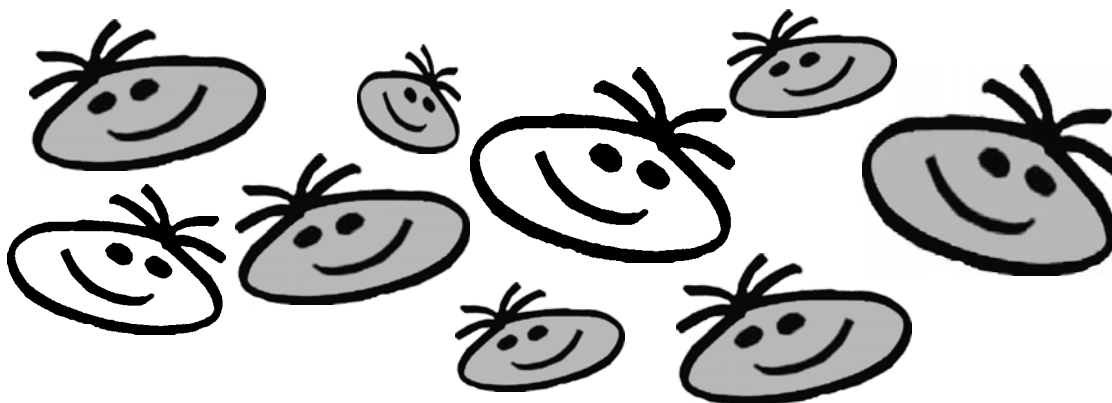




# Leader's Guide to Energizing and Motivating Others

**BRAVO (Building Relationships And Valuing Others) Program  
Enriching Relationships, Deepening Engagement and  
Promoting Productive Attitudes for Service Excellence!**



## **About Your Presenter**

Peter Davison is an international motivational speaker, training leader and author whose tales and tools enrich relationships, deepen engagement and promote productive attitudes for greater individual, organizational and community prosperity.

Peter is driven by his passion for helping people work together for the greater good. His life work is dedicated to increasing the innerwealth of servant leaders with proactive solutions that tame innerkill YAKS like stress, stinking thinking, disconnection and disengagement, that all too often implode good people and good organizations.

Peter's speeches and programs explore seven keys of service excellence to maximize the culture of human potential. His audiences include Los Angeles gang members, emerging leaders in Northern Ireland and front-line professionals and management helping others through corporate, public sector and non-profit organizations.

Peter has celebrated the joy of speaking and the business of making a difference since 1985. Peter has been quoted in Oprah Magazine, is living with Parkinson's disease and is proud to be first-time Dad at age 50. Peter's energy comes from chocolate and his passion for helping people love who they are, who they're with and what they do with their talents in order to leave a job well-done and have more joy to take home to their family.

## Two Directions of Motivation

Away from/Avoid Pain > Towards/ To seek Pleasure

Three Forces that Drive Motivation

FEAR (False Evidence Appearing Real)

GUILT

LOVE

Three Values That Unite Humanity

1. To Love and Be Loved
2. To Do Right By Your Family
3. To Make a Difference with Your Time and Talent

## Four Dimensions of Energy and Motivation

**1. Physical** Our ability to stay on top of our game in all areas of life is determined by how much joy juice and personal magnetism we can create and channel. Results include more happiness to share with our friends and family.

**2. Emotional** Our choices in relationships with others affect our capacity to inspire honesty, dissolve resistant tension, care with a big heart and enrich harmony to achieve greater peace of mind, respect, devotion and results. Remember that difficult people are not failed attempts at being you.

**3. Mental** Our attitude determines our altitude and our mindsets determine how we stress smart, manage change, engage problems, treat others, step towards the future and foster creativity. Attitude is contagious, let's make ours worth catching.

**4. Spiritual** Your legacy as an unsung hero is grounded in your dedication to serving something bigger than yourself. When you honor and align your talents, skills and values to a collective cause you inspire loyalty, compassion and hope. Everyone has an instrument to bring to the vast orchestra of humanity – play strong!

(Be more with) **Presence** - Discipline to focus on life force energy in the moment.

(Feel more with) **Passion** - Measured by desire to create opportunities to express your values.

(Serve more with) **Purpose** - Crystal clarity of knowing what you are doing and for whom.

# STRESS MASTERY: TEN SELF-CARE TECHNIQUES

**It's all about energy management.**

We can define energy as *the capacity to do work* because everything we do requires an investment of our energy, interacting with colleagues, making important decisions, or spending time with our families. All requires some form of physical, mental or emotional energy. As obvious as this seems, we often overlook its importance personally and professionally.

Every one of our thoughts, emotions and behaviors has an energy consequence, for better or for worse. The ultimate measure of our lives is not how much time we spend, but rather the quality and quantity of energy we invest in the time that we have.

**Stress can be an important source of energy.** Many people don't realize it, but stress is a creative tension that is a very natural and important part of life. Without stress there would be no life at all! We need positive stress (**eustress**), but not too much stress for too long (**distress**). Our body is designed to react to both types of stress. In fact the mere thought of a stressful event is enough to create neuropeptides that stimulate our response. Eustress helps keep us alert, motivates us to face challenges, and drives us to solve problems. These low levels of stress are manageable and can be thought of as necessary and normal stimulation.

Distress, on the other hand, results when our bodies over-react to events. It leads to what has been called a "fight or flight" reaction. Such reactions may have been useful in times long ago when our ancestors were frequently faced with life or death matters. Nowadays, such occurrences are not usual. Yet, we react to many daily situations as if they were as absolute as life or death issues. To our lower mind, we really don't know the difference between a saber-toothed tiger and an employer correcting our work. It is how we perceive and interpret the events of life that dictates how our bodies react. If we think something is very scary or worrisome, our bodies react accordingly. But what if 90% of distress was the result of an imbalanced perception, a lopsided thought?

