

# Holistic Services Group

- Workplace Wellness Programs
- Stress Management & Resiliency Coaching
- Keynotes
- Corporate Health Workshops
- Team Building
- Expos
- Off-sites
- HR Wellness Consulting & Support
- Leadership Training & Development

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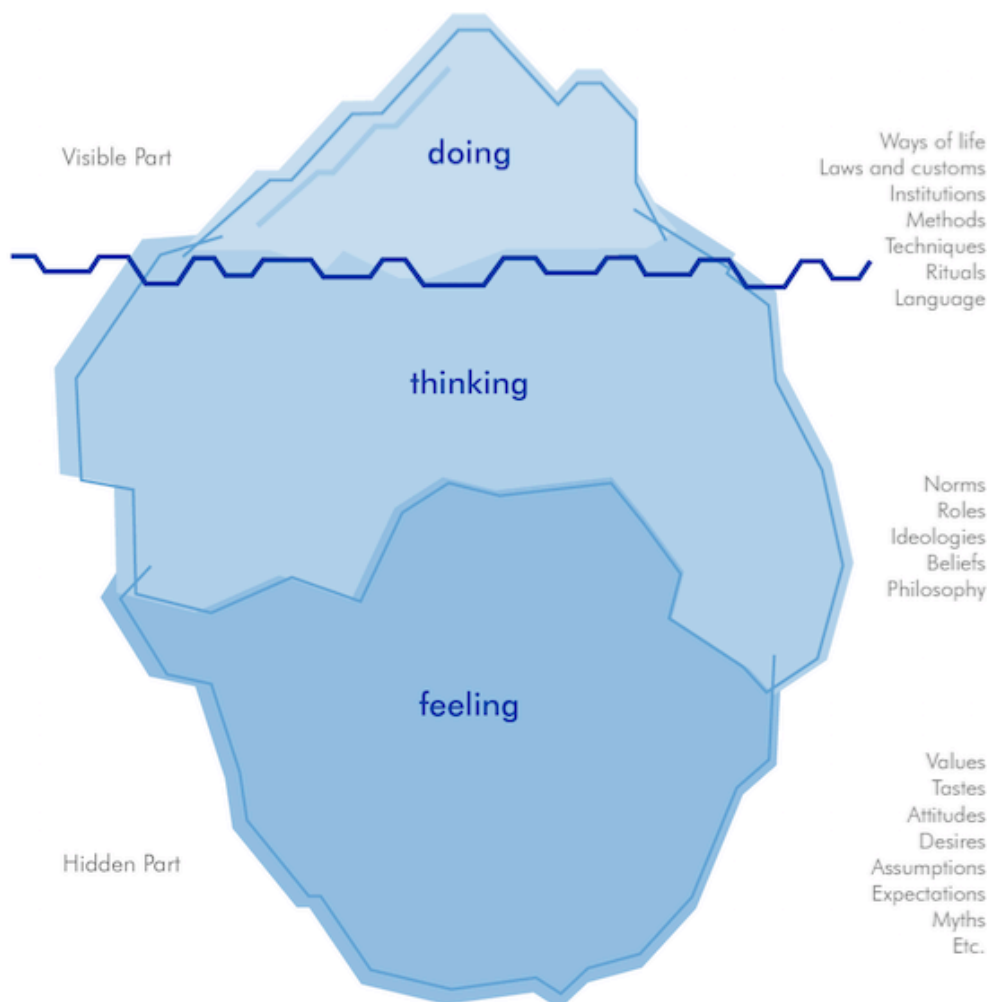
**ELEVATE YOUR MINDSET**  
**MAY 2020**

## The Unseen World of Your Mindset The Iceberg Model of Culture

In supporting you to elevate your mindset, it's valuable to understand what's underneath, we will begin with a Canadian model known as 'The Iceberg Model of Culture'.

When seen on the surface of the water, only approximately 10% of the iceberg is in view, with most of it remaining below the surface, unseen. This model is useful in helping us understand our behaviours, responses, and reactions to people, experiences, and change.

