



**NATIONAL MANAGERS' COMMUNITY
9th ANNUAL PROFESSIONAL DEVELOPMENT FORUM**
Engagement: Connecting Communities
Palais des Congrès, Montréal, Canada
March 1 to 4, 2010

*Workshop:
Juggling Conflicting Demands and Priorities
March 2, 2010 – English
1:00 – 4:30*



AGENDA

*Saying No with skill, poise and impact
Practicing acceptance and letting go
Harnessing your energy for full engagement*

1:00 – 2:45

- ❖ Opening
- ❖ The Power of a Positive No

2:45 – 3:15

- ❖ Health & Networking Break

3:15 – 4:30

- ❖ Accepting and Letting Go
- ❖ Harnessing Your Energy for Full Engagement
- ❖ Closing



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The Power of a Positive No
Worksheet

What do you want to say No to?

Uncovering your Yes!

- What *value* or objective deeply matters to you in this situation...with this person?

- What are you seeking to *create* by saying No? What other activity or person are you wanting to say Yes to?

- What are you seeking to *protect* by saying No? What core interest of yours is at risk if you say Yes or simply continue to accept the situation or other's behaviour?

- What are you seeking to *change* by saying No? What is wrong with the situation or the other's behaviour and what would be improved if that situation or behaviour changed?

Empowering your No.

- What is it you *want* to say No to now, based on your Yes?



- Do you have the *interest* in saying No? Will saying No protect or advance a key interest of yours?

- Do you have the *power* to say No? Do you have the ability to sustain your No and ride out the reaction in this situation/by another person? Is your Plan B (my backup plan) sound?

- Do you have the *right* to say No? Are you allowed to say no in this situation? Will you be breaking the law or a written agreement by saying No?

Respecting your way to Yes?

- How can you *respect* this person/situation rather than reject them/it? The more powerful the No you intend to deliver, the more respect you need to show. Respect is the key that opens the door to the other's mind and heart.

- How can you be *assertive* without being aggressive? No is the word we use to express our power. When we overdo our No, it comes across as an attack, when we underdo our No it comes across as hesitant.

- How can you *respond* rather than react? Responsive behaviours are about choice and is a win/win perspective. Reactive behaviours are about no choice and a win/lose perspective.

- What *options* can you propose that respect yourself and the other person/people in this situation? As you close one door, open another. Offer a third option. Make a constructive request. Propose an outcome of mutual respect. End on a positive note.

Don't just say NO
Say: Yes! No. Yes?

Why do angels fly?



They take themselves lightly



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Acceptance and Letting Go
Worksheet

1) Who do I hold myself to be? I am someone who is _____

2) What behaviours, attitudes, expectations result from this? _____

3) How have this image & these behaviours served me? What have they allowed for? _____

4) How have this image & these behaviours not served me? What have they limited? _____

5) What would happen if I let go of this image? Would I be willing to let go for just a minute?
What would it look like/feel like if I let go of this image of myself? _____

Points to remember:

- ☉ It's all invented
- ☉ Rule #6
- ☉ The way things are
- ☉ Where there is no resistance, there is no stress