When we can find the balance, we can view something as manageable and our body doesn't go haywire; it remains alert, but not alarmed. The activation of our sympathetic nervous system (a very important part of our general nervous system) mobilizes us for quick action. The more we sense danger (social or physical), the more our body reacts.

Problems can occur when over activation of the sympathetic system is unnecessary. If we react too strongly or let the small over-reactions (the daily hassles) pile up, we may run into physical, as well as psychological, problems. Gastrointestinal problems (e.g., diarrhea or nausea), depression, or severe headaches can come about from acute distress. Insomnia, heart disease, and distress habits (e.g., drinking, overeating, smoking, and using drugs) can result from the accumulation of small distress.

What we all need is to learn approach matters in more realistic and reasonable ways. Strong reactions are better reserved for serious situations that are truly life or morally threatening. For all the rest of our worries and concerns let's try to find the balanced mind in all situations by stepping back to find the benefits of each experience. We can only truly manage reactions when we can see both sides of the situation in everyday issues that we all have to face.

Below are situations that cause eustress in some and distress in others. Imagine yourself in each one right now. Are you feeling like reacting or can you see at least 3 positives of the scenario to come to balanced mind/peace of mind?

- Driving your car in rush hour
- Getting a last minute work assignment
- Having something break while using it
- Dealing with incompetence at work
- Being blamed for something
- Waiting in a long line at the grocery store or bank

**MORE INFO on Energy Management** [www.peterdavison.ca/energize.html](http://www.peterdavison.ca/energize.html)

## HEALTHFUL HINTS TO AVOID DIS-TRESS

Busy or Active? Reacting or responding? We need to modify our over-reactions to situations. Rather than seeing situations as psychologically or physically threatening and thereby activating fight or flight lower brain, we need to engage balanced thinking and engage and respond more mindfully with more of the conscious high brain. The following suggestions are designed to reduce this dis-ease and dis-tress and recover energy. Try them. They work!

**Learn to Relax.** Throughout the day, take "minibreaks" and never skip lunch. Sit, get comfortable, slowly take a deep breath in and exhale very slowly. Counting as you inhale and exhale improves mindfulness. At the same time, let your shoulder muscles droop, smile, and say something positive like, "I am r-e-l-a-x-e-d."

**Sleep Better.** In an average life time we spend 26 years trying to sleep yet 60% of Canadians do it poorly. Visit [www.peterdavison.ca/tools.html](http://www.peterdavison.ca/tools.html) to download a free copy of the seven steps to wake up happy.

**Practice Acceptance.** Many people get distressed over things they won't let themselves accept. Often these are things that can't be changed, like another persons feelings or beliefs. We only want to change what we don't understand. The quickest way to appreciate something is to find the benefits or at least put energy on the stuff that matters most. Knowing what to stand up for and what to let go helps you manage stress effectively.

**Talk Rationally to Yourself.** Ask yourself what real impact the stressful situation will have on you in a day or a week and see if you can balance each negative thought with its opposite. Think through whether the situation is your problem or the other's. If it is yours, approach it calmly and firmly; if it is the other's, there is not much you can do about it. Rather than condemn yourself with hindsight thinking like, "I should have ...," think about what you can learn from the error and plan for the future. Watch out for perfectionism - set realistic and attainable goals. Remember, everyone makes errors. Be careful of procrastination - breaking tasks into smaller units will help and prioritizing will help get things done.

**Get Organized.** Develop a realistic schedule of daily activities that includes time for work, sleep, relationships, and recreation. Use a daily "things to do" list. Improve your physical surroundings by cleaning your house and straightening up your office. Use your time and energy as efficiently as possible.

**Exercise.** Physical activity has always provided relief form stress. in the past, daily work was largely physical. now that physical exertion is no longer a requirement for earning a living, we don't get rid of stress so easily while working. It accumulates very quickly. We need to develop a regular exercise program to help reduce the effects of working. It accumulates very quickly. We need to develop a regular exercise program to help reduce the effects of stress before it becomes distress. Try aerobics, walking, jogging, dancing, swimming, and the like.

**Reduce Time Urgency.** If you frequently check your watch or worry about what you do with your time, learn to take things a bit slower. Allow plenty of time to get things done. Plan your schedule ahead of time. Recognize that you can only do so much in a given period. Practice the notion of "the pace of grace."

**Disarm Yourself.** Every situation in life does not require you to be competitive or right or perfect. Adjust your approach to an event according to its demands. You don't have to raise your voice in a simple discussion. Playing tennis with a friend doesn't have to be an Olympic trial. Leave behind you "weapons" of shutting people out, having the last word, putting someone else down, and blaming. You can be right or happy – but you cant be both.

**Quiet Time.** Balance your family, social, and work demands with special private times. Hobbies are good antidotes for daily pressures. Unwind by taking a quiet stroll, soaking in a hot bath, watching a sunset, or listening to calming music. Life is like a bookshelf, don't let yours be so jammed that nothing else new matters.

**Watch Your Habits.** Eat sensibly - a balanced diet will provide all the necessary energy you will need during the day. Eat 5 colors with every meal. Remember the rule: Fluffy floaties - your diet is good, or stinky sinkies - your diet needs to change. Avoid nonprescription drugs and minimize your alcohol use – you need to be mentally and physically alert to deal with stress. Be mindful of the effects of excessive caffeine and sugar on nervousness. Put out the cigarettes - they restrict blood circulation and affect the stress response.

**Talk to Friends.** Friends can be good medicine. Daily doses of conversation, regular social engagements, and occasional sharing of deep feelings and thoughts can reduce stress quite nicely.

## Stress Buster Bingo\*

**Instructions:** Move around the room and search for people who practice the stress relieving activities described. Have the person sign his/her initials on the appropriate square. When you have initials in a row, column or on a diagonal, yell “Bingo.” The same person can’t sign your card more than once.

