

OUTPERFORMING VIDEO SERIES

THRIVING THROUGH CHANGE

- ✓ Change is inevitable and the most important thing is your _____ of it!
- ✓ 1. _____ the Change!
- ✓ 2. Rally with Other People Around You
- ✓ 3. See the _____.

RAISING YOUR PERSONAL STANDARD OF EXCELLENCE

- ✓ The starting point to enhancing any area of your life is to raise your standards!
- ✓ 1. What are Your Standards for Your High Performance?
- ✓ 2. What are Your Standards for Your Health?
- ✓ 3. What are Your Standards for Your Happiness?

CREATING A HIGH PERFORMANCE CULTURE

- ✓ 1. Clarify Roles (Role _____ and Role _____)
- ✓ 2. Create a Safe, Trusting Environment
- ✓ 3. _____ and Collaborate
- ✓ 4. Challenge People to Raise the Bar



STAYING HEALTHY, HAPPY & HIGH PERFORMING WHILE TRAVELING

- ✓ What makes traveling so difficult is the management of _____
- ✓ Drink _____ & _____ Often.
- ✓ Be Productive in the Morning
- ✓ Have an _____ of _____!

DEALING WITH DIFFICULT PEOPLE

- ✓ 1. _____ and Stay Calm 😊
- ✓ 2. Seek to Understand the _____.
- ✓ 3. Set Limits & Boundaries

PROVIDING EXCEPTIONAL CUSTOMER SERVICE

- ✓ *“People will not remember what you _____ or what you _____, but they will always remember how you make them _____.”*
- ✓ 1. Define the Specific _____ You Want People to Have.
- ✓ 2. Treat Your _____ Like Your _____.
- ✓ 3. The Little Things Are BIG Things.
- ✓ 4. Play the Long Game (*“No Short Term _____ for Long Term _____.”*)

