



1



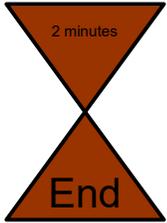
2



3

Take 2 minutes to brainstorm where a "but" could be in your service:

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-
-



4

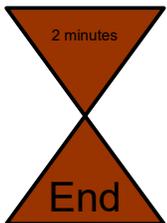
Attitude *NOT* Answers



5

List 2 actions you could take to change how people **feel** about their experience with you:

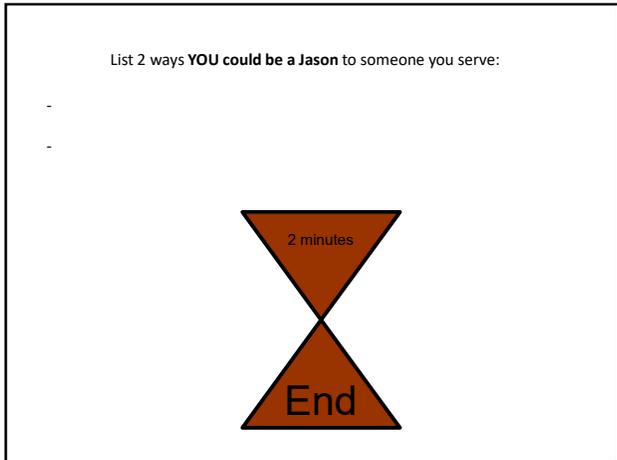
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6



7



8



9



Signed books available after speech



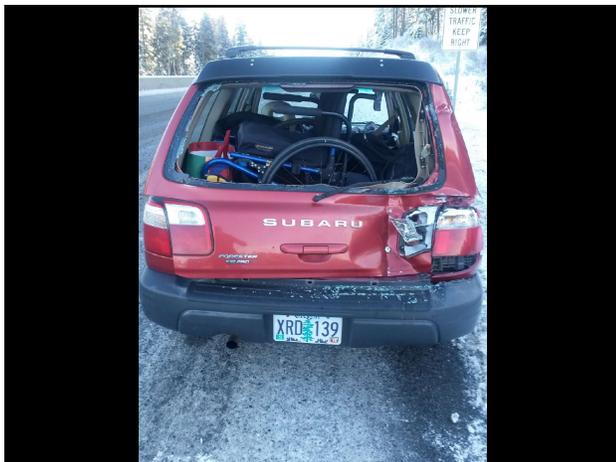
Inspiration to Action Cards

10

Attitude *NOT* Answers



11



12



13
