and love and mercy  
and justice of the Real be upon all  
of the holy prophets, guides, knowers,  
teachers, and each one of us and all  
of our hearts, so that we may become  
of the family of the Real.*

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*In the Name of the One, the Infinitely Merciful,  
the Most Tenderly Compassionate, this book is dedicated  
to the Face of the Real.*

*Anything of the Truth that is written here has come from  
the One, and any mistakes or omissions are from myself.*

DO NOT LET YOUR MISTAKES KEEP YOU FROM YOUR BELOVED,  
BUT AGAIN AND AGAIN, WASH IN THE WATER OF FORGIVENESS,  
THE WATER OF MERCY AND TRUTH,  
AND OFFER ALL THAT YOU HAVE AND ALL THAT YOU ARE,  
BACK TO THE ONE WHO CREATED YOU  
AND WALK STRAIGHT TO YOUR BELOVED.

- QUOTE FROM MUSIC OF THE SOUL BY SHEIKH SIDI AL-JAMAL

## Class Two - Introduction

### *Putting My Cards On the Table*

*H*earth of Business is my fifth attempt at making a viable business, not including what I did as a teenager, when a friend and I started Ariel Computers & Consulting. We did hardly any business, but we had business cards.

Since then I've run a magazine. We went from irregularly published and in debt, to breaking even and on-deadline, but we never did pay anybody. I've tried my hand at network marketing- and built a downline of over 30 active people. I have also spent several years clearing the debt that had accumulated from the 2 years I was in network marketing.

I started Success by Design, taking advantage of my design skills from the magazine to help create marketing materials. I did okay, but I had this nagging feeling that I wasn't helping that much, and besides, I got really bored doing other people's design work.

I then went to work with Support Systems for Success, and was mentored for 18 months. I learned a lot, but my inability to build a client base, coupled with a dysfunctional dynamic with the founder, drained me emotionally and financially.

When I originally wrote this book, in 2004, it was my third year in Heart of Business. I was still clearing debt from previous failures, and from start-up costs of getting started. I had increased my monthly income by more than 70% from the first year, and was earning more than I ever had in my life. I was paying my bills, and enjoying myself tremendously.

I say all this because I want you to know I've made mistakes. A lot of them. And I'm still dealing with some of the consequences. Although at the time I hated living through them, looking back I wouldn't trade any of those experiences, because I can see how they've added directly to my business success now, and my enjoyment of life.

What I would have liked to have learned a lot earlier, was how to deal with mistakes. The mistakes were the given, how I handled them was not. Do you wonder if there is a better way, or simply a more conscious way, to deal with your mistakes?

I have learned a powerful approach to dealing with mistakes. It has helped me both with my own shame and guilt, and with the actions of cleaning them up. As a result, the time I spend rectifying major mistakes and learning from them has sped up from years to days, and on little mistakes from days to minutes. Your learning curve can do the same.

Ready?

#### REMEMBER:

*Mistakes are a given. How you handle them is not.*



## What Not to Do

### *The Four Ways that Don't Work*

*B*ecause so many strategies to fix mistakes don't work, I began to wonder if it had something to do with my understanding of what a mistake is. I'm like that— before I deal with anything, I like to know what I'm dealing with. So, what is a mistake?

#### REMEMBER:

*When a mistake has happened, the first thing that we usually notice is that it doesn't feel good.*

**Mistake: 1. An error or fault. 2. A misconception or misunderstanding.**  
- American Heritage Dictionary.

I expanded this definition so I could understand the territory a little better. After all, what is an “error?” In thinking about it, here's what I came up with:

**A mistake is an action that either does not achieve the intended result, or, having achieved an originally intended result, we realize afterwards the result was not one we wanted.**

Sounds obvious, eh? An example of the first is trying out a marketing method that doesn't bring in the results you wanted. An example of the second would be winning a client that you set out to win, but, once you have the sale, you realize that the project is more trouble than it's worth.

We all make mistakes all the time. The big question is, what do you do with it? Let's first look at what happens when we make a mistake.

When a mistake has happened, the first thing that we usually notice is that it doesn't feel good. Something feels off, painful to us. At this point we might, or might not, know



that we had anything to do with it. All we know is that something isn't right. And we each have our own habitual ways of dealing with what doesn't feel right. I've identified some of the most usual, see if you fit into any of them.

**The Ostrich.** I think we've all had the experience of not wanting to look at something that we suspect might not be completely okay. Whether it's our checkbook, a difficult relationship with a colleague or client, or that our sales are down.

It can seem very comfortable to "ignore it until it gets better or goes away." The problem is, you can't see which way your business is going with your head in the sand.