**OUR THOUGHTS, FEELINGS, AND ACTIONS TOWARD SELF AND OTHERS = OUR VIEW OF LIFE**



Adapted from: Guy Rocher, Introduction à la sociologie générale, Tome 1, 1969

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## Attitude Is Everything: The Benefits of Optimism and Gratitude

*"There is a mismatch between what science knows and what business does."*

**Daniel Pink, Psychologist.**

*"People who are happy at work are 31% more productive, sell 37% more and are three times more creative. They make better team players, handle change more effectively, become more positive and are much more engaged."* Amanda Gore, Joy Expert

*"People are 43% more productive if they are engaged."* Hay Group

*"The results of over 200 scientific studies on nearly 275,000 people - found that happiness leads to success in nearly every domain of our lives, including marriage, health, friendship, community involvement, creativity and in particular, our jobs, careers and business. Data abounds and shows that happy workers have higher levels of productivity, produce higher sales, perform better in leadership positions and receive higher performance ratings and higher pay, they also enjoy more job security and are less likely to take sick days, to quit or become burned out."* From The Happiness Advantage by Shawn Achor, who studied this at Harvard Business School.

*"What neuroscience is telling us is that creativity and engagement are essentially about making people happier ... It's what is called a "toward state" in the brain. In that state, workers feel curious, open minded, happier, and interested in what they are doing."* David Rock, author of *Your Brain at Work*, and co-founder of the NeuroLeadership Institute.

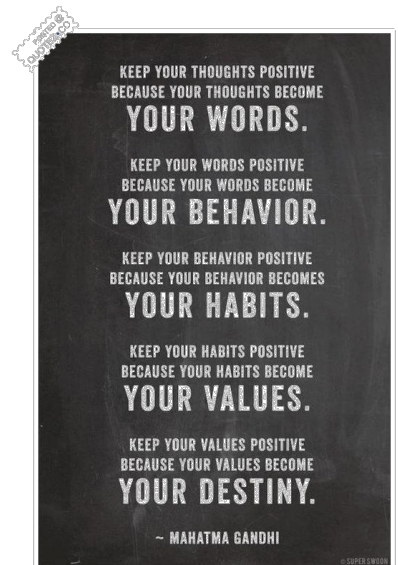
*"A five-minute a day gratitude journal can increase our long-term wellbeing by more than 10%. That's the same impact as doubling our income."* Happier Human Project

*"Keeping a gratitude journey caused participants to report 16% fewer physical symptoms; 19% more time spent exercising; 10% less physical pain; 8% more sleep, and 25% increase sleep quality."* Counting Blessings Versus Burdens

*"Gratitude has been proven to: improve our physical health by supporting us to exercise more, reduce toxic emotions, increase happiness and reduce depression, enhance empathy and reduce aggression, help us sleep better, improve our ability to win friends and create better ongoing relationships with new acquaintances, improve self-esteem and optimal performance, foster resilience and reduce stress, particularly during trauma and the worst times of life. Developing an attitude of gratitude is one of the simplest ways to improve our quality of life."* Psychology Journal

*"A gratitude visit reduced depressive symptoms by 35% for several weeks; a gratitude journal lowered depressive symptoms by 30% or more for as long as the practice was continued."* Positive Psychology Progress

*"The emotions of appreciation and gratitude have been shown to induce the relaxation response."* The Grateful Heart



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## Top Essentials to Achieving and Sustaining an Elevated Mindset ...

### START YOUR DAY GREAT; SET YOUR MINDSET

***Your Intention + Daily Action = Your Experience of Life***

When we want to achieve EXTRAordinary results and fulfilment in our work, career, or life, we need to get laser focused on what it is we really want, and create a crystal clear on where we want to go. Having a clear result or outcome and consistently focusing on it immediately changes your behaviour, giving you the momentum, you need to take small actions daily that will lead to massive positive transformation.

The energy and flows of your life goes to where your attention is focused .... Whatever it is you choose to focus your attention on becomes more prominent in your life. It's one of those "hidden in plain sight" concepts; almost too obvious for people to fully grasp and consistently apply. *Your attention, your focus, is an aiming of energy.*

