

# 9 Weeks to a 'Make A Difference' Year

The Nine-Week



• Team Synergy Training

The Professional Development Trainer's Companion to the book

The Power of

*Compassion:*

7 WAYS YOU CAN MAKE A DIFFERENCE

MARY ROBINSON REYNOLDS

## PROFESSIONAL TEAM DEVELOPMENT TRAINING:

### 9 Weeks to a Make A Difference Organization

## *A Personal Message ...from Mary*

If you are a Business Owner, Manager, Administrative Assistant or the Professional Development Trainer, your role will be to guide your team through these weekly processes which will generate self-sustaining team synergism.

In this way, your team can experience the exercises, activities and discussion possibilities. This training engages each person to understand—through experiencing these processes—how “new understanding” and subsequent compassionate connection builds a community/team consciousness. Taking this training to team leaders, who in turn will take it to their teams, IS what will generate organization-wide team synergy.

*Synergy:* *The simultaneous joint action of separate parties which, together, have greater total effect than the sum of their individual parts.*

This 9-Week Training Manual contains the team bonding activities I first used as an educational psychologist and educator. Later, these same activities became a part of the Professional Team Development Training I use with adults in business, organizational and corporate trainings. So every part of this Training Manual has been “field-tested” on over 20,000 people—children and adults—within the United States.

How to use this 9-Week Training Manual for Professional Team Development:

- Schedule at least 1 hour (and preferably 90 minutes) each week for your meetings and in-services.
- Print out the PDF of this 9-Week Training Manual for each team leader.
- Follow the Week's Training Activities and Discussions as they are described to do with team members.

This manual is designed for Professional Trainers, Team Leaders and anyone who wants to Make A Difference. ***The Power of Compassion: 7 Ways You Can Make A Difference Gift Book & DVD*** is the companion book to this Training Manual.

For Quantity Discounts go to: [www.MakeADifference.com/Compassion](http://www.MakeADifference.com/Compassion).

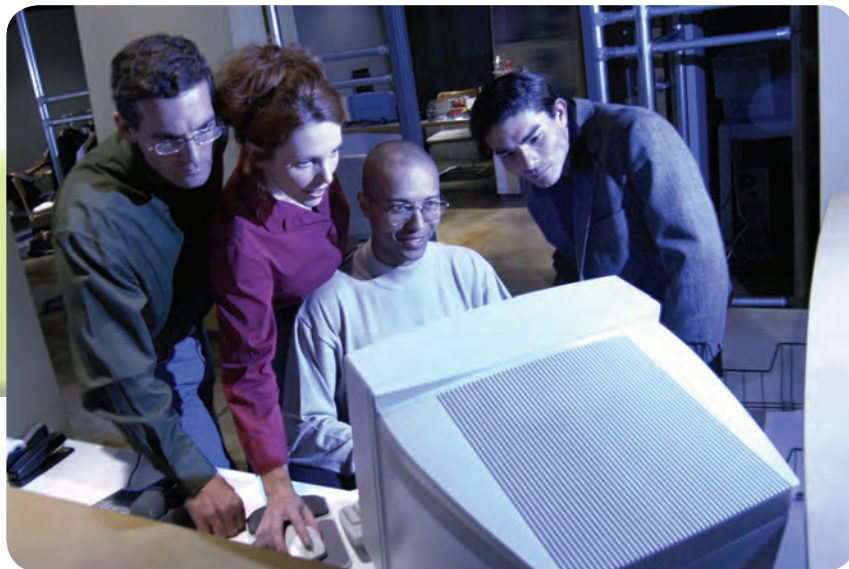
### **In what way does this training actually form team synergy?**

The process of experiencing the exercises, activities and thought-provoking discussions together as a group builds community consciousness, which, after all, is the foundation of Team Synergy. When you come to know each other through these gentle, fun, yet highly revealing activities, a compassionate community unfolds and synergism is in the air!

### **Recommendation**

I highly recommend that you invest in my program, *Connecting with Colors—Personality Style Training*, to use in a 2- to 3-hour in-service/training before you begin to work with the -Weeks Curriculum, to understand how to Connect so people (and team members) will align.

To learn more go to: [www.ConnectingWithColors.com](http://www.ConnectingWithColors.com)



### **What does Compassion have to do with a Make A Difference work environment?**

Many think that being compassionate is for losers and wimps ...that it's about placating rather than addressing directly unnecessary and unskillful behaviors. What you will experience in this training is just how palpable and powerful Compassion actually is in transforming every kind of challenging situation the human experience offers.

In your preparation to conduct this training, it is my highest recommendation that you watch our Teddy Stallard Story movie at: [www.MakeADifferenceMovie.com](http://www.MakeADifferenceMovie.com) Then read the companion book to this training, *The Power of Compassion: 7 Ways to Make A Difference* available for you to read in its entirety online at: [www.MakeADifference.com/GiftBook](http://www.MakeADifference.com/GiftBook)

And what does a teacher embracing a lost little boy have to do with business? What does connecting with compassion have to do with team synergy? Absolutely everything!



ALL business is generated and sustained by how we treat our customers. How we treat each other within the internal framework of an organization, does in fact, make its way out to the customer energetically.

This movie was inspired by “Three Letters From Teddy,” a short story first published in 1974. It is a durable classic told from endless numbers of podiums. The instant success of this beloved story as a flash movie led me to create its companion book to sustain the huge –Make A Difference – momentum this story generates. It takes us all back to “core values” which brings compassion to the workplace as one of the primary fundamentals to Building Team Synergy.

The impact of what Teddy says to Miss Thompson instantly connects us to what really matters in any given situation. He is the anchor that provides a visceral reminder any one can instantly access compassion in emotionally charged situations.

It is my hope that after watching the movie, you will choose to make a difference and invest in every single person in your company – on your team – by putting a copy of this book and movie on their desk. Rooted in science, presented from a light, spiritual perspective, this book details the immediate life improvements that can stem from the practice of compassion. It contains a message of strength in business and everyday life.



#### **Interesting feedback we've received from men and women in Corporate America:**

It's been reported to us, countless numbers of times, that our Teddy Stallard Story flash movie, about a teacher who saves a lost child, touches men so deeply that they can barely make it through the first time without stopping the movie to collect themselves.

Walter Wood, a 6 ft. 2in., 250-pound construction worker wrote: “This short, but profound, film actually brought tears to my eyes. It made me realize that I must be more mindful when I'm training my apprentices.”

Jim Lekas, a Soccer Coach out of Portland, OR wrote: “I have read this story before but still had to use my shirt sleeve while watching it. Compassion for others is huge, for both children and adults. I have seen the power of compassion come alive and change a whole culture of an organization. The key is sustaining it.”

Women in Corporate America - when showed our movie - the largest percentage reporting back to their managers and supervisors, did not admit to being emotionally affected by the movie. Only with a little prodding would they admit that they were deeply affected and/or that they did in fact cry!

### **What does gender have to do with compassion?**

Nothing biologically significant, and yet everything to do with learned behaviors and societal beliefs. I've been out on the speaking circuit and one of the top things I was asked at Women's Conferences was how could they (women) not get emotional – or cry – at work? Men today are accessing their emotional selves and it's generating vast improvement in how we treat each other. The answer for us all lies in the transforming Power of Compassion!

Judy Pearson, Founder of Ki Communications and an admitted “Director” Personality Style said this: “I am not much for gushy human interest stories that drip in sentimental syrup so when I began reading *The Power of Compassion: 7 Ways You Can Make A Difference*, I was a bit apprehensive and not really looking forward to it. However, as each story unfolded I became more aware of the various ways the act of compassion can change the energy of any situation. I found myself practicing compassion in intense business dealings, the grocery store line, driving my car and in conversations to my family. This book is great!! You have done a masterful job of touching people's hearts and motivating them to be the compassionate person we are all meant to be.”

Men and women alike are all products of our childhoods and our environments. There are many lost and lonely people moderately functioning in our places of work and communities. To generate a work environment that brings out the very best in people, you simply must get back to treating people as if they mattered. Compassionate connection does this in the face of any kind of undesirable behavior or absence of productivity.

What we, as a society, tend to do, is much like what Miss Thompson did initially: put big red F's on the work being handed in and treating people with disdain and skepticism. What we all have the capacity within us to do, however, is to seek understanding. It is through understanding, we can access that compassionate place within ourselves to reach out and let people know that they matter.

### **Compassion Re-energizes!**

Compassion is the variable that will re-energize your workplace culture—and inspire greater loyalty: Despite what some may think, working harmoniously with challenging people will not be won on the front lines by changing specific techniques and processes at the “be nice” level. Rather, it's a culture of compassion and understanding that makes the difference in all human interactions.

Statistics indicate that court appointed Anger Management Classes are not as successful as had hoped. New findings reveal that as people learn to reconnect to their core values, which includes learning how to re-access inherent compassion, that there are great sustainable gains being made

and that these offenders are not repeating their visits to the judicial system. Professional trainers now working with court appointed abuse offenders are teaching them the power of compassion, and it's working in profound ways. If it works in this arena, certainly compassion will have a huge impact in the culture of work and home environments as we place importance on it.