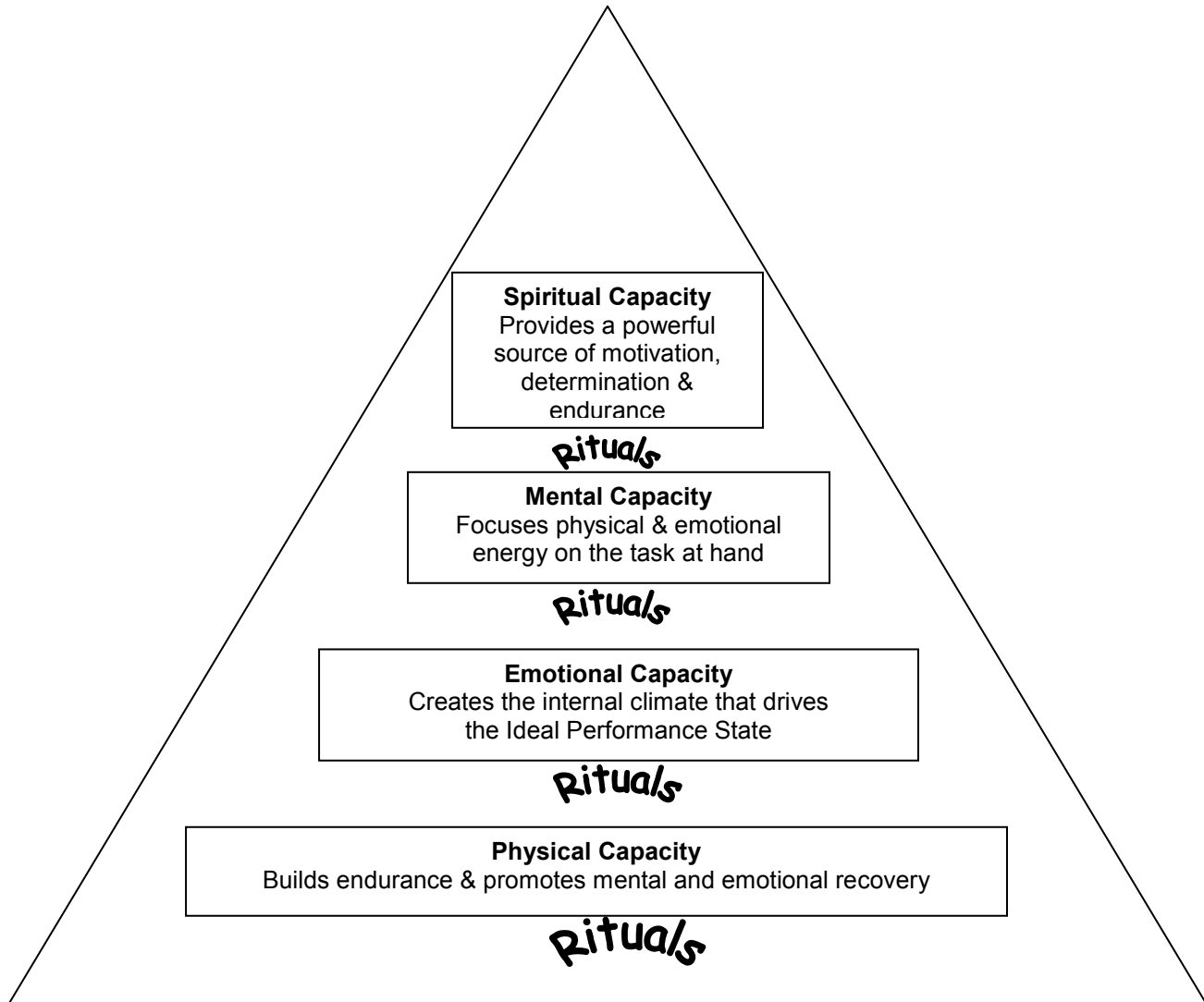


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The High-Performance Pyramid



Peak performance in business has often been thought of as a matter of sheer brainpower; however, when performance is seen as a pyramid that empowers the *whole person*, it takes on a different meaning. Physical well-being is its foundation. Above that rests emotional health, then mental acuity, and at the top, a sense of purpose. The *Ideal Performance State* – peak performance under pressure – is achieved when all levels are working together. Rituals that promote oscillation – the rhythmic expenditure and recovery of energy – link the levels of the pyramid. For instance, vigorous exercise can produce a sense of emotional well-being, clearing the way for peak mental performance.



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**Harnessing your Energy for Full Engagement
Rituals Worksheet**

Ritual Area	Looking Back (4 weeks)	Looking Forward (4 months)
<p>Physical Capacity: Quantity of Energy</p> <ul style="list-style-type: none"> • Physical Activity: endurance, strength, flexibility • Nutrition & water • Sleep • Recovery habits 		
<p>Emotional Capacity: Quality of Energy</p> <ul style="list-style-type: none"> • Positive thinking • Breathing & relaxation • Stress Management • Personal Relationships 		<p align="right">...cont'd</p>



Ritual Area	Looking Back (4 weeks)	Looking Forward (4 months)
<p data-bbox="136 344 586 415">Mental Capacity: Focus of Energy</p> <ul data-bbox="136 420 586 1014" style="list-style-type: none"> <li data-bbox="136 420 586 483">• Concentration & focus <li data-bbox="136 567 586 630">• Visualizations <li data-bbox="136 714 586 777">• Time management <li data-bbox="136 861 586 924">• Renewal habits 		
<p data-bbox="136 1014 586 1085">Spiritual Capacity: Force of Energy</p> <ul data-bbox="136 1089 586 1619" style="list-style-type: none"> <li data-bbox="136 1089 586 1152">• Values clarification <li data-bbox="136 1236 586 1299">• Sense of purpose <li data-bbox="136 1383 586 1446">• Authenticity: walking the talk <li data-bbox="136 1530 586 1593">• Reflection habits 		



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