**Find someone who:**

<b>B</b>	<b>I</b>	<b>N</b>	<b>G</b>	<b>O</b>
Exercises at least three times a week.	Enjoys the drive to work.	Walks his/her dog/potbellied pig every day.	Had a warm bath last night.	Has less than two cups of coffee a day.
Has someone to talk to when worried.	Takes a lunch break every day.	Keeps a gratitude journal.	Loves their work.	Listens to relaxing music.
Limits use of alcohol.	Reads for pleasure daily.	Will give you a Huge Smile right now	Gets a restful sleep most of the time.	Says “no” to things he/she does not want to do or have time to do.
Was involved in a good round of tickling recently.	Has had a massage in the past week.	Makes time for his/her favourite hobby.	Listens to relaxation or meditation tapes.	Sets aside time for planning.
Has an organized work space.	Does volunteer work.	Takes a vacation every year.	Has heard/told a good joke in the past week.	Has seen a comedy TV show or movie in the past week.

**\*Be, Inspired, Never, Grow, Old**

Courtesy of [www.stinkingthinking.ca](http://www.stinkingthinking.ca)

## Dis-Stress Relievers

Check which of the following you regularly do now and which you are willing to try. Leave blank any that you know won't work for you.

**Do**      **Will**  
**Now**   **Try**

- Exercise in some way every day
- Have a clown nose available for emergency relief
- Take a "time out" to gather your thoughts
- Keep up social ties with friends and relatives, call for no reason at all.
- Set goals for yourself
- Eat out of hunger, not stress, boredom, or because it's time to
- Ask yourself "Is this really important?" before proceeding with a task or course of action
- Develop a ritual to help make a mental break between work and home life
- Stick to a "to do" list and check it off when done
- Read the comics, Be silly/Have fun
- Don't wear your watch on weekends and vacations
- Be aware of your body's reactions to stress and listen and respond
- Say "No" so you're not overloaded
- Breath
- Spend time on/take up a hobby
- Speak in appreciation, tell someone that they are doing a great job.
- Schedule things according to the time of day you feel most alert
- Take a hot bath (with foam)
- Tell a friend or relative about your stressors
- Spend time with a pet like a puppy, potbellied pig or a \_\_\_\_\_
- Analyze your expectations for yourself; perhaps some of your dis-stress is self-induced
- Allow yourself 10 minutes to feel sorry for yourself (pity party), then choose to move on
- Use music to unwind (make or listen)
- Tell someone you chose not to feel guilty because guilt is best defined as "You wanting me to feel bad for something I said or did that you don't like."
- Get your thoughts down in a "gratitude only" journal
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

List below any activities you used to do and enjoyed, but have dropped over time.

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If you want to pick up useful activities again, think about the excuses/reasons you dropped them and list ways you can rejuvenate these activities in your life now.

Extension Activity. Select an activity you would like to try and list 3 excuses as to why you can't do it now. With each excuse list 3 benefits and 3 drawbacks for the excuse.

## How to Wake Up Happy

Your days are your life in miniature. Everyday you are born anew with fresh opportunities to do what you love with passion and purpose. Research tells us that losing 90 minutes of sleep can reduce effectiveness by 33%. The quality of your awakening determines the quality of your energy, the quality of your energy affects your capacity to help others. Your capacity to serve others determines the quality of the legacy you leave. It is my sincere hope that the seven personal harmony strategies to wake up happy will help you live the best life you can dream. And as the old saying goes, "The best way to realize your dreams is to wake up!"

### **SEVEN STEPS TO HAPPY SLUMBER**

What is your ideal sleep pattern? Describe what you desire and include time asleep, time up, include the smells, sounds and sights, etc., in specific details of the quality of slumber you desire and deserve. Joy is in the details, envision the best.

#### **Step 1: PREPARE THE NEST**

#### **Step 2: STILL THE BODY**

(To help with staying asleep)

#### **Step 3: STILL THE MIND**

(To help getting to sleep and staying asleep)

#### **Step 4: PLAN FOR YOUR PURPOSE**

(To help getting up)

#### **Step 5: THE POWER OF GRATITUDE**

(To help getting to sleep and staying asleep)

#### **Step 6: RISE AND SHINE MANTRA**

(To help getting up)

#### **Step 7: MINDFUL DISCIPLINE**

(Commitment to all the steps to help live better and do what you were born to do.)

Download Your Free Wake Up Happy Guide Today [www.peterdavison.ca/wakehappyguide.html](http://www.peterdavison.ca/wakehappyguide.html)

# Leadership Virtues of Character

The Mission of The Virtues Project™ ([www.virtuesproject.com](http://www.virtuesproject.com)) is to provide empowering strategies that inspire the practice of virtues in everyday life through programs of excellence and simplicity which support people of all ages to cultivate their virtues – the gifts of character.

Bridge the “Knowing – Doing” gap in character education and give positive feedback. Appreciation and gratitude creates a positive environment where people feel encouraged to do their best and the gifts of character are reinforced by appropriately linking with behavior.

## What are the Virtues?

“Virtues are what’s good about us!”

### Simple Ways to Create a Culture of Character

assertiveness	friendliness	peacefulness
caring	generosity	perseverance
cleanliness	gentleness	purposefulness
commitment	helpfulness	reliability
compassion	honesty	respect
confidence	honor	responsibility
consideration	humility	self-discipline
cooperation	idealism	service
courage	integrity	tact
courtesy	joyfulness	thankfulness
creativity	justice	tolerance
detachment	kindness	trust
determination	love	trustworthiness
diligence	loyalty	truthfulness
enthusiasm	moderation	understanding
excellence	modesty	unity
flexibility	orderliness	
forgiveness	patience	

## How to Give a Virtues Acknowledgement

I see your \_\_\_\_\_<virtue>\_\_\_\_\_ in helping \_\_\_\_\_

I acknowledge your \_\_\_\_\_<virtue>\_\_\_\_\_ for the way you \_\_\_\_\_

Thank you for being \_\_\_\_\_<virtue>\_\_\_\_\_ by \_\_\_\_\_

## How to Give a Virtues Correction

ACT with Tact. Make a virtues positivity sandwich **1. Acknowledge**, **2. Correct** and **3. Thank**  
Use virtues to pinpoint ways that an employee is succeeding and the things that need to be improved.