This is the kind of book that does the work for you: *The Power of Compassion: 7 Ways You Can Make A Difference* is helping to transform our mass consciousness to one of peace and harmony through a beautiful, easy to read book that allows people to get in intimate touch with the innermost core of their being. To know that they have more power than they have ever realized, to know that they can influence what is happening through the energy generated from compassion. Compassionate connection gets it done!!

*Mary Robinson Reynolds*

# *9 Weeks to a Make A Difference Year!*



MARY ROBINSON REYNOLDS

Heart Productions & Publishing  
[www.MakeADifference.com](http://www.MakeADifference.com)

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## *I dedicate this Training Manual to:*

- 🌸 First Year Team Members, to "hold dear" their idealism and purpose.
- 🌸 Team Members who feel Burned-Out, to "rekindle" their idealism and purpose.
- 🌸 Team Members "In It to Win It," to "sustain" their idealism and purpose.
- 🌸 Managers to raise Emotional Intelligence through compassion.
- 🌸 Staff & Administration, because they set the pace.
- 🌸 And to your customers, clients and humanity at large,  
because they are why you are here: to Make A Difference!

*Reaching out to make a world of difference ...*

*Mary Robinson Reynolds*





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# Getting Started

Before you begin to study The 9-Week Team Synergy Training Manual for a 'Make A Difference' Year, we recommend that you first read Mary Robinson Reynold's companion book, *The Power of Compassion: 7 Ways to Make A Difference*. It's a little book that speaks volumes; it's concise and a quick read that is amazingly comprehensive and thought-provoking. It will make a difference somewhere in your life the day you read it.

## Resources for Transformational Professional Practices

**The Power of Compassion:  
7 Ways to Make A Difference**  
as an online flash book,  
or in print, as a gift book

[www.MakeADifference.com/GiftBook](http://www.MakeADifference.com/GiftBook)

### Inside The Corporate Package:

- **Attitude Alignment eBook**
- **The Power of Compassion: 7 Ways To Make aDifference Gift Book**
- **Make A Difference Movies**
- **1-hour Training Video by Mary Robinson Reynolds**
- **'I Make a Difference' Wristbands**

[www.MakeADifference.com/CorporatePackage](http://www.MakeADifference.com/CorporatePackage)

You'll find it online as a virtual book, available at no charge, or in print, as a splendid little gift book for everyone who strives to make a difference in their personal and professional lives. It's a must have for every person on your team, to pick up and re-read on those days the problems seem greater than the solutions. Online, the book can be viewed or purchased at:

[www.MakeADifference.com/FlashBook](http://www.MakeADifference.com/FlashBook)

### Other Resources for Business Professionals

Another excellent resource is our "Corporate Make A Difference Package" which includes:

- *Attitude Alignment: The Art of Getting What you Want* eBook
- *The Power of Compassion: 7 Ways to Make a Difference* Gift Book & DVD
- *Make A Difference DVD*, which includes:
  - *The Teddy Stallard Story Movie*
  - *The Acknowledgment Story Movie*
  - Mary Robinson Reynolds' 1-hour video, *Makin' Magic with At-Risk Youth Training* (same philosophy applies directly to adults!)
- Blue 'I Make A Difference' Wristbands
- 'Connecting With Colors' MP3 Audio Program

To learn more about the Corporate Package, go to:  
[www.MakeADifference.com/CorporatePackage](http://www.MakeADifference.com/CorporatePackage)

## The Impact of the "Make A Difference" Movies

In 2006, Mary Reynolds was sent a musical rendition of the Teddy Stallard story. This had, as its inspiration, a story that was autobiographical in nature, written by Elizabeth Silance Ballard in 1974, about a little boy who almost fell through the cracks of the school system. Mary knew in a heartbeat that it needed to be a flash movie. A year later, she received in the mail another story, about an acknowledgment ceremony created by Helice Bridges — a ceremony that dramatically altered the life of a businessman and his 14-year son.



Over 6 million people have watched the *Teddy Stallard Story* Movie, and at the time of this writing, the *Acknowledgment Movie* is already at 3 million views in its first two months. To watch these movies free online go to: **[www.MakeADifferenceMovie.com](http://www.MakeADifferenceMovie.com)** – for the *Teddy Stallard Story* & **[www.AcknowledgmentMovie.com](http://www.AcknowledgmentMovie.com)** – for the *Who I am Makes A Difference Story*. More movies are in production...so stay tuned.

## Let's Make A Difference

Thousands of professional organizations, corporations and businesses are ordering the Make A Difference Movies, Gift books, & Blue Wristbands to help all build self-esteem and to help team leaders and members remember that they each matter as individuals –and that they alone can make a difference. Business owners and administrative professionals are using our movies, books and wristbands for their in-service and professional development trainings, in order to create sustainable organization-wide momentum.

## About The Author: Mary Robinson Reynolds

Mary Robinson Reynolds holds an M.S. in Educational Psychology, Counseling & Development. She considers herself a TurnAround Specialist and MasterMinding Maven. She is the author of six books. Her entrepreneurial trek, which has included work with adults and children in educational, corporate and personal settings, began nearly twenty years ago when she realized that as an educator, coach, and later as a guidance counselor, she was having success with youth at-risk that a large percentage of educational professionals would want to know about.

## The 9-Week Team Synergy Training

*From the desk of Mary Robinson Reynolds*

You just need ... 9 Weeks to achieve a 'Make A Difference' Year!

### **Why nine weeks?**

Back at the beginning of my professional career, I started out as a teacher. I felt the first nine weeks of school set the stage for the entire year. I knew—down to my toes—that if my students' social and emotional needs were met, they would be highly functional for the rest of the school year. Life in my classroom would be very, very good.

Later on in my career, when it came to working with adults, either in the corporate or personal settings, I told them to be laser-focused on things I wanted them to accomplish, with an end-goal of just nine weeks. It just takes nine! Any nine weeks will do. You begin when you begin. Through teaching children, educators, and parents how to build a compassionate community, we dramatically raised emotional intelligence—EQ—and therefore performance. Fifteen years later, when I started developing professional training for major corporations, I discovered that nine weeks of working with teams developed the same kind of transformational, synergy that sustained itself.

### **How did I do this?**

My goal was simple. In working with children, I placed the children's social and emotional needs above my concern about making it through "X number of pages" per week. When it came to the business model, I found the same methodology worked with adults as well.

### **First Things First**

In the corporate environment, you begin when you begin. Set a date and that's when your nine weeks begin. Beginning in Week 1, every – and I do mean "every"—single time a social or emotional situation plays out, you will be learning how to have an open discussion—no matter how long it takes. Take it exactly as it comes. Don't avoid, dismiss or ignore what's in front of you to take care of, right here, right now. The payoff in nine weeks will be huge.

### **Start with The Fundamentals**

With the pressure for team members to be productive at very high levels, you simply must deal with the emotional and social issues first. Everything after that ... becomes the foundation for everything you could ever want the organizational synergy to be.

And now, I'm giving you my **9-Week 'Make A Difference' Team Synergy Training Manual** so you can Pass-It-On.



# Week 1:

## Community Building

Week 1 introduces the important concept of 'Community Building' as the #1 foundational piece that generates self sustaining synergy. It's fascinating to watch participants discover that they can be responsible for the success of their entire community by creating team synergy through peer-to-peer, leaderless leading.

As you begin this, you may think that every adult should certainly know the meaning of "community" and the concept of "team"—but this exercise illustrates how many people actually operate in an autonomous way, which can be counter-productive for a team's ability to succeed at high-functioning levels with synergy and ease.

We all have our very own set of "rules" that, over a lifetime, we've learned to accept as "the way it's got to be." Both spoken and unspoken, they build expectation into every level of communication, verbally and attitudinally. These unexamined "rules" can be what fuels undercurrents of negativity, anger, resentment, projection, skepticism and inaccurate perceptions that keep a team from ALIGNING and experiencing the power of synergy, to get things done with amazing ease and speed!

As a group of intelligent adults begins to examine the validity of the "rules" in life we've come to accept—those rules, incidentally, that we beat ourselves up over, for believing that we are failing somehow by not being perfect in everything we do—we begin, together, to start accessing heart-opening compassion for ourselves ... and for the others on our team.

This is what begins to align us as human beings and, in that, we begin to experience the synergy that the spirit of harmony brings when we work toward an objective or goal.

*Compassion* is an old idea made new because science has finally caught up to ancient literature and philosophy to prove that "the only way out" of resentment, anger, harmful or unskilled behavior

### Week 1

Discover how to  
Build a Community.



The team decides  
how to make this their  
"best work environment"  
... ever.



## The 9-Week Team Synergy Training

is through compassion. Compassion opens the way to understanding. It makes you protective rather than controlling. When this occurs, you learn to stop using fear and shame to modify unskillful behaviors and this, in turn, dramatically advances focus and productivity in the work place.



