

# 2013 Arizona Housing Forum

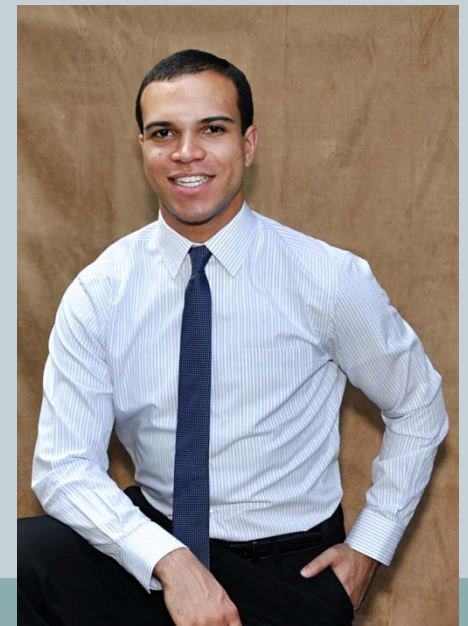


**STAND UP FOR  
HOUSING**

2013 Arizona Housing Forum  
September 18-20 | Talking Stick Resort, Scottsdale

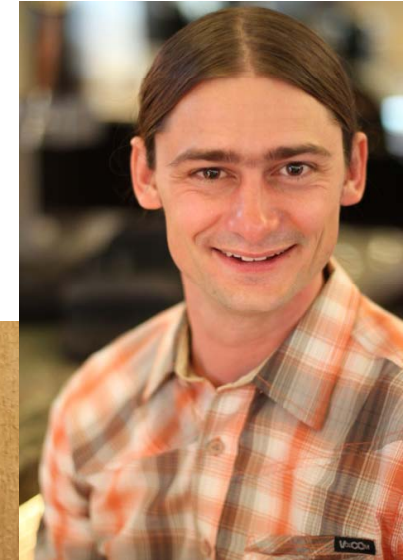
# OPTIMAL IMPACT

- Building Trust & Confidence
  - Personal Success
  - Personal Fulfillment





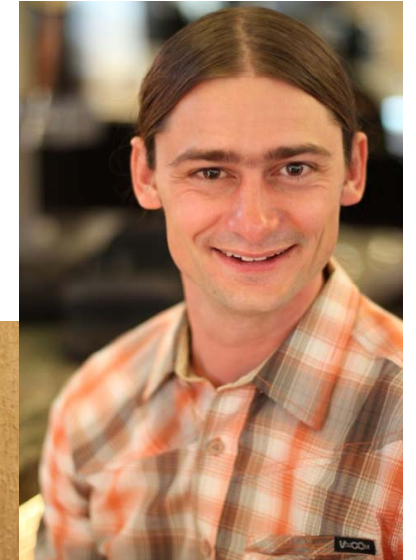
**Likeable**  
Upbeat -  
positive





# Likeable

An interest  
in others



# The power of the nod



# 3 levels of listening



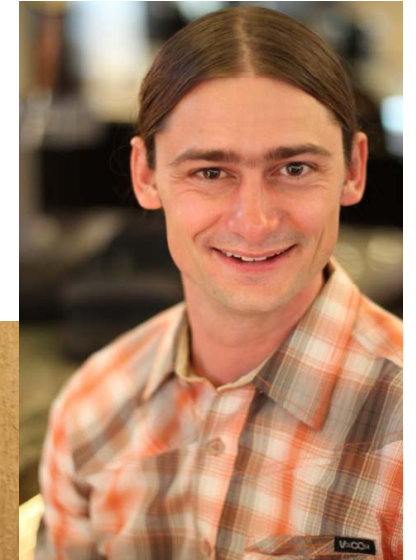