(1) I want to thank you for your \_\_\_\_\_<insert virtue>\_\_\_\_\_ when \_\_\_\_\_. The next time it could help if there was more \_\_\_\_\_<insert desired virtue>\_\_\_\_\_ for the direction the meeting took. I know you have the patience to help out.

## Quick Correction

What would help you to be more \_\_\_\_\_<insert desired virtue>\_\_\_\_\_?

What would more \_\_\_\_\_ (eg., orderliness) look like in this situation?

## Virtues Exploration

Name a virtue you saw in your home this week. \_\_\_\_\_

Name a virtue you see in your pet. \_\_\_\_\_

Name a virtue you used this morning to get ready for the day. \_\_\_\_\_

Name a virtue that you see in your partner or friend. \_\_\_\_\_

Name a virtue you might need when you go to work. \_\_\_\_\_

Name three virtues that you'd like to work on. \_\_\_\_\_

Name a virtue you could use when you go traveling. \_\_\_\_\_

Name a virtue you could use when you witness and injustice. \_\_\_\_\_

Name a virtue you could call on when trying something new. \_\_\_\_\_

Name a virtue you don't know much about. \_\_\_\_\_

Name a virtue you think you know a lot about. \_\_\_\_\_

Name a virtue you wish everyone practiced more at home. \_\_\_\_\_

Name three of your favorite virtues. \_\_\_\_\_

Name three virtues that can turn around a bad day. \_\_\_\_\_

### Teachable Moments

1. Describe one of your most challenging days at work.

*Q. What virtues were called on?*

2. Describe one of your shining moments at work.

*Q. What virtues were called on?*

(Optional : Interview in pairs and partner offers virtues acknowledgements.)

**More on building character and recognition including a free guide [www.peterdavison.ca/virtues.html](http://www.peterdavison.ca/virtues.html)**

## The Many Facets of Intimacy

One challenge for people may be to expand the concept of intimacy beyond the stereotype that our primary expression or experience of love or closeness is emotional or sexual. There are more possibilities for connecting intimately with others. The many facets of intimacy are offered to support our journey as humans to reach the fullness of our humanity and to fulfill the rich potential in all our relationships. You may find this list refreshing in the face of how the media stereotypes men and women into shallow relationships as portrayed on television, and in movies and consumer ads.

1. AESTHETIC Intimacy (sharing experiences of beauty)
2. COMMITMENT Intimacy (mutually derived from common self-investment)
3. COMMUNICATION Intimacy (talking and sharing, the source of all types of true intimacy)
4. CONFLICT Intimacy (facing and struggling with differences)
5. CREATIVE Intimacy (sharing acts of creating together)
6. CRISIS Intimacy (closeness in coping with problems and pain)
7. EMOTIONAL Intimacy (being tuned to each other's wavelength)
8. INTELLECTUAL Intimacy (closeness in the world of ideas)
9. SEXUAL Intimacy (erotic or orgasmic closeness)
10. SPIRITUAL Intimacy (the we-ness in sharing the meaning of life)
11. RECREATIONAL Intimacy (relating in the experiences of fun and play)
12. WORK Intimacy (the closeness of sharing common tasks)

### DISCUSSION STARTERS:

Each facet of intimacy contains an invitation to explore a richer depth of relating.

Q. What combination of intimacies are important for a parent-child relationship to be healthy?

Q. What ways of sharing are important when dealing with others in the programs?

Q. What are the intimacies that are needed to nurture strong friendships?

Q. What facets of intimacy are necessary for a marriage or life-long partnership to thrive? Why?

**The Next Step:** What facets of intimacy are you now celebrating? Which new ways do you want to explore? Who would you like to share this list with?

**Instructions:** List all the people in your life that you share the following intimacies with. If you include yourself then list how or when you share this intimacy.

1. I share AESTHETIC Intimacy with:
2. I share COMMITMENT Intimacy with: etc,

### CELEBRATE THE FOUR KINDS OF LOVE

STORGE: love between parents their children

PHILIA: love of friends and family

AGAPE: self giving love, altruistic compassion and charity

EROS: self taking love caused by desire and passion for another.

Download a Complimentary Special Report [www.peterdavison.ca/12intimaciesspecialreport.html](http://www.peterdavison.ca/12intimaciesspecialreport.html)

## NOTES

*"Of all the creatures of earth, only human beings can change their patterns.  
We alone are the architects of our destiny. Human beings, by changing the inner  
attitudes of their minds, can change the outer aspects of their lives."*

– William James



## Appreciative Inquiry Interview Questions

### 1. BEST EXPERIENCE

Think about the most fulfilling and engaging time that you have worked in your role at your organization. Recall a time when you felt most alive or most excited about your involvement. Tell me a story about that time. What made it an exciting experience? Who was involved? Describe the event in detail.

### 2. VALUES

What do you value deeply? Specifically:

a. What do you value about yourself and your contribution to your organization.

b. What do you value about your organization?

### 3. LIFE GIVING CORE

What is the life giving core of being a professional working in your organization that allows it to pull through challenging times?

### 4. THREE WISHES

If you had three wishes for deeper fulfillment, satisfaction and engagement at work what would they be?

## Work is Love Made Visible

And if you cannot work with love but only with distaste, it is better that you should leave your work and sit at the gate of the temple and take alms of those who work with joy. For if you bake bread with indifference, you bake a bitter bread that feeds but half our hunger.