### IMPORTANT FACT:

*Research about the brain reveals that compassionate thoughts literally light up the frontal lobe of a person's brain. (The frontal lobe is where the mind can access solutions.) When we are resentful or angry, there is no light in that part of the brain, and so we shut down and fail to function well. As soon as we deliberately think compassionate thoughts, this part of the brain lights up, and we can literally go from "impossible" to "possible" in an instant.*

Compassion is, after all, a deep awareness of the suffering of another, coupled with the wish to relieve it. It is truly wanting others to be free from suffering. And when we offer this, we have made a difference. The compassion within is what makes the difference.

### Materials Needed:

- A Notepad for everyone
- A White Board for documenting findings.

Allow 60-90 minutes to complete both activities.

### Activity #1: Re-Examining "the Rules": Break Through the Limits of Your Mind!

**First:** Have each team member make a list of all of the rules that come to mind: shoulds, guilt, "do or die" rules.

Here are some examples:

- Don't ever be late because if you are late to work, you'll get the look!
- Wash your hair once a day whether it needs it or not.
- Drink eight glasses of water a day whether your body needs it or not.
- Everybody knows that in Real Estate you can just plan for your sales to drop off during the winter months.
- You can't make a living being an Artist. Artists starve.
- The economy is down and there's nothing you can do about it other than hang on for dear life.

## For a 'Make A Difference' Year

**Second:** Be discerning everything on your list. For everything you've listed, search in your mind for its opposite statistic or possibility. For every experience out there, there is a person somewhere in the world, experiencing it differently. It's all about perception and what we've decide can be the one and only truth. This causes more energetic undercurrents in relationships and how we communicate than anything else.



### Activity #2: Community Rules for a Make A Difference year

Now that the first activity is complete, everyone knows the written, as well as the unwritten rules around the workplace that may have created undercurrents that felt like energetic drains. But what if, in the name of creating the most effective, synergistic team and work environment this business has ever experienced, every member had a voice in “beginning again!”

Have team members create a list of the rules they think are best for creating their “best work” environment ever! Have them make a list on a piece of paper and open the first “Community Meeting” to discuss what rules and guidelines would be best for each person to excel as individuals and within the framework of generating synergy with their team.

When describing what kind of work environment this can be and explaining that you want them to decide just how great they want to do their company's fiscal year, both professionally and personally – people automatically begin to take ownership and care in determining the kind of work environment they would produce best in.

#### White Board:

Write their “rules” on the board as they offer them.

#### Discussion:

There will be team members who can't believe you are now putting the responsibility on them! There will be members who make fun of this ...at first. There will be members who don't participate. There will be members who are uncomfortable with this and make distracting remarks.

## The 9-Week Team Synergy Training

Do not be deterred.

Every time I've done this training, I was always surprised how "severe" people's own rules were. They were much harder on themselves than is necessary for a high functioning and productive team. They will also have a tendency to list very harsh rules that derail momentum and productivity. This makes for a lively discussion which gets new ideas out on the table to be considered and decided upon.

### **Ownership:**

This is where leaderless leading begins. These are now "their" rules. As the manager, trainer and/or team leader of this training, you will most certainly have the occasional "overseeing" input and will coach them toward the results that will align the entire group. When most people think about community, they think about a helping hand.

### **Discussion:**

- What happen for me when I started to examine "the rules" that I have not been discerning about?
- How does an examination of rules affect how I participate with my team?
- How does the rules affect what the concept of community means to me?
- What are some examples of how "community" can create self-sustaining team synergy?

### **White Board:**

Make a list of what the examples the team members talk about, i.e., what people do in a crisis.

### **Conclusion of this activity:**

On a Bulletin Board, have the team create an attractive display of the results of this discussion, showing the meaning of "Community" and rules that they've agreed on with the intention to create leaderless leading as their "core value."



## Week 2:

# How I Can Make A Difference

Week 2 introduces the concept of “How I can Make A Difference” in the life of others--a concept many team members have not considered.

### Materials Needed:

- *Make A Difference Movie*—the Teddy Stallard Story.
- One ‘*I Make A Difference*’ wristband for each team member and trainer.

### Activity #1: The Teddy Stallard Story

Watch the Teddy Stallard Story movie together. While this is not a true story, it is autobiographical in nature, and was based on a childhood experience of author Elizabeth Silance Ballard.

### Discussion:

- Discuss with the team members how they felt after viewing it:
- What does a movie about a teacher helping a lost child have to do with the world of business?
- How did they feel about Teddy when the movie started?
- What did they think about Miss Thompson at the beginning of the movie?
- If they had a team member like Teddy, what could they do to make a difference?

### Conclusion of this activity:

Help the team members to evaluate the following:

- What do they think compassion means?
- Why is compassion important in creating the Best Community ever?

## Week 2

Introduce the idea of  
Compassion.



Help team members  
understand how  
one individual can  
make a difference  
in the life of another.

## The 9-Week Team Synergy Training

### Activity #2: In Your Shoes

Divide the teams into pairs. Have each person bring to mind someone they do not particularly get along with. Without giving that person's name, each member is to "act out" to his or her partner, pretending to be the person who's difficult to get along with. (It can be another member, a family member, a manager, owner, trainer, etc). Take turns, so everyone gets to "act out" their most challenging person, to see what it's like to be in "their" shoes.

#### Discussion:

- How does it feel to be in the shoes of the person you are having a difficult time with?
- As you were watching your partner "act out" this challenging person, what were your thoughts?
- Did you have any ideas about what might make this situation better?
- What did you learn about how you treat this person?
- What do you now feel you could do that might make a difference with this person?

#### Conclusion of this activity:

Compassion turns "me" into "we" in that, when we "get outside" our own problems with others and put ourselves into their shoes, we access understanding. It's only then that we can better communicate to find solutions.





## Week 3:

### Community = Team

Week 3 teaches teamwork, and allows team members to distinguish between “Me” and “We” as they work toward building their Best Community.

#### Activity #1: Human Spider Web

##### Objective:

To build upon the idea that community takes teamwork. This exercise is fun, and it provides an opportunity to work as a team to explore the dimensions of a compassionate community.

##### Procedure:

This exercise works best with small teams. If you have a larger group, divide it into groups of 6 to 8 individuals. Have each group move to a location that allows them to stand in a small circle.

Instruct members of each group to extend their left hands across the circle and grasp the right hands of another member who is approximately opposite them.

Then have them extend their right hands across the circle and grasp the left hands of one of the other individuals.

Tell them that their task is to unravel the spider webs of interlocking arms without letting go of anyone's hands. If you have one team, inform them that they will be timed (as a way to place pressure on them); if you have several groups, tell them they will be competing with other groups to see who finishes the task first.

##### Discussion:

- What was the most difficult part of this exercise?
- What did you learn about yourself in this activity?

## Week 3

Show members that a  
Community  
requires teamwork to  
function well.



Help them to recognize  
self-centered  
behavior.

## The 9-Week Team Synergy Training

- Were you a leader or a follower?
- What does this say about how you like to learn?

### **Conclusion of this activity:**

There are different ways to accomplish the same goals and objectives. By failing to honor differences, we often make other people “wrong” or “bad” because they don’t see things or do things in the same way we do. To build a successful community, requires everyone’s participation.

## **Activity #2: The “I’s” Have It!**

### **Objective:**

There is no “I” in TEAM ... or “ME” in community. This activity shows that we all may tend to be more self-centered than we might realize. It demonstrates the importance of focusing on others.

### **Procedure:**

After a discussion about the Human Spider Web, bring up the subject of focusing on ourselves, and how impeded or “put off” we may be by feeling rather than focusing on what was going on for others.

Team each team member up with one other team member. Their assignment is to talk for the next two minutes about anything in the world they want to discuss. There is, however, one rule: They may not use the word “I.” They can talk about any topic they like, but they just must not say “I.”

### **Discussion:**

- How many of you were able to talk for the two minutes without using the pronoun “I?”
- Why do so many of us have difficulty avoiding the (over) use of “I” in conversation?
- How do you feel when talking to (or listening to) someone who starts every sentence with “I?”



## Week 4:

# Who I Am Makes A Difference

Week 4 focuses on the *Acknowledgment Story*, a true story of a class that learned to make a difference in the lives of others—including a business man in saving the life of his son.

### Materials Needed:

- The *Acknowledgment Movie*
- The *Who I Am Makes A Difference Story*
- Purple/Blue Wristbands: 4 apiece—one for each individual, plus 3 additional wristbands each to “pay forward.” Wristbands may be purchased online from: [www.MakeADifference.com/Wristbands](http://www.MakeADifference.com/Wristbands)

### Activity #1: The *Acknowledgment Movie*

Watch the *Acknowledgment Movie* together—a true story.

### Activity #2: I Make A Difference!

*The I Make A Difference® 3-Step Acknowledgment System™* by Mary Robinson Reynolds.