**Presence**  
**How**  
**people**  
**experience**  
**you.**





**Likeable**  
Self  
confident





# Inner – how you experience yourself





# Office Culture



## **TOP 10 EMAIL COMPLAINTS?**

# Verbal— How you reveal your messages



# Outer – How you experience others

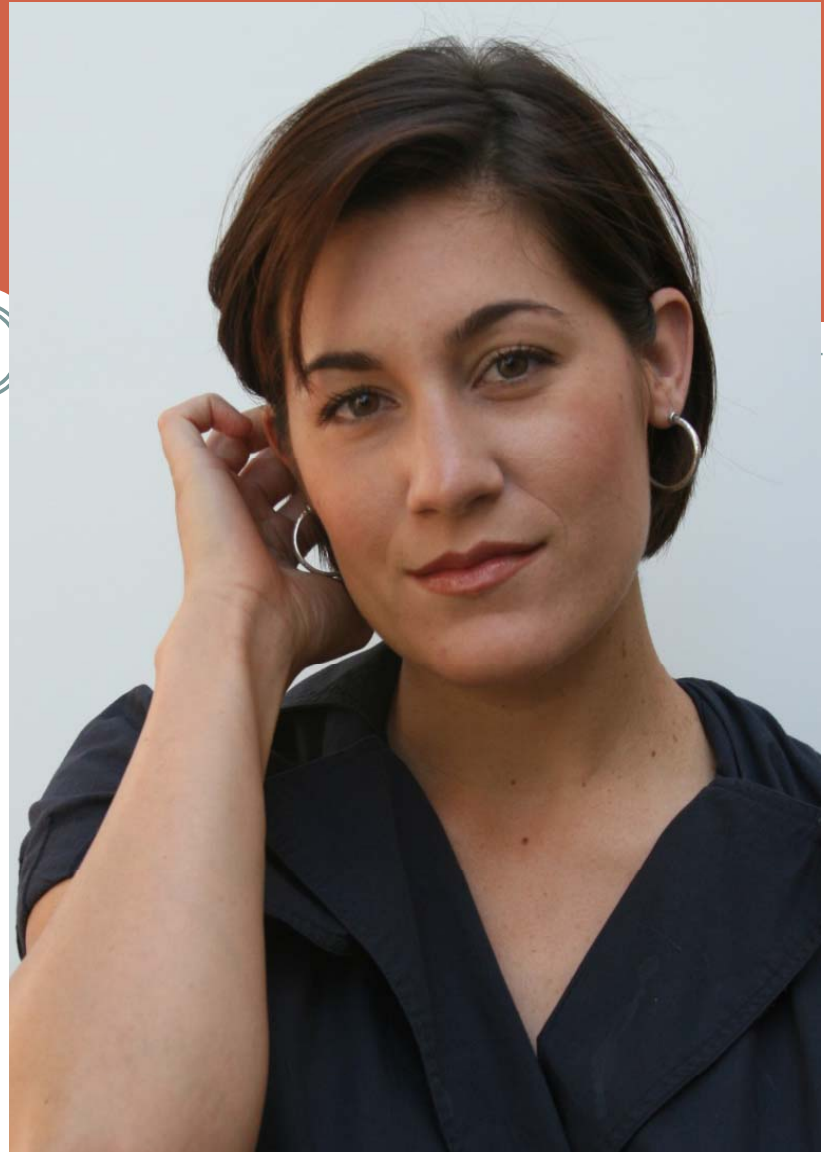


# What are you doing to fill your cup?



# Assertive? or Aggressive?









**PERCEPTION IS REALITY**

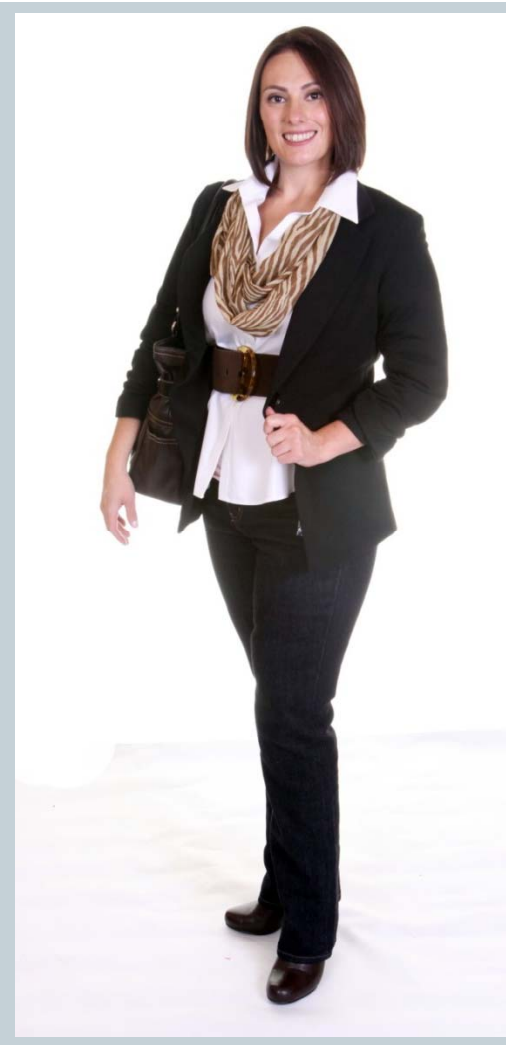




Do you look like you take care of yourself?