– *Kahlil Gibran, The Prophet*



# Seven Keys to Engaging People for Service Excellence

## 1. WELLNESS: Promote Healthy Choices

Our personal magnetism is influenced by our ability to manage all four dimensions of energy. How we stay on top of our game physically, emotionally, mentally and spiritually determines the power we have to invest inside and out.

Download Your Free Wake Up Happy Guide Today [www.peterdavison.ca/wakehappyguide.html](http://www.peterdavison.ca/wakehappyguide.html)

## 2. BELONGING: Create Inclusive Work Cultures

People are multi-dimensional beings and so to are the ways by which we connect. The more we experience and celebrate genuine diversity the more willing we are to give our best with fresh faces, light hearts and bright ideas.

Download your free guide to light-hearted laughter yoga [www.peterdavison.ca/laughyoga.html](http://www.peterdavison.ca/laughyoga.html)

## 3. RECOGNITION: Appreciate Virtues of Character

As blood is to life, communication is to living. How and what we say either builds or defeats, unites and divides, diffuses or escalates. People grow richer inside, become closer and desire better when appreciated and recognized.

Download your free Virtues of Character Study Guide: [www.peterdavison.ca/virtues.html](http://www.peterdavison.ca/virtues.html)

## 4. TRUST: Strengthen Team Harmony

At the heart of every good relationship is a deep well of trust. Through the dynamic use of social and emotional skills we can improve trust and create more profitable client and staff relations.

Contact Lea Brovedani, Emotional Intelligence Expert

Tel 902-835-1623 Email [lea@leabrovedani.com](mailto:lea@leabrovedani.com) Website [www.leabrovedani.com](http://www.leabrovedani.com)

## 5. RESPONSIVENESS: Resolve the Heart of Conflicts

Our choices in relationships with others affect our “way of being” and our capacity to inspire honesty. Dissolve resistant tension, see people as people, be in right relationship to achieve peace of mind and better results.

The Anatomy of Peace helps us See People as People [www.peterdavison.ca/peace.html](http://www.peterdavison.ca/peace.html)

## 6. PERSPECTIVE: Employ Open-Minded Attitudes

Our attitude determines our altitude and our mindsets determine how we cope with stress, manage change, engage problems, judge others and foster creativity. Attitude is contagious, let's make it worth catching.

Learn about Peter's Workshops and Speeches [www.peterdavison.ca/topics.html](http://www.peterdavison.ca/topics.html)

Download addition resources and productivity tools at [www.peterdavison.ca/tools.html](http://www.peterdavison.ca/tools.html)

## 7. SERVICE: Activate Talents to Make a Difference

Our greatest legacy gift is our passionate dedication to serving something bigger than ourselves. When we align our talents, skills and values towards a collective cause or goal we inspire loyalty, passion and certainty in others.

Live Inspired – [www.peterdavison.wordpress.com](http://www.peterdavison.wordpress.com)

Increase Productivity – [www.peterdavison.ca/products.html](http://www.peterdavison.ca/products.html)

Download the Complete Seven Keys Special Report [www.peterdavison.ca/engage.html](http://www.peterdavison.ca/engage.html)

# Seven Minute Unsung Heroes Employee Engagement Audit

**Core Question: How happy and productive is your working environment?**

**Instructions: Strategy One: Perceptions of Others** - Circle your numerical response to each of the following questions regarding your perceptions of the people in your work or team over the last two week period.

**Strategy Two: Honest Self-Assessment** – Complete as a self-evaluation. To be completed by leaders, management teams, the entire staff or units or everyone. Score anonymously.

This audit can be used as pre and post test to measure training effectiveness and degree of change. [Learn How.](#)

<b>1. What are people talking about?</b> (Gossiping or Creating?)				
Other People (Loose Lips)			Ideas and Solutions (Focussed)	
1	2	3	4	5

<b>2. What are people doing?</b> (Drifting or Intentional?)				
Procrastinating			Purposeful	
1	2	3	4	5

<b>3. What are the dominant thoughts?</b> (Weekend Waiting or Loving It?)				
TGIF - Thank God It's Friday!			TBIF - Too Bad It's Friday!	
1	2	3	4	5

<b>4. What do people look like?</b> (Head Down or Smile Up?)				
Heavy Walking, Avoid Eye Contact			Light Step, Eager to Greet	
1	2	3	4	5

<b>5. What is the pace of movement?</b> (Stiff or Smooth?)				
Dragging and Pokey			Swift Certainty Stride	
1	2	3	4	5

<b>6. Where is the organizations vision/mission statement?</b> (External or Internal?)				
Absent/On the Wall to Remind			In Every Heart, Smile and Hand Shake	
1	2	3	4	5

<b>7. How are people treated?</b> (Resistantly or Responsively?)				
As Obstacles, Vehicles or Irrelevant			As People with Talents and Dreams	
1	2	3	4	5

<b>8. What is the working / living space like?</b> (Sloppy or Tidy?)				
Reminders/rules to de-clutter and clean.			Willingly kept fresh and bright.	
1	2	3	4	5

<b>9. Responsibility for Personal/Professional Growth? (Sticks or Carrots?)</b>				
Blaming, Excuses, Disempowering Self			Taking Ownership of Choices/Outcomes	
1	2	3	4	5

<b>10. How do People Deal with Conflict? (Ugly or Healthy?)</b>				
Back Down, Hide and Avoid			Welcome Challenge, Talk and Grow	
1	2	3	4	5

<b>11. What do People Hear Expressed? (Words and Tone)</b>				
Ingratitude, Fault and Criticism			Thanks, Laughter, Appreciation	
1	2	3	4	5

<b>12. Energy, Drive and Commitment (Bench Warmer or Star Player?)</b>				
Close Supervision Required			Trusted and Driven From Within	
1	2	3	4	5