### The 9-Week Team Synergy Training

I MakeADifference® 3-Step Wristband Acknowledgment for a Planned Event

**Step 1** • Each person receives one ‘I Make A Difference’ wristband to give to the person sitting behind him or her, and so on around the room, saying out loud: **You Make A Difference, and this is our best ‘Make A Difference’ Year Ever!** The last person in line gives the wristband to the one who gave the first wristband.

**Step 2** • Tell them that they can wear it every day, and **when they are having a tough day, to simply rub their finger over the words on the wristband to remind them that they *do* make a difference.**

## Week 4

Watch the  
*Acknowledgment  
Movie*



Award team members  
their Wristbands  
and teach them to  
“pay forward.”

## The 9-Week Team Synergy Training

Tell them that if they have just been bullied, or embarrassed by someone, to turn the wristband inward, toward their own hearts, to help them remember just how valuable they are.

Tell them if they are down or sad to turn the wristband outward toward the world of other people's hearts to remind themselves that there is ALWAYS someone out there in the world who needs someone like them to make a difference by kindness, assistance or even a simple smile.

Help them understand that by showing compassion for others, they'll feel better themselves. Compassion turns "me" into "we" and, in that, when we "get outside" our own problems with others and put ourselves into their shoes, we then access understanding and can better communicate to find solutions.

**Step 3 • In the spirit of the NY Teacher's Pay It Forward** acknowledgment story, give each two more wristbands to put on their wrist. These are to be worn until they find people who have made a difference in their lives. Suggest that the wristband be passed on to them explaining why and how those people have made a difference in their lives, going through steps 1 & 2.

You may even suggest that one day, when they have received a random act of kindness from someone else that they can pass the I Make A Difference Wristband along to that person to keep the Wristbands rolling. (Inside each wristband is a website where other people can go to get wristbands so they can pay it forward, in the spirit of Making A World of Difference through the profound power of Acknowledgment.)

### 3-Step Wristband Acknowledgment for Random Acknowledgment

**Step 1 • Notice when someone has just provided you with great service or random kindness:** *Ask them for a moment of their time to acknowledge them.*

**Step 2 • Tell them how much you appreciate their kindness, help and/or service:** Take the wristband off your wrist that you've been wearing and say: *This is a Wristband that says I Make A Difference® and I want to give it to you today because you really have made a difference to me in the last few minutes and here's why\_\_\_\_\_.*

**Step 3 • Respect their choice to receive your gift:** *Ask if they will accept your gift...when they say YES, then give them the wristband.*

**Also ask for permission to give them a Hug.** *If you can see they are not instantly open to this—or comfortable with this—simply smile and tell them that you hope they have a great rest of the day because they've really made your day.*

*Always acknowledge the best in yourself and others  
and the world will always change for the better before your very eyes.*



## Week 5:

# Who You Are Makes A Difference

This week's activities are a continuation of the previous week's activity, with a discussion of The Acknowledgment Movie and Ceremony.

### Discussion:

- What do you remember most about last week's Acknowledgment movie?
- How did the team members feel about the employee's gift of Acknowledgment to his boss?
- Do you know anyone who might feel like the 14-year old boy?
- How did you feel when you were receiving your Wristband?
- How did it feel to acknowledge someone else by giving a Wristband?
- Has anything changed for you personally—that you feel it's safe to share—since receiving the Wristband?

### Activity: I Make A Difference by Acknowledging Others

The trainer asks the team member to list the names of the other team members in the room on two sheets of paper, leaving a space between each name.

The assignment, "The Nicest Thing About You Is ...," challenges the team members to think of the nicest thing they could say about each of their teammates and write it down. This should take a full hour to finish. Ask team members to hand in their papers to the trainer.

## Week 5

Experience as a team  
what it feels like  
to acknowledge others'  
best points.



Let individuals decide  
how to make this their  
best year ever.



## The 9-Week Team Synergy Training

The story that inspired this activity is available for you in the in Appendix, on page 33, to read at the opening of this activity: *All Good Things*.

### **Discussion before starting the writing assignment:**

The act of acknowledging other people gets us outside ourselves and helps us think about what strides others are making.

Acknowledgment is a necessary skill for our own contributions to the greater good in our workplace community. Everyone has some insecurity...it's normal. But the degree of insecurity depends on situations outside of work (in personal life) that we may not know about. Acknowledgment is good for everybody. Think of it this way: if everyone received a standing ovation for their life, they would know for certain that they mattered and made a difference. Acknowledging others not only feels great, we are actually acknowledging ourselves. What I can see that is great about you can be what's great about me, and it may be something that I'm just beginning to learn about.

Whether or not the team members really know each other is irrelevant, because it is human nature to form impressions. If we've not thought of someone else in a positive light, this moves us into an activity that "asks" us to find that special something about each person in our workplace community.

### **Conclusion of this activity:**

The trainer compiles a page for each team member and hands them out at the beginning of the next week's activity.



## Week 6:

# Community = Connection

Week 6 brings Connection into the mix of necessities for a functioning Community. It “connects the dots” for individuals as they discover that leaderless leading is about neither placating, nor overpowering others. We must each learn to listen to our own Inside Voice (Intuition) vs. the Outside Voices of Fear and Limitation if we are to align synergistically as a team. If we are truly hearing the “quiet” voice of intuition, it will always aligns us as a TEAM. It never causes harm to oneself or to others.

### Activity #1: Nicest Thing About You

Hand out the compilations of each team member's *Nicest Thing About You Is ...* assignment from the previous week.

#### Discussion:

- How many of you were afraid to look at your Acknowledgment Papers?
- What was going through your mind as you were thinking about each of your teammates?
- What insights did you notice about yourself as you were coming up with nice things to write about other people?
- What were some of your concerns?
- Were you concerned with your sincerity?
- What did you enjoy?

## Week 6

Connection is  
an essential ingredient  
for the Building of a  
Community.



Experience how to build  
Community trust and rely  
on one's senses.

## The 9-Week Team Synergy Training

### Activity #2: Community Building Trust Exercise

#### Materials Needed:

- 2 Blindfolds

This is an activity that should be done in a large training room or outside in the parking lot. The team members form a big circle and two are selected at a time to do this activity.

One person is “it” and the other person is the chaser. The goal of the group is to keep the one who is “it” safe from the person who is chasing. They pass the person who is “it” around the circle, to keep him or her from the person who is the chaser as long as possible.

Plan on enough time to do this with as many team members as possible getting to be in the circle. After everyone who wants to have a turn has been in the circle, come back to the room for a discussion.

#### Discussion:

- What was it like to be “it” ... the one being chased and having to trust your teammates to keep you safe?
- What was it like to be the “chaser” and to have your teammates protecting someone from you?
- Did you feel safe?
- Did you start to use your senses more: hearing, feeling, touch, intention?
- What did this do for your ability to focus and hear your quiet voice?

#### Conclusion of this activity:

There are no wrong answers to how individuals experienced this exercise. This is experiential in that it offers insights to us all about how to take better care of others who may be more vulnerable than us. This also illustrates to us—whether we are “it” or the chaser—how to pay close attention to our senses to know if a situation is safe or not. If it’s not, get out of there. Move in another direction.

This teaches us to learn to listen more to the “Inside Voice” vs. “Outside Voices” of Fear and Limitation.



## Week 7:

# Community & Leadership

Week 7 emphasizes that good teamwork is essential for Community cooperation.

### Materials needed:

- Blindfold

### Activity: Trust Me in Leadership

Divide the group into teams of four. Participation should be voluntary. One person in each group is blindfolded; another is the leader, who will verbally instruct the blindfolded person to go from Point A to Point B in the room or adjacent area. The leader must not touch the blindfolded person. The other two persons assist the leader, to make certain the blindfolded person doesn't bump into anything.

When the walk (2-3 minutes) is completed, switch roles and repeat the exercise using a different route.

Repeat as time allows.

### Discussion:

- How did you feel when blindfolded? (Uncertain, frightened, dumb, etc.)
- Did you trust your leader? Why or why not?
- Did you trust your classmates? Why or why not?
- What did you need when you were blindfolded? (Support, assurance, advice, coaching, etc.)

## Week 7

The Community needs  
good teamwork for  
Leadership, Support and  
Cooperation.



Do you trust your  
fellow team  
members?

## The 9-Week Team Synergy Training

### **Read story:**

*“Looking for the Good in Others”* You’ll find it in the Appendix, on page 34

### **Conclusion of this activity:**

The objective of this activity has been to demonstrate teamwork for support, leadership, and cooperation. To build mutual support and trust, we must be willing to communicate and care for each other’s personal and emotional safety. Doing this for others creates a caring, safe, healthy community for yourself.



## Week 8:

### Re-Labeling

Week 8 illustrates the power of the labels we all carry with us from birth. The technique of Re-Labeling is one of the most powerful gifts we can give our team members.

#### Materials needed:

- 1 Sheet of paper and self-stick name tags.

#### Activity: Re-Labeling

By now the team has had time to build trust and connection between members, for differences to play out, and for likes and dislikes within the group to be revealed. So as the trainer, you can assess, from the previous week's work, the team's social and emotional readiness to do this activity.