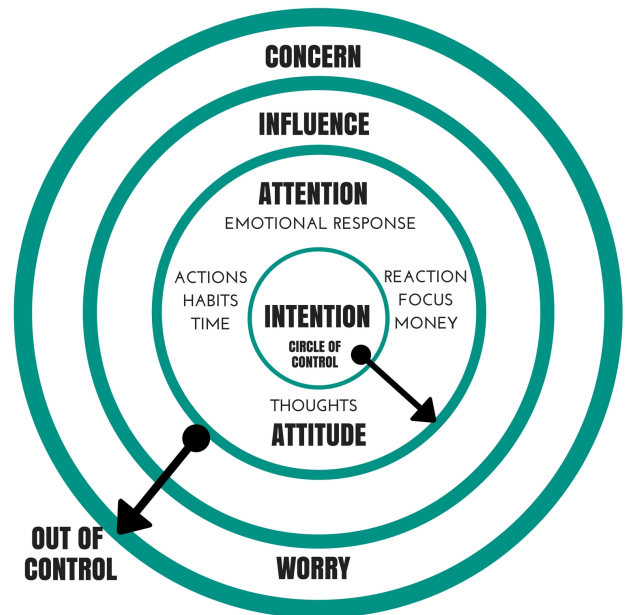
It may not be that there is more of it present in your life, it's simply that once you start to focus on it your brains reticular activating system (or RAS) starts to see and perceive more of this. As an example recall a time when you started to think about buying a particular item, maybe a car or an outfit, and then all of a sudden you start to see this item everywhere, this is your RAS working.

The RAS is a diffuse network of nerve pathways in the brainstem connecting the spinal cord, cerebrum, and cerebellum, and mediating the overall level of wakefulness, or consciousness. The neuronal circuits of the RAS are modulated by complex interactions between a few main neurotransmitters. The RAS contains both cholinergic and adrenergic components, which exhibit synergistic as well as competitive actions to regulate thalamocortical activity and the corresponding behavioural state.

Through intention, you can get your RAS fired up, and focused on what it is you want to see, feel and experience more on in your life. This is why intention is the starting point of every dream, creation and positive change and transformation in all areas of your life. It is the creative force which that fulfils all of your needs, whether for money, relationships, love, health, happiness ... the list is endless.

The sages of India observed thousands of years ago that our life is ultimately shaped by our deepest intentions and desires. The classic Vedic text known as the Upanishads declares:

*"You are what your deepest desire is. As your desire is, so is your intention. As your intention is, so is your will. As your will is, so is your deed. As your deed is, so is your destiny."*



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## **CONTINUE YOUR DAY GREAT**

### **Why Kindness Matters?**

#### **1) Kindness is contagious.**

*"Elevation, a term coined by Thomas Jefferson, is different from regular happiness, it's a specific emotion that we experience only when we see someone else engaged in virtuous acts."*

A study done by the University of California; the University of Cambridge and the University of Plymouth was the first of its kind to systematically document the tendency in human nature to do good deeds. It proved that when we see someone else help another person it gives us a good feeling, which in turn causes us to go out and do something altruistic ourselves.

*"When you feel this sense of moral 'elevation' not only do you say you want to be a better person and help others," said Simone Schnall, of Cambridge, the lead researcher. "But you actually do when the opportunity presents itself."*

Researchers performed two experiments in which they showed viewers a nature documentary, a funny TV clip or an uplifting segment from the Oprah Winfrey Show, and then asked them to voluntarily help with another task. In both cases, participants that watched Oprah and subsequently experienced the elevated feeling were more likely to help.

When we're kind we inspire others to be kind and studies show that it actually creates a ripple effect that spreads outwards to our friends' friends' friends – to 3-degrees of separation. Just as a pebble creates waves when it is dropped in a pond, so acts of kindness ripple outwards touching others' lives and inspiring kindness everywhere the wave goes.

#### **2) Kindness Makes us Happier**

When we do something kind for someone else, we feel good. On a spiritual level, many people feel that this is because it is the right thing to do and so we're tapping into something deep and profound inside of us that says, 'This is who I am.'

On a biochemical level, it is believed that the good feeling we get is due to elevated levels of the brain's natural versions of morphine and heroin, which we know as endogenous opioids. They cause elevated levels of dopamine in the brain and so we get a natural high, often referred to as 'Helper's High'.

#### **3) Kindness Is Good for the Heart**

Acts of kindness are often accompanied by emotional warmth. Emotional warmth produces the hormone, oxytocin, in the brain and throughout the body. Of recent interest is its significant role in the cardiovascular system.

Oxytocin causes the release of a chemical called nitric oxide in blood vessels, which dilates (expands) the blood vessels. This reduces blood pressure and therefore oxytocin is known as a 'cardioprotective' hormone because it protects the heart (by lowering blood pressure). The key is that acts kindness can produce oxytocin and therefore kindness can be said to be cardioprotective.

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## 4) Kindness Slows Ageing

Ageing on a biochemical level is a combination of many things, but two culprits that speed the process are Free Radicals and Inflammation, both of which result from making unhealthy lifestyle choices.