<b>13. Relationship to Change (Cling to Order or Willing Chaos?)</b>				
Closed, Resistant, Sabotage			Open, Receptive, Engaged	
1	2	3	4	5

<b>14. Stress and Mental Health (Neglect or Self Care?)</b>				
Excessive Emotional Expression/Repression			Balanced Living, Peace of Mind	
1	2	3	4	5

<b>15. What are the Personal Dreams and Values? (Who Cares?)</b>				
Unknown, Unexplored and Unshared			Expressed, Aware and Intentional	
1	2	3	4	5
<b>Add up your score. Add points together as circled.</b>			<b>Total:</b>	

## INTERPRET YOUR SCORE

**Score 15 to 35 – Disengaged or Disenchanted** with low discretionary effort. Staff likely require steady external motivation to perform because their hearts are not fully engaged in what they do. **Response:** For short term limited results: Pay more, reward only stars, bribe with perks and incentives. Long term sustainable results: Dedicate proactive culture-shift training to inspire flexible leadership, team spirit, align deeper sense personal values with collective purpose, genuine communication strategies and resolve the heart of conflicts and collusions to clear the way for authentic emotional connections and loyalty.

**Score 35 to 55 – Enrolled or Loosely Engaged** but will slip when not watched. Moderate indication of awareness and contentment that their values of who they are is being expressed through what they are doing. **Response:** Concentrate custom staff development training on areas that require a boost. Start with programs to enhance the lowest scoring topics.

**Score 55 to 75 – Overall Engaged** and leadership can focus energy on building the organization, not managing the people. **Response:** Let the energy flow into quality customer service, patient care, program delivery or enhancing human resources. Leaders need to get out of the way and let the staff do what they love to do and were born to do – create, grow and serve.

# FACING FEELINGS



AGGRESSIVE



AGONIZED



AMUSED



ANGRY



ANXIOUS



APATHETIC



APOLOGETIC



ARROGANT



ASHAMED



BASHFUL



BLISSFUL



BOASTFUL



BORED



CAUTIOUS



COLD



COMPETITIVE



CONCENTRATING



CONFIDENT



CONFUSED



CONNIVING



CONTEMPT



CONTENTED



CRANKY



CREATIVE



CURIOUS



DELIGHTED



DEMURE



DEPRESSED



DETERMINED



DISAPPOINTED



DISAPPROVING



DISGUSTED



DISTASTEFUL



DOMINEERING



EAGER



EAVESDROPPING



ECSTATIC



EFFICIENT



EGOTISTICAL



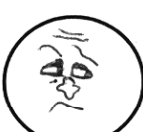
EMBARRASSED



ENRAGED



ENTHUSIASTIC



ENVIOUS



EXASPERATED



EXERCISED



EXHAUSTED



EXPECTANT



FIENDISH



FORGETFUL



FRIGHTENED



FRUSTRATED



GOSSIPY



GRATEFUL



GREEDY



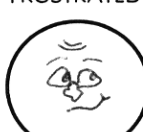
GRIEVING



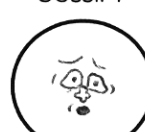
GUILTY



HAPPY



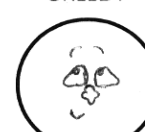
HELPFUL



HELPLESS



HOMESICK



HOPEFUL



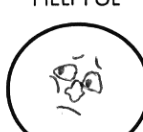
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HOT



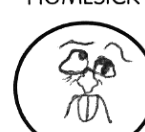
HUNGOVER



HURT



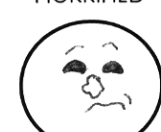
HYSTERICAL



IDIOTIC



IMPRESSED



INDIFFERENT



INFATUATED

# FACING MORE FEELINGS



IRRESISTIBLE



INNOCENT



INSECURE



INSIGNIFICANT



INSPIRED



INTERESTED



JEALOUS



KIND



LAZY



LOADED



LONELY



LOVABLE



LUSTFUL



LOVESTRUCK



MARTYRED



MEDITATIVE



MELLOW



MISCHIEVOUS



MISERABLE



NAUSEATED



NEGATIVE



NERVOUS



NOBLE



NONCHALANT



NOSTALGIC



OBSTINATE



OPTIMISTIC



OVERWORKED



PAINED



PASSIVE



PARANOID



PERPLEXED



PRESSURED



PRUDISH



PUZZLED



REGRETFUL



RELIEVED



RESENTFUL



SAD



SATISFIED



SKEPTICAL



SCHEMING



SEDUCTIVE



SHEEPISH



SICK



SHOCKED



SMUG



SOPHISTICATED



SUCCESSFUL



SULKY



SURLY



SURPRISED



SUSPICIOUS



SYMPATHETIC



TALKATIVE



TEMPTED



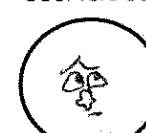
TENDER



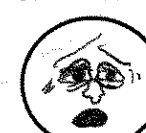
THOUGHTFUL



THREATENED



TIMID



TIRE



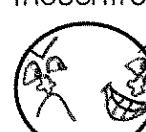
TRANSCENDED



TRIUMPHANT



TURNED-ON



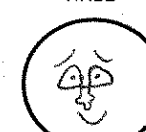
TWO-FACED



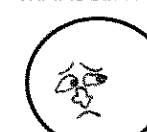
UNDECIDED



UNEASY



VULNERABLE



WITHDRAWN



WORRIED

## Biography of Your Speaker

Peter is driven by his passion for helping people work together for the greater good. His tales and tools enrich relationships and promote productive attitudes that maximize the culture of human potential for service excellence.

Peter engages life with gusto, from his proud roots in small town Nova Scotia to trekking mountains on 3 continents. His international audiences are diverse, from Los Angeles gang members and community leaders in Northern Ireland to big-hearted professionals dedicated to helping others through corporate, public & non-profit organizations. Peter's uplifting speeches and peak performance seminars celebrate hard-working unsung heroes and renew and inspire big-hearted professionals to make a difference in and for the world.