This is one of the most amazing and potent activities I've done over the years, with people of all ages, in every conceivable setting. My main objective is to set up this exercise so it's healing for all people.

The one issue with this exercise is the possibility of teasing and taunting after each one's labels are figured out. However, I do not see this as a bad thing, just another opportunity to teach and to heal if, in fact, it does occur. In all of my years of doing this, because I'm conscientious in how I introduce it, I have never had a person taunt or hurtfully tease another person once this exercise has been completed.

If this does happen, you simply go back to the, "What is going on for you that you would tease or make fun of someone else's new label?" question. (You'll find more information about it this technique on pg. 87, [www.MakeADifference.com/FlashBook](http://www.MakeADifference.com/FlashBook).) It works every time to take care of whatever is going on, emotionally or socially, for persons of any age.

## Week 8

Recognize the power of labels, both negative and positive.



Assist team members to rewrite and replace their negative labels.



## The 9-Week Team Synergy Training

Each person has his or her own labels, and as they do their own relabeling of themselves and feel their own pain, they come to understand the pain for another.

### **Trainer Preparation**

To understand the potential impact this exercise will have on your team members as a community, I highly recommend is that you do this exercise with one other like-minded/trusted person, so you experience it yourself.

I am providing a FREE live performance for you to listen to, so that you can understand how this works at: [www.MakeADifference.com/Relabeling](http://www.MakeADifference.com/Relabeling) .

This live performance took place at Portland Community College campus for their entire faculty and staff of about 300 people. It was a very diverse audience. You will hear how I worked with people on stage to literally change their lives with this relabeling process. You'll also find an audio recording of their testimonials at this link.

As you work through the relabeling process, understand that this is not about blaming people in your life who've labeled you, even though you've now discovered how deeply that label has influenced you and affected your life. It's not about being disloyal to your parents or friends. This is all about you. It's about resolution. It's about dismantling your emotional triggers so you can experience your true self, your authentic and most powerful self.

Directions for this Activity are in the Appendix on page 36.



## Week 9:

# Community=2-Way Communication

Week 9 teaches that the success of the Community depends upon good two-way Communication—a skill that benefits team members in learning how to think about what they are saying and how they are saying it.

### Activity: Drawing Directions

Pair up the team members. In this activity, team member A will give directions to team member B, while B draws a picture or object from the directions he receives.

Team members A and B are seated back to back, with their desks facing opposite directions. Each team member has a piece of paper and a pencil or pen.

On the paper, team member A draws an image that team member B does not see.

Team member A then describes to team member B how to draw this picture/object, one line at a time, without telling team member B what the image is until it B has finished. team member B may ask any number of questions, as long as they're not about what the picture is.

When team member A has finished describing what to draw and team member B has asked all his or her questions, the two team members compare their drawings. Then they switch roles.

## Week 9

Help your team members to be good communicators.



Sometimes we think we are communicating clearly when, in fact, we are not.

## The 9-Week Team Synergy Training

### Discussion:

- What happened—how well did you each do?
- What was it you understood well from your partner?
- What was it that you didn't understand?

### Conclusion of this activity:

We think we are communicating clearly, but many times we are actually not. This is an example of how everyone learns differently, hears differently, and sees differently. We must be careful to pay attention to the clues and be willing to ask questions until we are certain we understand.

### Conclusion of the 9 Weeks:

Have a discussion with your team about how they feel the nine weeks of building team synergy through compassionate understanding and leaderless leading, has gone to accomplish more with less stress.

How do they feel their workplace community is coming along for making this their best 'Make A Difference' year / work environment ever?

To continue to sustain the momentum you've ignited, keep meeting weekly and continue to do Community and Team Building activities. I recommend *The Big Book of Team Building Games* by John Newstrom and Edward Scannell by McGraw-Hill.

## Resources

Other materials for individuals, trainers, managers and business owners:

- *The Power of Compassion: 7 Ways You Can Make A Difference:* [www.MakeADifference.com/GiftBook](http://www.MakeADifference.com/GiftBook)
- *Make A Difference with the Power of Connection:* [www.MakeADifference.com/FlashBook](http://www.MakeADifference.com/FlashBook)
- *Attitude Alignment:* [www.MakeADifference.com/Attitude](http://www.MakeADifference.com/Attitude)
- *TurnAround Specialist:* [www.MakeADifference.com/Relabeling](http://www.MakeADifference.com/Relabeling)
- *Connecting with Colors:* [www.MakeADifference.com/Colors](http://www.MakeADifference.com/Colors)
- *MasterMinding 101:* [www.MasterMinding101.com](http://www.MasterMinding101.com) \*to learn more, go to page 46 in the Appendix

## *Appendix*

### Motivational Stories & Re-Labeling Exercise

#### *All Good Things*

One day a teacher asked her students to list the names of the other students in the room on two sheets of paper, leaving a space between each name.

Then she told them to think of the nicest thing they could say about each of their classmates and write it down.

It took the remainder of the class period to finish their assignment, and as the students left the room, each one handed in the papers.

That Saturday, the teacher wrote down the name of each student on a separate sheet of paper, and listed what everyone else had said about that individual.

On Monday she gave each student his or her list. Before long, the entire class was smiling. "Really?" she heard whispered. "I never knew that I meant anything to anyone!" and, "I didn't know others liked me so much," were most of the comments.

No one ever mentioned those papers in class again. She never knew if they discussed them after class or with their parents, but it didn't matter. The exercise had accomplished its purpose. The students were happy with themselves and one another. That group of students moved on.

Several years later, one of the students was killed in Vietnam and his teacher attended the funeral of that special student. She had never seen a serviceman in a military coffin before. He looked so handsome, so mature.

The church was packed with his friends. One by one those who loved him took a last walk by the coffin. The teacher was the last one to bless the coffin.

As she stood there, one of the soldiers who acted as pallbearer came up to her. "Were you Mark's math teacher?" he asked. She nodded: "yes." Then he said: "Mark talked about you a lot."

After the funeral, most of Mark's former classmates went together to a luncheon. Mark's mother and father were there, obviously waiting to speak with his teacher.

"We want to show you something," his father said, taking a wallet out of his pocket "They found this on Mark when he was killed. We thought you might recognize it."

## The 9-Week Team Synergy Training

Opening the billfold, he carefully removed two worn pieces of notebook paper that had obviously been taped, folded and refolded many times. The teacher knew without looking that the papers were the ones on which she had listed all the good things each of Mark's classmates had said about him.

"Thank you so much for doing that," Mark's mother said. "As you can see, Mark treasured it."

All of Mark's former classmates started to gather around. Charlie smiled rather sheepishly and said, "I still have my list. It's in the top drawer of my desk at home."

Chuck's wife said, "Chuck asked me to put his in our wedding album." "I have mine too," Marilyn said. "It's in my diary"

Then Vicki, another classmate, reached into her pocketbook, took out her wallet and showed her worn and frazzled list to the group. "I carry this with me at all times," Vicki said and without batting an eyelash, she continued: "I think we all saved our lists"

That's when the teacher finally sat down and cried. She cried for Mark and for all his friends who would never see him again.

The density of people in society is so thick that we forget that life will end one day. And we don't know when that one day will be.

-by Sister Helen P. Mrosia, *Chicken Soup for the Soul*

## *Look for Good in Others*

One day, when I was a freshman in high school, I saw a kid from my class walking home from school. His name was Kyle. It looked like he was carrying all of his books. I thought to myself, "Why would anyone bring home all his books on a Friday? He must really be a nerd." I had quite a weekend planned (parties and a football game with my friend's tomorrow afternoon), so I shrugged my shoulders and went on.

As I was walking, I saw a bunch of kids running toward him. They ran at him, knocking all his books out of his arms and tripping him so he landed in the dirt. His glasses went flying, and I saw them land in the grass about ten feet from him. He looked up and I saw this terrible sadness in his eyes. My heart went out to him.

## For a 'Make A Difference' Year

So, I jogged over to him and as he crawled around looking for his glasses, and I saw a tear in his eye. As I handed him his glasses, I said, "Those guys are jerks. They really should get lives."

He looked at me and said, "Hey thanks!" There was a big smile on his face. It was one of those smiles that showed real gratitude. I helped him pick up his books, and asked him where he lived. As it turned out, he lived near me, so I asked him why I had never seen him before. He said he had gone to private school before now. I would have never hung out with a private school kid before. We talked all the way home, and I carried his books. He turned out to be a pretty cool kid. I asked him if he wanted to play football on Saturday with me and my friends. He said yes. We hung out all weekend and the more I got to know Kyle, the more I liked him. And my friends thought the same of him.