But remarkable research now shows that oxytocin (that we produce through emotional warmth) reduces levels of free radicals and inflammation in the cardiovascular system and so slows ageing at source. Incidentally these two culprits also play a major role in heart disease so this is also another reason why kindness is good for the heart.

There have also been suggestions in the scientific journals of the strong link between compassion and the activity of the vagus nerve. The vagus nerve, as well as regulating heart rate, also controls inflammation levels in the body. One study that used the Tibetan Buddhist's 'Loving Kindness Compassion' meditation found that kindness and compassion did, in fact, reduce inflammation in the body, mostly likely due to its effects on the vagus nerve.

## 5) Kindness Improves Relationships

This is one of the most obvious points. We all know that we like people who show us kindness. This is because kindness reduces the emotional distance between two people and so we feel more 'bonded'. It's something that is so strong in us that it's actually a genetic thing. We are wired for kindness.

Our evolutionary ancestors had to learn to cooperate with one another. The stronger the emotional bonds within groups, the greater were the chances of survival and so 'kindness genes' were etched into the human genome.

So today when we are kind to each other we feel a connection and new relationships are forged, or existing ones strengthened.

SOURCE: References to all studies and research can be found in David R Hamilton, PhD., 'The Five Side Effects of Kindness' (Hay House, February 2017).

### Kindness Stats and Facts:

- People who performed a single kind act a day for ten days experienced a significant increase in overall happiness than those who didn't. (*Journal of Social Psychology*)
- Remembering past acts of kindness can make you happier and more likely to perform more kindness. This is known as a Positive Feedback Loop. (*Harvard University and the University of British Columbia*)
- Viewing acts of kindness has also been shown to cause elation, warmth, and a strong desire to help and connect with others. This effect, known as "Peak Experience." (*Abraham Maslow and Jonathan Haidt*)
- Happiness from kind acts is increased even further if the acts are varied. (*Stanford University*)
- Viewing, receiving and performing kind acts can lead to calmness, relaxation, less headaches, eased pain, lower blood pressure and increased energy levels. (*Allan Luks and Peggy Payne*)
- Kindness has been shown to cause decreased levels of loneliness and helplessness; as well as an increased sense of euphoria, exhilaration, satisfaction and wellbeing.

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## **ELEVATE YOUR STATE: SEWING THE SEEDS OF KINDNESS**

**Today ... I choose to make a greater, kinder, commitment to myself by ...**

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**Write Positive Sticky Notes ...** A simple, easy way to raise the spirits of friends, family, colleagues (and strangers!) PLUS yourself ...

- A simple and quick way to brighten up someone's day, including your own
- Grab a stack of sticky notes and spend five minutes writing positive statements on them. Then place the sticky notes anywhere that needs a little kindness like an office, a bus stop, a bathroom mirror, a parked car, a hallway, or hidden around your home!

**Here are a few phrases to get you started:**

- You know who's awesome? Read that first word again.
- Throw kindness around like confetti.
- Hey, you're great.
- Make a difference today.
- BEing you today is more than enough.
- One kind word can change someone's entire day.
- Be the reason someone smiles today.
- Psst...you're awesome.





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## CONTINUE YOUR DAY OF KINDNESS

### ELEVATE YOUR MINDSET: SHARE THE KINDNESS LOVE!

*"How others treat the CEO says nothing, they say. But how others treat the waiter is like a magical window into the soul." - Del Jones*

**Random Words of Thanks:** When was the last time you received a handwritten note? Let's change that for someone in your life. Who are the unsung heroes in your team, family, life or world? Write an anonymous (or not) letter to show them that you appreciate and are grateful for them.

There's something about a handwritten note that just feels more meaningful than a text or email. It's personal and something that you can hang on to forever! Next time you want to share appreciation for someone, do it the old school way and get out your pen and paper and start writing.

**Random Words of Kindness:** Where do you see kindness in your office? Create a notice board that provides your team with opportunities to recognise and share messages of kindness with each other.

**Random Acts of Appreciation:** Take time to write letters, secret kindness post it notes or put up signs showing your appreciation for the people who take care of and clean your office! Keep your office so clean that they won't have anything to pick up after you.