His passion for empowering others began with a decade as an inner-city school teacher. Notable in his career as a training leader and speaker was five years as a public servant with the Nova Scotia Government's Family Violence Prevention Initiative. Peter has celebrated the joy of speaking and the business of making a difference since 1985.

He is co-author of the industry-acclaimed best-selling *Healthy Relationships Curriculum*, a violence prevention program for youth and the program director of *Generation XXL*, a Gemini Award nominated film exploring teenage obesity. In 1995, Peter was honoured with a Global Citizen Award from the Nova Scotia Chapter of the United Nations Association in Canada for his work in promoting peace. His expertise in healthy relationships has been featured in numerous television, radio, and print media interviews.

Peter has been quoted in Oprah Magazine, is living with Parkinson's disease and was proud to become a first-time Dad at age 50. Peter's energy comes from chocolate and his passion for helping people love who they are, who they're with and what they do with their talents in order to leave a job well-done and have more joy to take home to their healthy family.

## How Can Peter Help?

Contact Peter today to explore how he may be helpful with custom program options that support your needs and align to your budget.

**Tel: 902 492 4104 Email Now - Click Here: [peter@peterdavison.ca](mailto:peter@peterdavison.ca)**

Explore Peter's Website [www.peterdavison.ca](http://www.peterdavison.ca)

View Video Clips of Peter's Content and Style

[www.peterdavison.ca/videos.html](http://www.peterdavison.ca/videos.html)

What Motivates the Motivator?

[www.peterdavison.ca/WhyTry.html](http://www.peterdavison.ca/WhyTry.html)

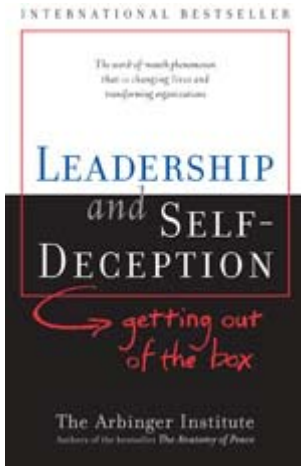


## Recommended Publications

### Leadership and Self-Deception: Getting Out of the Box

*How self-deception kills performance and what you can do about it.*

(Disponible en Francais)



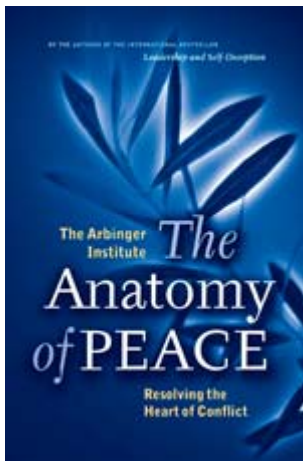
For too long, the issue of self-deception has been the realm of deep-thinking philosophers, academics, and scholars working on the central questions of the human sciences. The public remains generally unaware of the issue. That would be fine except that self-deception is so pervasive it touches every aspect of life. "Touches" is perhaps too gentle a word to describe its influence. Self-deception actually determines one's experience in every aspect of life. The extent to which it does that, and in particular the extent to which it is the central issue in leadership, is the subject of this book.

Arbinger's best-selling books provide an excellent introduction to the problem of self-deception and how to deal with it.

This book is available online at: [www.chapters.ca](http://www.chapters.ca) and [www.amazon.com](http://www.amazon.com)  
Or you may order it from your local bookstore.

### Anatomy of Peace: Resolving the Heart of Conflict

*See people as people and stop perpetuating the problems we are trying to solve.*



What if in our conflicts with others there is something we want more than solutions? What if conflicts at home, conflicts at work, and conflicts in the world stem from the same root cause? And what if individually and collectively we systematically misunderstand that cause, and unwittingly perpetuate the very problems we think we are trying to solve? These are among the important questions explored in The Anatomy of Peace.

Through an intriguing story of parents who are struggling with their children and problems that have come to consume their lives, we learn from once bitter enemies the way to find peace whenever war is upon us. Yusuf al-Falah, an Arab, and Avi Rozen, a Jew, each lost their fathers at the hands of the other's ethnic cousins. The Anatomy of Peace is a story of how they came together, how they help warring parents and children to come together, and how we too can find our way out of the struggles that weigh us down.

While Leadership and Self-Deception focuses on the workplace, The Anatomy of Peace explores the freeing and surprising implications of these ideas in all aspects of life. In addition, while Leadership and Self-Deception explored how to solve self-deception in oneself, The Anatomy of Peace goes beyond, and explores how to spread that solution among others.

This book is available online at: [www.chapters.ca](http://www.chapters.ca) and [www.amazon.com](http://www.amazon.com)  
Or you may order it from your local bookstore.

Visit [www.arbinger.ca](http://www.arbinger.ca)

[www.peterdavison.ca/peace.html](http://www.peterdavison.ca/peace.html)

## Resources Available

Books/Self-Study Guides	Price	Quantity
<p><b>Leadership and Self Deception: Getting Out of the Box</b> <i>How self-deception kills performance and what you can do about it.</i></p>	<b>\$19.95</b>	_____ Leadership
<p><b>The Anatomy of Peace: Resolving the Heart of Conflict</b> <i>See people as people and stop perpetuating the problems we are trying to solve.</i></p>	<b>\$19.95</b>	_____ Anatomy of Peace
<p><b>Healthy Relationships Program</b> <i>A critically-acclaimed violence-prevention guide featuring over 50 activities.</i></p>	<b>\$69.95</b>	_____ Healthy Relationships