Monday morning came, and there was Kyle with the huge stack of books again. I stopped him and said, "Dang boy, you are gonna really build some serious muscles with this pile of books everyday!" He just laughed and handed me half the books. Over the next four years, Kyle and I became best friends. When we were seniors, we began to think about college. Kyle decided on Georgetown, and I was going to Duke. I knew that we would always be friends, that the miles would never be a problem. He was going to be a doctor, and I was going for business on a football scholarship. Kyle was valedictorian of our class. I teased him all the time about being a nerd. He had to prepare a speech for graduation. I was so glad it wasn't me having to get up there and speak.

Graduation day, I saw Kyle. He looked great. He was one of those guys that really found himself during high school. He filled out and actually looked good in glasses. He had more dates than me and all the girls loved him! Boy, sometimes I was jealous. Today was one of those days. I could see that he was nervous about his speech. So, I smacked him on the back and said, "Hey, big guy, you'll be great!" He looked at me with one of those looks (the really grateful one) and smiled. "Thanks," he said. As he started his speech, he cleared his throat, and began. "Graduation is a time to thank those who helped you make it through those tough years. Your parents, your teachers, your siblings, maybe a coach. But mostly your friends. I am here to tell all of you that being a friend to someone is the best gift you can give them. I am going to tell you a story."

I just looked at my friend with disbelief as he told the story of the first day we met. He had planned to kill himself over the weekend. He talked of how he had cleaned out his locker so his Mom wouldn't have to do it later and was carrying his stuff home. He looked hard at me and gave me a little smile. "Thankfully, I was saved. My friend saved me from doing the unspeakable. "I heard the gasp go through the crowd as this handsome, popular boy told us all about his weakest moment. I saw his Mom and Dad looking at me and smiling that same grateful smile. Not until that moment did I realize its depth. Never underestimate the power of your actions. With one small gesture you can change a person's life. For better or for worse. We are in each other's lives to impact one another in some way. Look for good in others.

-by John W. Schlatter, *Chicken Soup for The Soul*



## *Re-Labeling™ Ourselves*

The following are directions for the exercise listed in Week 8. This is an excerpt from Chapter 7 of the book:

*Attitude Alignment – the Art of Getting What You Want*, by Mary Robinson Reynolds,  
available at: [www.AttitudeAlignment.com](http://www.AttitudeAlignment.com)

### THE RE-LABELING™ PROCESS

#### Step One: List Your Negative Labels

Do not force anyone to do this. If they don't want to, let them know that it's perfectly OK. Chances are that they will join in after they see the other's feeling better and enjoying the activity.

**Assignment:** Your first task will be to come up with as many negative messages and labels as you can remember receiving over the years, from early childhood up to the present time. Think about situations or locations where you were labeled by others:

- Home and family
- School
- Summer Camp
- Recreation
- Peers and Friendships

Now list all negative labels that come to mind on the left-hand side of the worksheet. Don't try to justify or explain—just list them!

Since it's easier to see by illustration, I'll go first, using my own labels, which you can see in the left column of the chart on page 32.

**Discussion:** After you've given the team members 3 to 5 minutes to write down their labels, ask them how they feel right now. Is their energy low? Are they feeling happy or sad, depressed, angry, hopeless?

**Lesson:** They have the inner power to decide how they prefer to “see” themselves. We each have an image of ourselves that we hold in our minds. We can change that image anytime we choose. One of the first things we can decide to do is turn it around. We don't have to accept what other people have said or believe about us. It is an “inside” job. It's not an “outside” job to get other people to see us differently. It's up to “us” to see ourselves as we prefer to be and then hold that “image” firmly in our “own minds” and let that drive our behavior so we can be that more and more.

## Step Two: Turn It Around!

Now it's time to decide differently about your labels. When I first developed my Re-Labeling™ Process, I was trying to figure out how I could turn things over to the opposite of what I was repeating in my experiences.

I would ask myself, "What is the opposite of what is happening that I would actually prefer instead?"

For things to change, you must get a picture of the way you prefer them to be.

The IMAGE of yourself that you hold in mind is what will drive and sustain your behavior and choices. Begin first with what IMAGE you are deciding for yourself.

On a sheet of paper, each child is to start writing down a NEW LABEL on the righthand side of the paper with an adjoining *Statement of Intention* about the IMAGE they are now DECIDING to hold of themselves.

NEGATIVE MESSAGES/LABELS	I HAVE DECIDED THAT I AM NOW RESOLVED & HOLDING FIRM to the IMAGE of myself I intend to become more of every day in every way.
Just too nice	Nice: I "own" this. I AM nice. I prefer being kind, generous and I really do care.
Just too sensitive	Sensitive/Intuitive: I "own" this. I AM sensitive. Appropriately sensitive. Emotionally oriented. In-tune with attitudinal energies and have valid concerns about injustices. I have reasonable preferences and expect them to be acknowledged. I will give voice to my concerns as is good/necessary for me.
Bad	Good: I am a good person who is human and am now learning to make better and better decisions and reaction choices.
Stupid, Dumb, Idiot	Intelligent: As smart as I decide to be. I am smart in my own special way, and I can accomplish whatever I set my mind to.

## The 9-Week Team Synergy Training

<b>Incompetent</b>	Competent: at what I decide I am and what's important to me. I make a difference being me.
<b>Controlling/ Perfectionist</b>	Love Order: I am Lightening Up! I accept that I feel safe with order. I absolutely love order and beauty of things well done. I now relax more about this.
<b>Stubborn &amp; Strong Willed</b>	Leader Qualities: I am learning how to be a leader who uses the power of cooperation. I am discerning, focused, achievement oriented. I accept that I am driven by my bliss and enjoy competition.
<b>Hot Tempered/ Angry</b>	Compassionate: with myself first and with others second. When I'm afraid or feel shamed by someone, I will be compassionate and loving with myself until I feel better.
<b>Irresponsible</b>	Responsible: I am learning every day in every way to grow into being able to handle more and more responsibilities.
<b>Can't be trusted</b>	Trustworthy: I am learning to be trustworthy, high integrity, even when that means I'm concerned that it will upset or disappoint someone. I am truthful to myself.
<b>Talks Too Much</b>	Gift of Gab: that I now manage in the ways that involve and include every one around me. Sometimes I fill in the awkward silences. I now enjoy listening to others too.
<b>Unwanted</b>	Wanted: I want, cherish and love me right here, right now, just as I am. I can make a difference by helping others. I matter.
<b>Abandoned</b>	Cherished: I always have me. I love me. I never abandon me. I approve of me. I want me. I am going to make it.
<b>Lazy</b>	Creatively orientated: and I now manage my gifts and talents in a timely, responsible manner.
<b>Liar</b>	Courageous: I am learning how to become more and more brave about being truthful. It is so much more powerful for me to tell the truth every time regardless of the error I made.
<b>Overweight/fat</b>	Lightening Up! I am oversized at this time. I am now learning, every day in every way, how to take better care of myself, by loving myself enough to hold a happy, healthy image of myself and modify my eating habits accordingly.

**The trainer can do one of three things here:**

- You can let the people work together on the “re-labeling” process in groups. \*Again, if any person does not want any one to see their labels, do not make them work with a group.
- You can have them work by themselves, walking around the room helping them get each and every one of their labels – relabeled.
- You can collect their papers with their new labels, go over them yourself and make necessary revisions/corrections to improve the label they are going for. Hand their papers back to them the next inservice and continue with the Re-Labeling Process Step 3.

I have conducted this in front of small groups as well as audiences as large as 500 in a large auditorium. It is easier to manage with smaller learning groups.

At first, many tried to cover their papers so no one will see. As you with those who are not afraid to work with you in front of every one, the rest of the group began to work with those around them. Some will even go so far as to get out their seats to walk over to other sections to help others with their labels. That's how much compassion and caring this exercise will generate.

Do not be put off by the initial discomfort and fear in the room. As soon as they write down those negative labels, you have them emotionally, and they want to know from you how to deal with this... because it's on their hearts and minds every single day.

So, whatever you do, do not minimize what's happening for these team members. Move them through this low emotions quickly with the Relabeling part of the process. HOPE is a powerful thing when constructed correctly and directly.

**Give The Gift of Power**

Showing people the power within themselves to decide differently is a huge gift! And once you, as the trainer, find out what's really driving each person, you will know better how to help them find their own inner voice, their own individual, inherent greatness and their own success.

You now have everything you need to know about the people in your work place to teach them, to help them SEE themselves as difference makers – “I Make A Difference”— in the bigger picture.

In allowing everyone to work with each other, the noise level will be up, but the difference made is immeasurable.

The energy in the room will be up. The relabeling process makes them feel better and more empowered quickly.

## The 9-Week Team Synergy Training

### **Discussion:**

As they are relabeling themselves, ask them how they are starting to feel with changing their minds about themselves and about what is possible.

How are they beginning to feel now? How is their energy?

If they aren't feeling good... investigate a little bit with them, "What's going on that they are not beginning to feel better?" If they don't know, that's OK. When they do know, you want them to tell you, if they want.

### **Step Three: Put New Labels on Name Tags**

This can be done several different ways too.

Whether you do this process with small or large groups, bring hundreds of Name Tags. For each new label individuals decided upon they can use 1-name tag per label. I always carry hundreds of name tags!

