

## More...Less?

If you would like to genuinely increase your energy, decrease your stress and NOT be lied about at your farewell morning tea or your funeral, then please consider the practical suggestions in the following fourteen chapters.

Be prepared to experiment, test and play. Ask people who know you well to offer their honest opinion. For example, do they experience you as **more** curious and **less** critical OR is it the other way around?

As you explore how you can increase your own personal effectiveness, may you remember that the windscreen in your car is bigger than the rear vision mirror for the same reason your eyes are in the front of your head. We are designed to go forward!

History and habit will want to keep you looking in the rear vision mirror so remember to be glad you woke up, look forward and enjoy the energy that can be yours immediately.

Warmest regards

Bruce

**Finish each day and be done with it. You have done what you could. Some blunders and absurdities have crept in; forget them as soon as you can. Tomorrow is a new day. You shall begin it serenely and with too high a spirit to be encumbered with your old nonsense.**

*Ralph Waldo Emerson*

## More adding to ... less taking away

There is no neutral. You are either adding to a relationship or taking away from one. Sadly, many people attempting neutral don't even realise that they are taking away. These are the people who, when they are lied about at their farewell morning tea, don't even know it. Their awareness of their own energy level and, more importantly, of its impact on others is either negligible or completely non-existent!

There is, of course, a more dangerous group of people. These are the people who are busy taking away. Their reasons vary and are often complicated. Some, sadly, enjoy the negative attention while others are so scared, hurt and cynical, they have either forgotten or have never been taught how to add positively to a relationship.

I like to ask people, "So what did you tell your family that you did at work today?" Some would have to say, "*Well, I told them that I went to some stupid meeting at 8.30 that I didn't want to go to, so I sat there and sulked for thirty minutes. And then I was impatient with customers until I finally went on a stinking break. And then I found three positive people in the lunch-room and, boy, I bet they regret asking me how I was, because I spent my entire break doing my best to drag them down into the hole with me. Then back to being not just impatient with my*



*customers, but unhelpful as well, and then I snuck away on an early lunch and left a few people to cope with the work I should have been doing. And then ...”*

Sound like anyone you know? If you have ever worked with this person then potentially you understand the impact they can have. I suspect you also know that this person would definitely be lied about at their farewell morning tea.

The challenge is that we cannot *not communicate*. Our energy and attitude, everything we do, or don't do, impacts on others in some way and, whether we like it or not, it is judged either consciously or unconsciously as an adding to or a taking away. Customers, work colleagues, family and friends all have an opinion about their experience of you which is primarily based on your energy and attitude.

We are sensitive to this energy and attitude. Have you experienced the visit to a friend's house when, despite everything appearing to be in order on the surface, it is obvious to you that the couple you are visiting have just had an argument? You can just tell. As we sometimes say, “You could just feel the tension in the air!” It happens everywhere people gather – in homes, restaurants, teams and businesses.

This energy transfer can be good too. Imagine feeling personally low in energy and visiting where the energy is high and the people positive? It will either make you

nauseous or it will rub off on you and lift your own energy level.

The title of this book reads: how to have the energy of a four-year-old *almost* every day. Why *almost*?

Because there will be days when everyone, however hard they try to be positive, will just not want to play.

It's on those days that we need a return on our investment. If we have been adding positively to the lives of others with the energy of a four-year-old *almost* every day, we can reasonably expect others to show forgiveness, patience and concern on those days when we just can't get motivated.

The customer you failed to serve well on this occasion, whom you have delighted many times over with your energy, enthusiasm and expertise, is genuinely concerned for you, forgives your error and remains a loyal client.

The family member or friend who goes out of their way to help you out of the hole by doing whatever is required to cover for you, problem-solve with you or just listen.



The work colleague who actually notices that your energy is low and who offers to relieve you of certain work to free up your time to deal with your own situation.

Even the four-year-old realises that their attitude and their energy, positive or negative, will have an impact on those around them. When they are taking away, most will quickly learn that cooperation decreases, communication becomes less positive and others will not want to be around them.

When they are adding to, they also quickly discover the exact opposite is likely to be true – that people will more likely be generous, helpful and forgiving.

Nothing changes in the years to come except that the cynical adult will call *adding to* manipulation, while those who are daily investing in their relationships will know that this is *just what they do!*

So are you adding to or taking away?

- Do you truly appreciate that everything you do communicates in some way with others?
- How aware are you of how your energy and attitude impact on others both positively and negatively? (There is nothing sadder than someone being lied about at the farewell morning tea and they don't even realise they are being lied about!)

- What are you doing at a practical level to invest positive energy into your relationships at work and at home?
- What evidence do you have that if you were metaphorically on fire in the car park, your team and your family would put out the flames?

Enjoy more *adding to* and enjoy the impact of your own energy on others. It's what you do already when you are at your personal best!

Enjoy the journey!