**The Beehive.** This is the "if I just do more, I can fix it" approach. You'll work more hours, read more books, get more advice. Action, work, do! While it's true that some, perhaps most, mistakes require action to fix, this rarely works right at the outset, and just results in exhaustion and frustration, without the honey.

**The Hurricane.** This is when you're left furious about the situation, and you just strike out at anything, or anyone, in your path. You may be hoping that if you level your surroundings, you'll end up flattening the source of the mistake. The sad fact is that with the hurricane there is no eye to the storm. You're in the center, and you end up getting as hurt as those around you.

How well can your business weather frequent hurricanes?

**The Welcome Mat.** This is sometimes called "The Martyr." It's where you know that things have always been bad, and it's better just to lie down and take it. You'll clean up the whole mess, always.

The problem is that your business can't reach a very visible stature if it's always stepped on.

If you habitually fall into one of these patterns you are completely normal. And, like most normal businesses, you are putting yourself at risk. However, by bringing attention to these patterns, you have an opportunity to become much more effective in your business.

## What You Can Do

# *Three Steps to Cleaning Up Mistakes*

Cleaning up a mistake effectively involves three steps. First, taking 100% responsibility; second, identify the true mistake; and third, follow through.

### **Step One: Taking Full Responsibility**

Most “typical” responses to when something feels wrong skip this step. Even the Welcome Mat, who seems to take responsibility, doesn’t. Martyr’s just take the blame.

Taking responsibility is different than taking the blame. In taking the blame, you collapse into allowing someone else to blame you. Accepting the blame without taking responsibility means you get twice the pain, and none of the benefits.

The main reason many of us don’t take full responsibility is a confusion between shame and remorse. Shame is the non-productive feeling that you are bad at your core, and that nothing can fix you, and is “proven” when you mess something up.

Remorse, on the other hand, is a productive feeling. Feeling remorse is the regret you have that an action you took or didn’t take had consequences that you didn’t want, and you

hurt yourself or someone else.

You cannot fix your mistakes with shame or without remorse. Accepting 100% responsibility is the best way to avoid shame and access remorse.

Here is the statement of full responsibility: “I don’t know what happened, but I am willing to accept full responsibility for any mistake I made, and am willing to look to see what it was.”

It’s important not to leave yourself a back door. If you leave yourself a back door, “I’ll accept full responsibility, unless it was really bad, and then I can always just pass the buck,” then you won’t be open to seeing the situation as it really is. You won’t be able to see the full truth, because some part of you will be spending time looking for a way out. And, as providence would have it, the place you don’t see is exactly what you need to see.

The best way to see if it works is to try it.

REMEMBER:

*Accepting 100% responsibility is the best way to avoid shame and access remorse.*

## Exercise One | Accepting Full Responsibility

1. Think of a situation that you know is “off.” You don’t know exactly what’s wrong, or maybe you imagine you know what’s wrong but you haven’t been able to change it yet. Notice how your body feels thinking about it. Do you have tension in your belly? Tightness in your shoulders? Describe how the “off” situation feels, in purely physical terms:

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins or other markings on the paper.

**TIP :**

*Where in your  
body do you feel  
this situation?*

Example: Something happened in that last conversation with my client, and it feels funny to me. My stomach has that sinking feeling, and my shoulders are tense, and I feel a little scared.

2. Okay, now try taking only partial responsibility. Say to yourself, “Well, I’ll take full responsibility for it only if it’s really mine to take.”

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*Example: I feel a little defiant, and my back feels straighter, but that feeling in my stomach is still there.*

3. Okay, now try taking full responsibility. Even though you have no idea what may have happened, take 100% responsibility, and bring an honesty and sincerity in your willingness to look.

Say to yourself, sincerely, “I accept 100% responsibility for this situation, I accept that I don’t yet know what really happened that has me feeling this way, but I am completely willing to see whatever it may be, and to accept what I may have done or omitted.”

Now describe how you feel:

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*Example: I find I could take a deep breath, and I started to relax a little. My stomach feels a little lighter. It still feels “off” but I feel ready to look.*

Great! On to step two.

## Step Two: Identifying The True Mistake

How do you see something that you haven't been able to see before? Like climbing a hill to see farther, or descending to see more detail, you need a new perspective. The fact that it feels "off" means that your heart, in some unconscious place, has already identified the problem, but you haven't brought it into your field of perception yet.

In order to look and see what happened, you have to bring mercy and gentleness into the situation. It's very difficult for something as sensitive as your heart to look at a mistake if you think you're going to get burned at the stake. However, if there is mercy and compassion for you in the mistake, and the possibility that there can be forgiveness for the mistake, no matter what it was, it gives you some manoeuvring room.