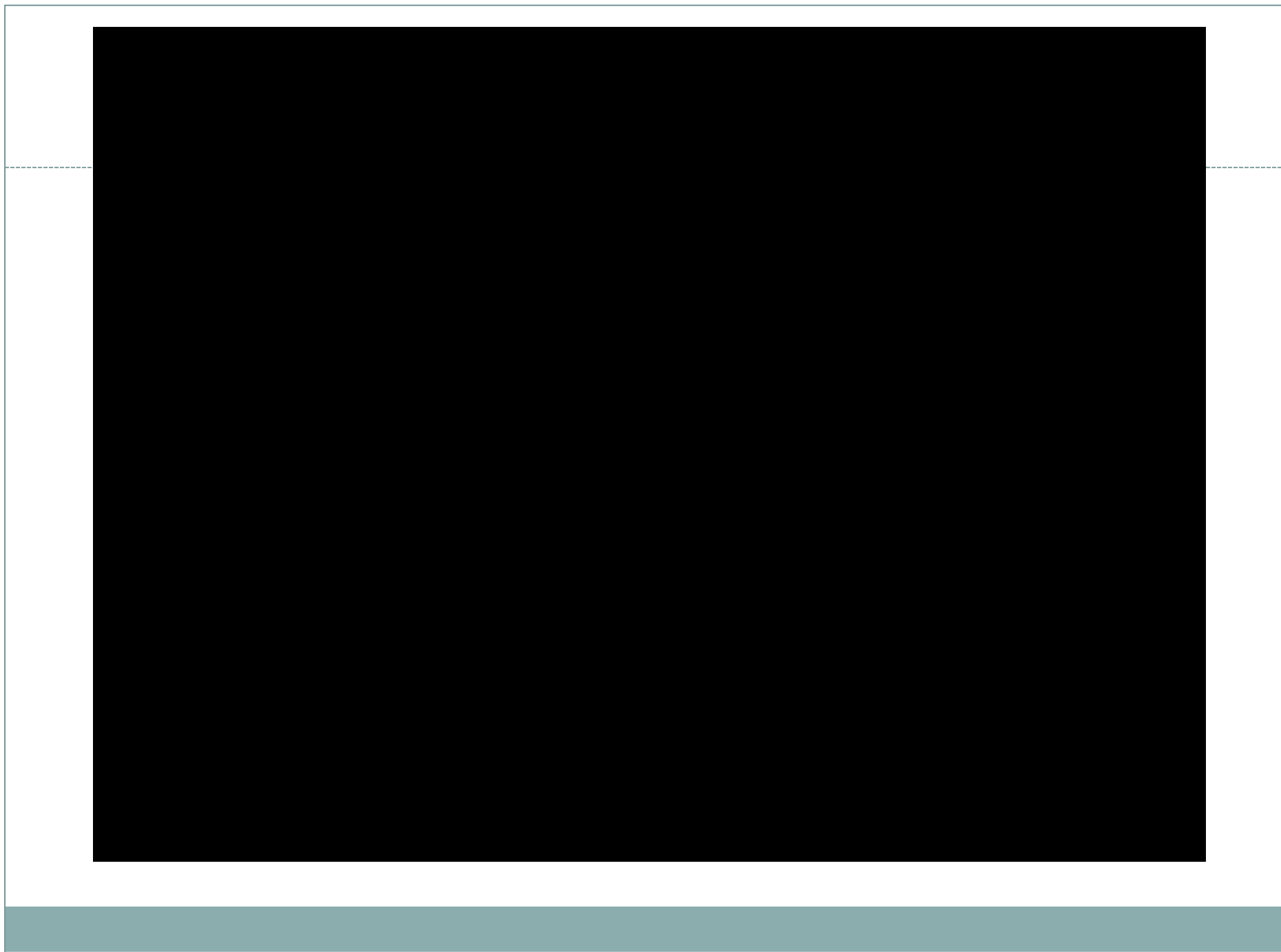


# Do you respect the job you have?



# One Woman's Story





*Where do you start?*