What is really cool is the healing process that people experience from putting these name tags with their new labels all over their bodies. Some people had as many as 20 name tags with new labels.

**Another option:** You can also have them put as many new labels as can fit on 1 or 2 name tags.

Then take the back off the name tag and stick it to their shirt anywhere they want it.

In an in-service training, set this up so you are done in plenty of time before they go back to work.

Let them enjoy wearing their new Label. Then before they leave, they are welcome to take the name tag off and stick it on their notepad ... or they can throw them away saying to themselves: It's Already Accomplished!

### **Step Four: Throw the Negative Labels Away!**

Cut off the left side of the paper and either burn it in a 100% safe place or crumple it up and have Basket Practice.

Have every one cut their Relabeling paper in half. We're going to throw away the left side—Negative Labels side—of the page and keep the righthand side—NEW Labels and Image side—of the page – if they want.

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Again, the focus is on the fact that we've decided on the IMAGE we are going to see for ourselves, (whether others see us this way or not, yet.) We can keep the paper to remind us and encourage us, or we can throw it away saying: It's already accomplished!

Again, the focus is on the fact that we've decided on the IMAGE we are going to see for ourselves, (whether others see us this way or not, yet.) We can keep the paper to remind us and encourage us, or we can throw it away saying: It's already accomplished!

### **Conclusion of this activity:**

Ask them for their insights into themselves.

- What insights do they now have about other people on their team that they didn't realize before today?
- What do they now understand that they have the power to change for the better in their lives?

### **\*Note to Team member:**

As you are already aware, people are still living with the adults, siblings, social/family situations in their lives who have unknowingly labeled them negatively. This is experience intended to generate compassionate understanding and not degrading gossip.

***Gossip:*** Workplace gossip is the clear winner destroying well-being and team synergy. 60% of people in the workplace cited gossip as the No. 1 problem. (Staffing firm Randstad)

***Self-Esteem:*** 2 out of every 3 Americans have low self-esteem. (Gallup Poll)

Any who take what has happened in this experience and make it public knowledge get to explain themselves at the next in-service. Use the "What was going on for you that you felt you needed to make fun of this person?" question and ask the team member to share what happened in our very special community-team building session.

Never allow something like this to go unanswered. It must be addressed compassionately and with the care that you want to see other people modeling when dealing with unskillful behaviors that occur.



*We all make a difference every day.  
The question is: What kind of difference are we making?*

We receive emails daily, filled with creative suggestions on how to raise funds to provide the “I Make A Difference” Blue Wristbands to worthy organizations. Here are three ways I've found over the years that work well to generate funds for a worthy goal:

**1 - Use the Movies.** Use [www.IAMMovie.com](http://www.IAMMovie.com) or [www.3Uai.com](http://www.3Uai.com). Send them to people in your community who have businesses and organizations. Email a movie web address to them, with a personal invitation to watch it. Or pick up the phone and ask for a few moments of their time to tell them about a free online movie that will make a difference in someone's life today! Tell them what you hope to do for students, faculty and staff and let them know that you are calling to ask them to participate in this effort through of a donation of a specific dollar amount for the “I Make A Difference” Blue Wristbands.

**2 - Think Bigger than You.** Determine the total cost of the wristbands you will need. Then use the Internet - it's FREE! The businesses and organizations in your community have websites with contact emails. Do a Google Search for the name of the business you want to contact. Write directly to the decision-makers. Giving them a movie website will show them they matter. ... and that they too can make a difference in their community. Ask them to contribute and show them how they can help you build a ‘Make A Difference’ Year.

**3 - Plan Ahead.** If it is your intention to show the movies and give the “I Make A Difference” Blue Wristbands, and/or the little book that speaks volumes: *Make A Difference with the Power of Connection* Gift Book & DVD for an Acknowledgment Event, and plan ahead. Order now to assure that we'll have the quantities you need for your In-Service and/or “Make A Difference” Events.

There's much to be said for the Power of Acknowledgment in lifting people's spirit ... to fill their cup emotionally by helping you continue to make a difference. Maybe it feels overwhelming, yet the very best way to generate and sustain schoolwide synergism and avoid burn-out is to simply pick up the phone and say, “Hello, I just wanted to let you know what a difference you make.”

If you are interested in creating a fundraiser for this upcoming year please check out how you can use our “word-of-mouth” movies, books and wristbands for your fundraiser. To find out how it works, visit: <http://www.makeadifference.com/fundraising.htm>

### *Using the Power of Acknowledgment in Business*

This is how one businessman, Stan H., has been using Acknowledgment to create a highly prosperous Make A Difference Businesses for 7 years:

“First of all, I use Mary’s Make A Difference movies as inspiration everywhere I go. As far as using the Blue Wristbands in a business setting, it is not rocket science. We set aside an all staff/ employee meeting for the business. The initial phase is to show the Acknowledgment movie as an introduction to what is possible when people choose love over blame.

The owner sets the “safe place” tone and commits to maintaining this safe place from here on as the authentic heart of the kind of environment he desires to provide for his business. He has chosen to establish love and acknowledgment as the foundation. Often this has not been the case, so this serves as a tremendous healing and new beginning opportunity.

Next the Doctor, Lawyer, or Real Estate business owner, etc. takes the time to acknowledge his employees and or other members of his staff or organization. In many instances the spouse of the business owner is invited to this meeting as well. What miracles I have witnessed. That’s another story. He then opens the opportunity for the staff to recognize one another. These meetings on average shift from a 30-minute information meeting to many hours of appreciation and healing. To end the meeting we, reconfirm the business owner’s resolve that we will recognize one another daily and acknowledge one another, and this is now our foundation. Collateral “Make A Difference” material such as signs and posters claiming that we are not here just make a living, we are here to make a difference, are created in a manner that support the environment and our new foundation of love. Each day 5 minutes is set aside for employees/staff to recognize one another for what might have taken place the previous day. At each monthly staff meeting a recognition opportunity is provided. After the first month, WE GO QUANTUM.

Now that the staff is fully engaged, as a client, patient, customer comes into the office, they are greeted and acknowledged. In many instances even before they have signed in at the front desk. They are given a wristband, plus two more to pass on the love and acknowledgment to someone important to them. While in the waiting room You Make A Difference collateral material surrounds them. Posters, books and stories. I have even had the DVD movies playing on the office display or television for those in the waiting room. When they go in to see the Dr. or professional they see Make A Difference collateral material on the wall. They are immersed in love and the reality and authenticity of the acknowledgment and this office’s dedication to making a difference. In many instances reports have come back from referring doctors, family members, co-workers and on and on about the significant shift our Blue Wristband provided and continued to provide. It becomes the cause marketing opportunity for that business. They have the opportunity to create a BlueWristband cross marketing campaign with others who serve the community and share the goal of acknowledgment. My goal is to create Blue Wristband Business Communities embracing the acknowledgment and loving aspect of making a difference to their clients and patrons and that they in turn would commit a percentage of profitability each month into a pool that would

## The 9-Week Team Synergy Training

serve as the funding mechanism to launch the Blue Wristband program at their local school. She is Being that vibrant wonderful spirit as she trains more trainers and makes a difference in the lives of others. I have done this on a small scale but the concept can be taken world wide. Thank you for letting me share. Thank you, Mary, for being such a beacon of light, hope and inspiration, to me and to the world. How are people using the I Make A Difference wristbands as “in the moment” Acknowledgments to make a world of difference in people’s lives? Whenever you are out and about, doing your life, and you come across an individual who has been of service, who is making a difference that you’ve observed, take your wristband off your wrist and let the person know what a difference they make. Ask them if they will accept your acknowledgement of them with this wristband. It will have a profound and immediate affect on you both!

### *A “bring tears to your eyes” success story from Stan H’s business travels:*

I went to sleep last night embracing and recalling the various Blue Wristband opportunities in life. This one comes to mind because business is not always business as we would perceive it to be. God’s business is always present and available, as long as we are open to realizing He has set our appointments. I sat in my seat on a cross country flight. As always, I was buried deep in my work in order to distract myself from the boring drone of the engines and to take me mentally away from the mundane nature of yet another air plane trip. As I sat there I could not help but over hear the conversation taking place behind me between a father and his son. What a beautiful exchange. The father was explaining the wing of the air craft and the physics of lift. The conversation continued for almost the entire flight. What struck me was not the content of the conversation but the fact that this father was actively participating in the experience of life with his son. What a beautiful relationship and expression of a fathers love. Moreover, the distinction within me, that such a conversation was an exception and not the rule. I was moved by the love in the fathers voice and the excitement in the voice of his son as they shared and exchanged the learning opportunity of this travel experience. I buried myself in my work and continued to my destination.