If I thought that I was going to get my head whacked off for making a mistake, I wouldn't admit to it, either. But if I knew that I would have the possibility of being forgiven, and the opportunity to make up for it, sure, I don't mind owning up to it.

So, to identify the true mistake, first you face the "off" feeling and accept full responsibility for the situation. Then, using the Remembrance, you bring your intention to see whatever it is you need to see, and ask for forgiveness at the same time.

In asking for forgiveness, you are asking for what is called an essential Divine quality. If you've ever felt forgiveness, then you know that it has a distinctive feeling. Forgiveness, strength, wisdom, mercy, love, etc., are all essential qualities of the Divine, and as such, you feel them, or you don't. Trying to forgive yourself is like trying to make yourself feel love when you don't. You receive love, you receive wisdom, you receive strength, and, in the same way, you receive forgiveness.

In this step, you are asking for forgiveness. What calls in forgiveness? The feeling of remorse. And you can't feel your remorse until you know what the actual goof-up is.

The process of asking for the essential quality of forgiveness, with the willingness to take responsibility and see what actually happened, is equivalent to emptying a cup that's been filled with cloudy water, and then holding it under a stream of clear water.

## CASE STUDY

A client of mine was struggling with wanting to do right by his client. My client hadn't followed through with something he had promised. He felt that he had really messed up, and was wanting to make it up, but he just couldn't get to finishing the project, and he was avoiding talking to his client. He felt horrible about himself, and resentful towards his client.

When I explained this process to him, he stopped, allowed himself to feel the "off" feeling in his gut, saw that he was willing to take responsibility because it felt too terrible to not deal with it, and began to ask for forgiveness. As soon as he started asking, he took a deep breath. Then, after asking for forgiveness for several minutes, the insight flooded in. He saw that he had been beating himself up horribly, treating himself like he would never want anyone to treat him, or how he would never want to treat anyone else.

The "mistake" wasn't the not following through- that was merely the consequence of beating himself up. He took several deep breaths, blew his nose, and described being flooded with "relief and lightness." He went on, "I suddenly feel excited about finishing the project, like I haven't felt in weeks!"

The step of asking for forgiveness is just that, an asking. There are many ways to ask for forgiveness, and so find a way that feels comfortable to you. The key point is that you are not asking yourself for forgiveness, since you don't have it right now. You are asking for it from where ever you Remember, when you are in Remembrance.

Here are some phrases others have used, from various traditions:

"Please send me forgiveness."

"I ask You, My Lord, for Your forgiveness."

"Universal Source, please help me receive forgiveness."

## REMEMBER:

*Trying to forgive yourself is like trying to make yourself feel love when you don't.*



“Elohai s’lichot, s’lach lanu.” (Hebrew- O God of Forgiveness, forgive us.)

“Astaghfir Allah, al atheem.” (Arabic- I ask for forgiveness from God, the All-Powerful.)

Find a phrase that feels comfortable to you. Clients have done this successfully by just holding a clear intention to ask for forgiveness. The repetition of a phrase, however, helps you to maintain that focus, without resorting to thinking too much, and without letting your thoughts drift off to other topics, such as how to fix it already.

## Exercise Two | Identifying the True Mistake

1. Similar to the Remembrance, repeat this phrase in your heart. Take your time with it. Be patient. Sometimes it takes a minute, sometimes it takes a half-hour. Sometimes the relief comes in pieces over several days of asking forgiveness. Try it with the challenging issue from page 5. Write down the phrase you will use here:

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After asking for forgiveness, describe what feelings and insights arrived:

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*Example: At first as I repeated the phrase in my heart, I felt a little silly. But, as I relaxed into it I began to realize that this issue has been a burden for me, and that I did need help. Finally, I saw that there was no way anyone could expect one person to handle what I took on, and that I had done my best. As I saw this, I felt such a deep relief- I had done a good job, and I didn't give myself credit. My big mistake was to think I was above needing help, and not letting others support me.*

Great! Remember to have patience with this process. If we've become entrenched in a pattern, it might take a little to unwind it.

### TIP :

*Simply notice  
what comes up,  
and be willing to  
be surprised.*

### Step Three: Following Through

Before someone has completed the first two steps, following through is confusing, and can be agonizing. After taking responsibility, receiving forgiveness, and identifying the true mistake, it becomes easy to clean it up.

Sometimes cleaning up the mistake is merely acknowledging it in your heart, or to another person. Sometimes there are actions to be taken. Feeling the forgiveness, and with the knowledge of your insight, bring the Remembrance in and see what your heart wants to do to clean up the mistake.

To make it easier, I suggest breaking it up into action steps. Any action step you get, sit with it in Remembrance to make sure it really feels like it comes from the forgiveness you feel.



