

RECHARGE, REENERGIZE,
REFOCUS

Peak Performance For
Exceptional Guest Service

MAMMOTH CHAMBER OF COMMERCE
PEAK PERFORMANCE PROGRAM KICKOFF

MURRAY BANKS

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WHO YOU ARE MAY BE AS IMPORTANT AS WHAT YOU KNOW

Pressure & fatigue alter your persona, which affects interaction with guests
Your leadership sets the tone for morale, focus & teamwork among colleagues
Energy, enthusiasm, optimism and humor are contagious among a small team
“If you do not have positive energy that is contagious, whatever you do have is also contagious.”

YOUR LIFE COMES TO WORK WITH YOU AND LEAKS OUT - CONTROL WHAT YOU CAN

When the pressure is on, and for Peak Performance, keep your life in balance
Your wellbeing affects your stamina, energy, attitude & ability to focus
Eat smart for alertness & energy, workout for stamina & toughness
Laugh, have fun, recharge daily
“You can tell a lot about a person by what they take two at a time, pills or stairs!”

YOUR SUCCESS WILL REQUIRE A

“LAVA LAMP PHILOSOPHY”

Always learning, changing, flexing, adapting
Becoming resilient, agile, responsive, no-limits
Progressing to bold, imaginative, innovative, disruptive
When things don't turn out as planned, stay focused
Avoid “Psychosclerosis” (hardening of the attitude)
“The illiterate of the future are not those who cannot read and write,
but those who cannot learn, unlearn and relearn!”

TEAMWORK, COLLEGIALITY, COLLABORATION

Build a sense of fun working on your team
Never allow “G.G.” in your meetings or break room
Make shift meetings concise, but motivating - set the tone for the day or shift
“It's Show Time!”

WHAT YOU FOCUS ON... EXPANDS

Optimism & problem solving enhance morale, empower colleagues and please our guests
Always guide the focus to outcomes you want, rather than obstacles you encounter
Complaining is easy, action is tougher... be the inspiration for positive action among colleagues
Use the “10/90” rule in every meeting
“Tenacity is easier when you have no choice!”

MORE QUOTES FROM MURRY'S PRESENTATION...

"It's SHOWTIME every day!"

"Go the "B.A.R." when you need to (Breathe And Refocus)"

"The disposition of the leaders becomes the disposition of the organization."

"The disposition of the leaders becomes the disposition of the staff. The disposition of the staff becomes the disposition of everyone we come in contact with."

"Laughter is the shortest distance between two people."

"What got us here, won't get us there."

"You get what you want buy using what you've got"

"When you are going through Hell, keep going!"

"When the rate of change on the outside exceeds the rate on the inside... you're finished!"

"Have you noticed that when you are tired and stressed, people around you get real stupid?"

"Beware the lollipop of mediocrity... lick it once and you suck forever!"

"Anticipating change is more difficult than the executing the change!"

CAVE DWELLERS are the colleagues who are Consistently Against Virtually Everything!"

"Your world is changing so fast that the person who says it can't be done is generally interrupted by someone else doing it!"

"If we always do what we've always done... we'll always get what we've always got!"

"You can tell your susceptibility to "psychosclerosis" by the amount of pain you feel when you come in contact with a new idea."

"Take the stairs, not the escalator!"

"If you look for obstacles, you will find them. If you look for solutions, you will find them."

"A positive attitude will not solve all your problems, but it sure will annoy enough people to make it worth the effort!"

QUALITIES WE LOVE IN OUR COLLEAGUES

FOCUSED
DETERMINED
HARD WORKING
GOAL ORIENTED

While being...

HUMBLE
GRACIOUS
INQUISITIVE
INTROSPECTIVE

While being...

CHEERFUL
ENERGETIC
FUN LOVING
EMPATHETIC

We communicate with...

BODY LANGUAGE
TONE OF VOICE
EYE CONTACT
EXPRESSIONS

We strive to be...

PROFESSIONAL YET FRIENDLY
SCIENTIFIC YET APPROACHABLE
DISCIPLINED YET ADAPTABLE

LINKS TO MURRAY'S FAVORITE VIDEOS...

IT'S SHOWTIME! - every time you walk into your office.

<http://www.youtube.com/watch?v=LUapZhcsdx8>

HERDING CATS – leading creative colleagues is a lot like herding cats <http://www.youtube.com/watch?v=Pk7yqlTMvp8>

DO YOU KNOW WHO I AM? - Student in exam hall, colleagues become like their leaders

http://www.youtube.com/watch?v=_CqgnZhb--Q

BROKEN ESCALATOR – don't take the easy way in life

<http://www.youtube.com/watch?v=47rQkTPWW2I>

PIANO STAIRS – incorporating fun into a task helps people change behavior

<http://www.youtube.com/watch?v=hMOQHsWfOB4&feature=fvst>

RUBBISH BIN – incorporating fun into a task helps people change behavior

<http://www.youtube.com/watch?v=r5x7xoB8NW4&feature=related>

TEAM WORK - Bud Light airplane commercial. Some of our colleagues need encouragement and support to have no-limits, imagination, innovation and creativity

<http://www.youtube.com/watch?v=KQgJNTG9xEc>

OLD COUPLE STEERING WHEEL – have fun and don't be thrown off by the unexpected

<http://www.youtube.com/watch?v=JIUHd4qrAGQ>