### Audio CD's

<p><b>How to Wake Up Happy and Do What You Love! – Audio CD with Study Guide</b> <i>Your days are your life in miniature, rise and shine!</i></p>	<b>\$19.95</b>	_____ Wake Happy CD
<p><b>How to Deal With Difficult People for Good! – Audio CD with Study Guide</b> <i>What if other people are not failed attempts at being me?</i></p>	<b>\$19.95</b>	_____ Difficult People CD
<p><b>Disk 1: Inspired Living – Disk 2: Fulfilling Work</b> <i>A double disk set featuring the infamous chocolate meditation and other insights!</i></p>	<b>\$19.95</b>	_____ Inspired Insights CD

### Video DVD's

<p><b>Dreamweavers: A Guide to Awakening Intentional Living – DVD with Study Guide</b> <i>The easiest way to realize your dreams is to wake up...</i></p>	<b>\$19.95</b>	_____ Dreamweavers DVD
<p><b>The Four Dimensions of Living Well – DVD</b> <i>Each of us has an instrument to play in the vast orchestra of humanity, play strong!</i></p>	<b>\$19.95</b>	_____ Living Well DVD
<p><b>Seven Keys to Unlocking Employee Engagement – DVD</b> <i>Strategies to maximize the culture of human potential</i></p>	<b>\$19.95</b>	_____ Engagement DVD

### FUNN\* Stuff (\* Functional Understanding Not Necessary)

<p><b>Genuine Backwards Clock - 12 inch face</b> <i>Choose Your Perspective</i></p>	<b>\$14.95</b>	_____ Backwards CLOCK
<p><b>Portable Stress Buster Devices – aka. Red Foam Clown Noses (Bunches of 36)</b> <i>Laughter is the shortest distance between people</i></p>	<b>\$12.95</b>	_____ Bunch of 36 Noses

Please include applicable sales taxes for your province. Payment in Canadian Currency.

Subtotal: \$ \_\_\_\_\_

**Option 1:** Order Online [www.peterdavison.ca/products.html](http://www.peterdavison.ca/products.html)

Plus Applicable Sales Tax \_\_\_\_\_

**Option 2:** Fax this Completed Form to 902 832 9211

(\$20 on orders over \$100) Plus \$7 Shipping \_\_\_\_\_

**Option 3:** Mail with PO or Cheque Peter Davison Seminars,  
66 Doyle Street, Bedford, Nova Scotia, CA B4A 1K5

**Total:** \$ \_\_\_\_\_

Name \_\_\_\_\_ E-Mail \_\_\_\_\_ Tel \_\_\_\_\_

Address \_\_\_\_\_ Post Code \_\_\_\_\_

# **Quick Links to Energize Unsung Heroes and Teams**

## **Deeper Sleep**

*Me thought I heard a voice cry "Sleep no more! Macbeth does murder sleep," the innocent sleep, Sleep that knits up the ravell'd sleeve of care, The death of each day's life, sore labor's bath, Balm of hurt minds, great nature's second course, Chief nourisher in life's feast." - William Shakespeare*

**Download your Free Wake Up Happy Guide Today**

[www.peterdavison.ca/wakehappyguide.html](http://www.peterdavison.ca/wakehappyguide.html)

## **Laugh More**

**Download your free guide to light-hearted laughter yoga at**

[www.peterdavison.ca/laughyoga.html](http://www.peterdavison.ca/laughyoga.html)

## **Change Responsively**

**Change: Nothing stays the same, not for a moment, for an hour, for a day or a lifetime.**

[www.changecycle.com](http://www.changecycle.com)

## **Honor and Recognize to Build Character**

Appreciation and gratitude creates a positive environment where people feel encouraged to do their best and the gifts of character are reinforced by appropriately linking with behavior.

**Download a FREE VIRTUES STUDY GUIDE today:**

[www.peterdavison.ca/virtues.html](http://www.peterdavison.ca/virtues.html)

## **See People as People**

**Recommended Resource: The Anatomy of Peace: Resolving the Heart of Conflict**

[www.peterdavison.ca/peace.html](http://www.peterdavison.ca/peace.html)

## **Get Results**

**Download addition resources and productivity tools at**

[www.peterdavison.ca/tools.html](http://www.peterdavison.ca/tools.html)

## **Live Inspired**

**Read Peter's Special Report Blog**

[www.peterdavison.wordpress.com](http://www.peterdavison.wordpress.com)

## **Book Peter for Your Next Conference or Events**

**Learn about Peter's Workshops and Speech Topics**

[www.peterdavison.ca/topics.html](http://www.peterdavison.ca/topics.html)

**View Peter's Content and Style**

[www.peterdavison.ca/videos.html](http://www.peterdavison.ca/videos.html)

## Feedback / Follow-up Form



**Peter Davison**  
Helping You Love Who  
You Are, Who You're  
With and What You Do!

*Print Neat as You Please*

Name \_\_\_\_\_  
Organization \_\_\_\_\_  
Title \_\_\_\_\_  
Community \_\_\_\_\_  
Phone (       ) \_\_\_\_\_  
Email \_\_\_\_\_

- Yes, please subscribe me to Peter's free Email Special Reports!  
 Please send me "7 Keys to Engaging People For Service Excellence!"

1. Three valuable ideas/reminders that I am taking away from this session are..

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2. What did Peter say that you want to know more about?

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3. What didn't Peter talk about that you want to know more about?

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4. What is the one thing that bothers you most about what you are doing?

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5. Would you like Peter to contact you about any of the following services?  Yes, please  No, thanks

If yes, which services? Please check all that apply.

- Learning how Peter's speeches or seminars could benefit future events/meetings.  
 Recommending Peter to colleagues or another group - Contact: \_\_\_\_\_  
 Exploring professional coaching and individual support options.  
 Other \_\_\_\_\_

***Please give this sheet to Peter or leave it on your chair/table for pickup***

*No Notes Please*

*1. PLEASE COMPLETE*

*the other side of this sheet*

*2. Rip it out*

*and*

*3. Pass it in at the end of the program*