2. Joe, Frank, and Barbara all offered help, and I refused them. In particular, my anxiety about not being able to do it myself caused me to be rude to Frank in particular. I want to apologize to all of them in person, especially Frank. I will do this by the day after tomorrow.

3. When I reflect, I see that Frank and Jill are actually the people who can help. I will a) make a list of everything yet to be done, b) get really clear about what specifically I would like their help with and by when, and then c) I will ask them, by Friday, if they will help me in these specific ways.

Great job! You've cleaned up your mistake!

## Are You Done?

I hope not! Mistakes are the richest mine in your business. In fact, you may find yourself repeating your mistakes despite this process. Don't despair— it simply means that you are being given the chance to completely wash this pattern from yourself.

### *Spiritual Secret:*

MY SPIRITUAL GUIDE WRITES, “CONSUME THE ESSENCE OF THE MISTAKE, SO THAT ONCE HAVING DONE THIS AND DEEPLY UNDERSTOOD, YOU CANNOT RETURN TO MAKE THAT MISTAKE AGAIN.”

What does this mean? He writes specifically “you cannot return...” He doesn't write “will not,” or “choose not to,” or “hope you don't.” In my experience, once you have truly consumed the mistake, it no longer exists within you. It is then impossible to repeat the mistake, unless you make a real effort. (Not recommended.)

If you find yourself repeating the same mistake, take some time with the Remembrance. See if it is truly the same mistake, or if your relationship with the mistake is evolving. If you look closely, you may find that you are recognizing the mistake earlier in the process, catching yourself sooner and sooner. Or, you may find variations of how you make the mistake — maybe you no longer make the same mistake at work, but you are still tripping up with your spouse.

Say this to yourself now: “I acknowledge that I will continue to make mistakes as long as I'm alive. Mistakes are an intrinsic part of being human. My job with any particular mistake is to see it truly and to consume it. If I do this, I can continue to learn, and my

#### REMEMBER:

*Mistakes are the richest mine in your business.*

business can continue to grow.” Better that you consume the mistake, than the mistake consume you, and your business.

Be gentle with yourself. Our biggest mistakes are sometimes too painful to look at by ourselves. Get a trusted friend, or other support, to guide you through this workbook if you find this to be the case. You don’t have to do it alone!

As always, please call with any questions, comments or feedback. My best hope for you is that your mistakes be rich, the forgiveness abundant, and your learning fruitful.

My best to you,

A handwritten signature in blue ink that reads "Mark". The letter "M" is large and stylized, with the "a" and "r" following in a cursive script. The "k" is also cursive and ends with a small flourish.

Mark Silver



# Perfection

IS A QUALITY OF THE

# DIVINE

*A*nd we're only human. Although we have edited this workbook, bugs, problems, mistakes, typos, and all sorts of things can slip through despite our best efforts.

If you have a question, issue, find a problem or what looks like a mistake, let us know! It's only through each other that we can hope to experience the true Essence of the Divine, and, in the process, produce excellence.

**Type this link below to drop us a line:**

<http://www.heartofbusiness.com/contact-us>

## About the Author

Mark Silver, author of *Unveiling the Heart of Your Business*, is a fourth-generation entrepreneur, tracing his entrepreneurial spirit all the way back to his great-grandmother who ran a stocking factory in turn-of-the-century Poland. Running businesses is in his blood.

After running a magazine, a distribution business, a graphic design firm, and working as a paramedic, his spiritual journey connected with his journey in business. He now integrates more than 5000 years of spiritual tradition with down-to-earth business practices.

Since 1999, he has worked with thousands of entrepreneurs, self-employed, and small business owners, in the areas of money, marketing, systems, and just plain doing well in business. His writing and teachings are followed by people in small businesses around the globe.

One of his earliest forays into business systems was a meticulous inventory of his Hallowe'en candy at age 8. The upside was that it prevented previously untraceable loss (his parents could no longer sneak chocolate). The downside was that he was more attached to counting than to eating, and still had some candy, long since stale, remaining next August.

When he isn't heading up the team of practitioners at Heart of Business, he loves spending time with his wife Holly and twin sons Sam and David, and soaking up as much rain as possible in Portland, Oregon.

He invites you to share what Heart of Business, Inc. has given you by recommending our free workbook, *Getting to the Core of Your Business*, to your friends and colleagues. They can find it online:

**<http://www.heartofbusiness.com>**



*When you find the love, you find yourself.  
The secret is in the love. You are the love, not another.  
Everything is in the love, and everyone needs the love.  
If you find this, what more could you want?  
The jewels are inside you.*

SUFI SHAYKH SIDI AL-JAMAL AS-SHADHULI



*Every act of business can be an act of love*

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