The conference that weekend was wonderful and I found it necessary to cancel my return flight and spend an extra night providing mentoring for one of the conference participants. Monday morning found me once again settling in, in preparing for yet another cross country flight to my next conference. As I placed my bag in the overhead compartment I glanced behind me and lo and behold, a few rows back sat the same father and son duo. At that point I experienced that inner twinge, that prompt of the innate, that this was not just a coincidental happenstance. Once air born and in a position to “move about the cabin,” I took three Blue Wristbands from my case and moved from my seat and introduced myself to the father and his son. I explained how I had been sitting in front of them on the previous Thursday and how moved I was by the love and obvious connectivity between a father and a son. I acknowledged the father for his attentive and loving leadership and dedication to his son. I then presented him with a Blue Wristband, plus two more and encouraged him to pass on this acknowledgement to two others who made some difference in his life. A part of me wanted to acknowledge his son as well, yet that inner prompting within, told me no. I returned to my seat and “hunkered down” for the remainder of the flight. A few minutes later I felt a gentle tap on my shoulder. I looked up from my laptop to see the brimming

## For a *'Make A Difference'* Year

face of the young boy whose father I had acknowledged. He stood there before me wearing a Blue Wristband proudly on his right wrist. His eyes were moist yet the beam on his face told me that the moisture was representative of an expression of joy and happiness.

He asked me, "Do you have any more of those Blue Wristbands? You see, my dad gave me a Blue Wristband and told me how much he loved me, how proud he is of me. He told me how brave I am and how much I mean to him and how my being with him has made him strong. Then he gave me this wristband." He pointed proudly to his wrist and his Blue Wristband." Then he gave me the other wristband," he said, "and told me to give it to someone who has made a difference in my life. Well," he continued, "you see back there in the seats in front of my dad, a lady and the girl next to her? That's my mom and my sister. You see, a while back my dad and my mom decided to separate and were thinking about getting a divorce. My mom and sister went to live with my grandma and grandpa and me and my dad stayed back home. We came out here last week to ask my mom to come home and see if we can make our family 'work' again. They said yes, and now we are going back home together as a family. You see Mr., I only have one wristband left to give away. I can't decide if I should give it to my mom or my sister. I have missed them so much, and I am so happy that they are coming back home with us. I sure would like to give them both a Blue Wristband. Do you have one more?"

I could hardly contain my tears. I reached into my brief case and took out the remainder of the package of 100 Blue Wristbands I had with me. I handed them to the young man and asked him to make sure that he spread his love to all those who made a difference to him. Graciously accepting these wristbands, he returned to acknowledge his mother and sister. A little while later, as I glanced up from my work, I noticed the flight attendant moving past me, with a blue band placed on her wrist and I saw two more showing in the pocket of her uniform vest. I knew then that the rest of the Blue Wristbands were in good hands. As I turned around to find the young boy, I discovered him sitting between his father and his mother. His little sister was sitting on daddy's lap. All of them were wearing Blue Wristbands. As our eyes met, there was a most loving and gracious nod of love and appreciation. The enigmatic nature of this simple Blue Wristband was once again promoting love and all that is pure and wonderful. At that point, I realized that the success of the conference wasn't the only Business God had planned for this trip.

## The 9-Week Team Synergy Training

*Your Next Step:*

*Taking all you've accomplished to the Next Level...*

*"... when I look at the dreams that have come true for me, I'm amazed at how many of them have occurred since a critical moment in 1989. You see, that's when I read Napoleon Hill's book, *Think and Grow Rich* and discovered the amazing power of the MasterMind Principle. This is the most powerful information ever written for how to create massive personal change in every area of one's life."*

- Mary Robinson Reynolds

When you have completed this 9-Week *Make A Difference Team Synergy Training*, you will be ready for the NEXT STEP to sustain the momentum you now have in place.

I've investigated the leading resources on goal-setting and creating a rich life for over two decades and I can tell you with great certainty: without a spiritual foundation, they are not complete.

Whether you and your team members are devoutly religious, deeply spiritual, an atheist, agnostic or simply skeptical, the practical application of goal setting through weekly MasterMind Sessions keeps your team FOCUSED and going forward on progressive ground.

### **Focus – Follow-Through – Finish = the Keys to Success.**

I invite you to take a look at what coming together in the spirit of harmony through weekly MasterMind sessions can mean for your organization. Please note that the definition for **Synergy** is the essentially the same as **MasterMinding**:

**Synergy:** *The simultaneous joint action of separate parties which, together, have greater total effect than the sum of their individual parts.*

- Webster's Dictionary

**MasterMinding:** *"No two minds ever come together without thereby creating a third, invisible intangible force, which may be likened to a third mind."*

- Napoleon Hill, *Think & Grow Rich*

Napoleon Hill researched the wealthiest men of his time, while writing his book, *Think & Grow Rich*. He reached the conclusion that no individual may have great power without availing himself of the "MasterMind." He says MasterMinding is in play:

*"When two or more people coordinate in a spirit of harmony and work toward a definite objective or purpose, they place themselves in position, through the alliance, to absorb power directly from the great storehouse of Infinite Intelligence."*

## For a 'Make A Difference' Year

Hill goes on to say that as you define your monetary goals and carry them out with persistence and intelligence, and use discrimination in the selection of your MasterMind group, your objective will have been halfway reached even before you begin to recognize it.

Almost all of the great accomplishments and miraculous achievements of history were brought about through the power of this principle:

- **Orville and Wilbur Wright** did what was said to be impossible by building and flying the first airplane.
- **Andrew Carnegie** aggregated a team around him and built the World's biggest steel manufacturing company. Carnegie went on to become the first great philanthropist - funding over three thousand public libraries throughout the World.
- Likewise, **Bill Gates** and **Paul Allen** started Microsoft, became two of the richest men of all time and are now becoming the two of the World's greatest living philanthropists.
- **Thomas Edison**, World's greatest inventor, had many mastermind partners. Edison's most famous MasterMind partner was **Henry Ford**.

When Mr. Edison's New Jersey laboratory burnt to the ground, Mr. Ford arrived the next morning and handed Edison a check for \$750,000 and encouraged him to "Start building again." Ford would not accept interest on his loan; he just wanted his best friend to get back to work.

Great success is only achieved as the result of great teamwork. Team is an acronym that means Together Everyone Achieves More. Can you think of other great teams?

- **Walt Disney** and his brother **Roy**
- **Michael Jordan** and **Phil Jackson**
- **Steven Spielberg** and **George Lucas**
- **Rita** and **Tom Hanks** with **Nia Vardalos** 'My Big Fat Greek Wedding'

### Are you Evolving or Revolving?

It is at that point where you either choose to remain complacent and continue to do what's not working, or you increase your desire and punch up your energy. It's then you decide for the thing that takes the courage—and take a leap of faith. Quantum leaps occur when you have positively and adequately fulfilled the potential within the limit.

To learn more go to: [www.MasterMinding101.com](http://www.MasterMinding101.com) and [www.MasterMindingForARichLife.com](http://www.MasterMindingForARichLife.com)

To your Best 'Make A Difference Year' ever,

*Mary Robinson Reynolds*

Founder, Heart Productions & Publishing



# TEAM SYNERGY 101™

## Online Course

*M*ET MARY ROBINSON REYNOLDS...

M.S. Educational Psychology Counseling & Development, TurnAround Specialist and author of *The Power of Compassion: 7 Ways You Can Make A Difference*. Now the creator of motivational, educational Make A Difference online movies—viewed tens of millions of times throughout the world—brings you her System for working effectively and successfully with to build Team Synergy. For over 30 years Mary Robinson Reynolds has worked to transform tough behavioral and productivity problems and with the discouraged teams striving to be effective with today's work world.

Applying **USER-FRIENDLY QUANTUM FIELD THEORY** in combination with the latest Brain Research, Mary shows you what's really behind difficult behavior and exactly what you can do to affect a behavioral change in 30 seconds or less, no matter how unproductive the situation.

We spend most of our time with the people we work with in our places of business. We have a responsibility as leaders to help our people get plugged in and turned on to creating an environment in which, they can be part of a synergistic culture.

**TEAM SYNERGY 101™ is a corporate / organizational training program through which you will see an immediate climate change in the work environment, one that sustains long-term improvements in productivity, with a far reaching impact into your community.**

The core of a good business is having regard for your peers. With the kind of negativity that's going on in society today, there's never been a more important time to learn exactly what will lift morale and align polar opposites to create a most effective, productive synergistic work environment AND this will not happen by telling someone that they just need to be more positive!

This program is for the leaders who are trying to make a difference through deliberately and intentionally igniting the power of what happens when people come together in the spirit of harmony and good will.

"With you providing uplifting, up-building, empowering, useful information, this has developed me to reach more people with a positive message, not just about processes and procedure - this is only one part - but about connecting with people and their concerns as well. I come in contact with people from all walks of life, and the message is all the same: how we are down-trodden with anxieties about family, money, work and life that effects everyone; but the key to gaining any headway is by conditioning our mindset. I was so excited to read your message about your 9 week training manual, because I really feel this can make a difference, especially if it gets in the right hands. I will surely do my part."

-Toni Mander  
Client Service Department Trainer

[www.MakeADifference.com](http://www.MakeADifference.com)



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