**Random Acts of Acknowledgement:** Have you ever heard of "The Waiter Rule"? Basically it says that the way someone treats the wait staff at a restaurant shows how they often feel about, and treat, those who are perceived to be of a lower status (now remember this is only a perception, in my world every role in the world is to be respected appreciated and honoured). On the other hand, those who are kind, considerate and appreciative of their wait staff, uber drivers, coffee crew or any that serves us daily, are often happier and more successful in their lives.

Make a little effort to make eye contact with the person serving you. Smile. Ask how they are doing. They are often dealing with many things 'behind the scenes' both personally and in their job that the customer never knows about. Be compassionate if your food, or coffee, isn't ready as quickly as you'd like or if they are running late.

**Random Acts of Kindness and Generosity:** How often do you arrive at the grocery store and you can't find a coin. Surprise someone and leave a coin in the trolley with a note that says "today's your lucky day, this ones on me." OR how about buying a coffee for the person behind you? Yay for more kindness!!

**Random Acts of Laughter:** Start telling jokes, watching funny videos on YouTube, or whatever makes you laugh and share your laughter with others! Laughter should be listed as a super food. We know, it's not a food, but it's got the same number of benefits as all the super foods combined! It is SO GOOD for your health.

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## Integrating PRESENCE and Mindful Breath and Pause into Your Everyday

### Starting your day

**Start each morning with a basic deep breathing exercise to help relax your nervous system, oxygenate your blood and bring you into flow.**

1. Exhale all the air in your lungs, breathing out all the tension and stress within your mind and body
2. Breathe in through your nose for a count of six, filling every part of your being with this vital energy force
3. Next, hold your breath gently to the count of four. Ensuring you are not holding any tension in your body or chest as you do this. Allowing yourself to drop your shoulders and feel the power of your breath flowing throughout your body
4. Then, exhale your breath through your mouth to the count of six, feeling yourself letting go of anything which no longer serves you
5. Continue this cycle of breathing at least 10-15 times, ensuring you are not rushing your breath or your count. Let any thoughts that come in gently float away as you surrender to the experience and flow of your breath.

### Throughout your day .....

#### **Ahhhh Breath**

Every time throughout your day you find yourself feeling stressed or anxious take in a deep breath through the nose, and then slowly exhale through the mouth, and if you can letting out the sound “Ahhhhh” as loudly as you can. Repeat this until you feel calm once again.

This breathing exercise interrupts the anxious mind, and fuels the nervous system with life force as it connects you with the flow. If you are in the office, or unable to exhale with sound, try lifting and dropping your shoulders as you complete this exercise to feel the tension within your neck and shoulders release along with your breath.

#### **Taking Time to Breathe: The Power of the Pause**

No matter what commitments you have throughout your days start to allocate five to ten minutes more between them so that you can remain focused, calm and in the flow of life with ease. Instead of booking back to back appointments or meetings allow yourself a few extra minutes to move through your day, taking your time, breathing deeply and noticing the world around you.

Try to relax a few times throughout your day, taking extra time to notice, who, what and where you are in the world today by moving a little more slowly. Be present with your days, your relationships, your emotions and most importantly your body. What is your body telling you it needs today, does it need more rest, nutritious food or a good blast of energetic exercise, check in everyday to listen to the subtle messages of your mind, body and soul.





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## The “Rescue Remedy” breathing exercise

This simple breathing exercise is one that you can do anywhere, anytime, even while holding a conversation and no one knows you are doing it! It helps to take the edge of your difficult feelings, reduces the negative effects of adrenalin and helps you maintain your calm.

- Breathe in through your nose for a count of 4; as you imagine breathing in gratitude, joy and calm
- Breathe out through your mouth for a count of 5; as you imagine breathing out negativity, stress or the energy or anyone or anything that is creating noise in your mind
- As you breathe out, consciously relax your shoulders

As you breathe in and out, use your stomach muscles to control your breathing. When breathing in use your stomach muscles to push out and when you breathe out use your stomach muscles to push in. This way you breathe more deeply which helps you gain maximum benefit from this exercise.

It is important to practice your breathing exercises daily to gain the maximum benefit from them. You need to become comfortable with them and incorporate them in your daily life – this is good stress management as much as anything else.

Take a few minutes to practice your breathing exercise and write down all the physical sensations you experienced.

I experienced the following physical sensations:

- 1.
- 2.
- 3.
- 4.

## Elevate Your Mind: The One Minute Manager

Ask yourself “*where am I on the “fully present” scale.*” Think “From here I’d like to move myself up to ..... on scale in the next minute.”

