

## Celebrating 35 Years!

By Steven Mayo, June 2019

It's hard to believe, but this month I am celebrating 35 years in the investment industry, all with the same firm. I began in Toronto in 1984, right out of university, with Pitfield Mackay Ross, a predecessor to RBC Dominion Securities.

Along the way I've gone through the "School of Hard Knocks", had excellent training from my firm and clients, and have received plenty of helpful advice. I've also developed my own beliefs, and best practices. All of which have served me well! Allow me to share.

In the beginning, I was given this advice by an "old timer": "Work hard, play hard, and don't be the rich man in the cemetery". The first two points I understood, and have never forgot! I will come back to the other point later.

Patience is an important quality when building a career. You must also surround yourself with good people both in and out of the office. Seek out a few mentors along the way. Your own efforts will determine your success. Initially, to any new employer, we are overhead. It's up to each individual to build value. Allow me to expand on this value building.

What has helped me most is my daily routine, which I call: "Before 9am/After 9am". To be successful in any business, discipline, fortitude, and good habits matter. In my business, what happens before 9am, and after 9am, can make or break your day. This is what works for me.

**Before 9am:** If you want to have energy throughout the day it's important to exercise. Most day's you will see me at the YMCA at 6:30am. It doesn't matter when you do it, but for me the morning provides great momentum for the day. Next is to read The Globe & Mail. Having a broad outlook on world and business affairs is helpful for all people.

**After 9am:** Don't waste time. Be proactive, be productive, be on schedule, pick up the phone, don't just rely on electronic communication. Relationships are built on hearing someone's voice, and meeting them in person. Go visit your clients. Client expectations are high. Your goal should be to exceed them. Provide good advice in a timely manner, and surround yourself with people who have these same high standards. I've been truly fortunate in this area.

Repeat, repeat, repeat! Success comes from repetition of good habits, and repetition takes energy.

Now, referring back the start of this article, I will not be the richest man in the cemetery. I have learned from my clients and family the importance of gratitude, spending time with those who are important to you, seeking new experiences, and being charitable.

I'll end with my second favorite quote from another "old timer". "Integrity outlives good luck and money".

I hope you enjoyed this article, as much as I have enjoyed reflecting on my 35 years!

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