

GUIDING PRINCIPLES FOR EVERY INTERACTION

Take the extra moment to transform an interaction from the mundane (purely logistical) into the magical (warmth, well wishes, uplifting support, and positive energy), so their day gets sprinkled with some love.



Acknowledge and praise people for what they are doing well and right.

Point out other's beauty, goodness, and gifts to them. People forget who they really are.

Handle people with gentleness and compassion. Seek understanding, rather than assumptions or judgments. Remember there is so much going on *underneath* what anyone says or does, and they are struggling in ways we don't see.



Hold everything in complete confidentiality as if it is sacred. It is.

Help people feel heard and supported by offering them empathy before advice or feedback.

Say "I'm sorry" quickly and freely. Be vulnerable (i.e. apologize) rather than defending why you did something.



Delight in finding creative solutions to whatever challenges arise.

Express gratitude abundantly. Say thank you at least once (aim for more!) in every encounter.



Drop into their heart with your open heart. Be fully present with whatever they are needing, feeling, and experiencing.



When someone shares positive news, take a moment to really celebrate with them!

See the strengths and good intentions on the flip-side of any personality or request you find challenging.

Remember your own humanness and imperfections so you can have grace with the humanness and imperfections of others.

When someone offers negative feedback, rather than taking it personally or getting defensive, find the nugget of gold to learn and grow. Value the unique wisdom and perspectives inside of everyone. Be humble and teachable.



Take some deep breaths to come back into your heart and realign with the energy of **love** and **joy** as many times as necessary.

Know that YOU are loved and appreciated. Have fun sprinkling kindness in the world and connecting with other precious humans from your own gorgeous heart.