**1** = Totally distracted, completely stressed out, numb or overwhelmed by all your feelings and ready to jump out the window. **10** = Fully centred and present



with everyone and everything, aware of how you are feeling and what you are thinking, and feeling amazing.

Next, set the timer on your iPhone or sit in front of a clock or watch that you can use to time the passing of one minute. Your task is to focus your entire attention on your breathing, the time ticking and nothing else, for the minute. Once the minute is complete, take a moment to breathe deeply and then check again where you feel you might now be now on the scale. Have a go – let’s do it now.

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## **END YOUR DAY GREAT:**

### **ELEVATE YOUR STATE: CELEBRATE YOUR GREAT ....**

In a world where we are taught from a young age to look outside ourselves for education, validation, permission, acknowledgement, and appreciation, along the way a lot of the time we have forgotten how to celebrate, live gratefully and appreciate ourselves and our lives. The impact this has within organisations is that people more commonly end up bullying, criticising, and judging themselves, and others, rather than acknowledging and celebrating our uniqueness and greatness.

Learning to celebrate and internally validate is essential to achieving and sustaining resilience, boosting self worth, confidence, and optimism from within to create happy, more cohesive workplaces, schools and community groups.

Take the everyday example of receiving feedback. Many people have a negative association with receiving, and giving feedback. More often than not this leads to the avoidance of speaking up and/or offering feedback or new creative and innovative ideas. The reason for this is that internally when they think about sharing, they begin to feel fearful of the response, imagining the worst and that they may be rejected, judged or the criticised. This habitual thought habit then triggers a fear response in the pain centre of the brain.

Our work together is going to begin to encourage more positive feedback, starting with the most important style, internal validation and celebration. This will begin a different relationship to feedback where everyone starts to feel safe and confident to share openly and honestly. Activating opportunities to celebrate, grow, improve, and understand that responses don't need to be taken personally, and that any new ideas could actually be the very next "creative spark" which leads to the greatest business discovery ever.

Your goal today, and then over the next two weeks is to personally complete the activity on the next page everyday, and then to begin to encourage everyone around you to celebrate even the smallest successes.

This will increase your sense of engagement within your role by creating even greater positive associations to work, school, and university and then a natural creative spark of inspiration begins to grow. The added bonus "celebration of your great" also boosts confidence, optimism, happiness, resilience, reduces stress reactions and emotional eruptions; while increasing an internal trust of your skills and abilities.

The best part to all of this is, as you support yourself and everyone around you to ignite these new attitudes and actions, the more neural pathways light up in your brain and the easier it becomes to step into your greatness daily. With this comes a natural ability to fire up, thrive, and perform under pressure.

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## **ELEVATE YOUR STATE: CELEBRATE YOUR GREAT ....**

As we've already discussed the brain is 31% more productive in a positive state, rather than neutral, negative or stressed ... What this shows us that that by scheduling the time to complete this simple playtivity daily, especially when you are feeling over or underwhelmed, the greater the potential of getting more done, in less time. Who doesn't want more time and less stress these days, right??? And for those of you seeking super high resilience, through greater levels of increased happiness, if you smile as you do this (and yes its going to feel strange), your brain will start firing off even larger doses of happy hormones which you can enjoy for hours to follow.

I assure you thousands have tested this before you, and there are no adverse side affects, only massive doses of happiness, satisfaction and self-appreciation which excitingly are contagious. So let's take one for team happy and give it a go, so then you can encourage them to do the same.

To do this activity for the next 2 weeks you can either print multiple copies of the page that follows this one, or grab yourself a notebook and simply answer these 3 questions at the end of everyday. Ideally, scheduling 5mins to do this before you leave for the day, or if you catch public transport on the way home is great too. This just means you feel great about your day before you even step foot into your home.

### **CELEBRATE YOUR GREAT ....**

What is one task you can choose to celebrate completing this week so far? Share this with your buddy ...

*Now ...take a moment to re-read this, breathe, acknowledge and celebrate this accomplishment.*

What is one thing you did, or said; to a friend, family member or class mater in the last week that was GREAT? Share this with your buddy ....

*Now ...take a moment to re-read this, breathe, acknowledge and celebrate your great.*

What positive contribution, or impact, did you create in the world, or the life of another, in the last week? Share this with your buddy ....

*Now ...take a moment to re-read this, breathe, acknowledge and celebrate all of you.*

And then repeat the following playtivity daily.