



Mindfulness

◆ NOUN

- ◆ 1. the quality or state of being conscious or aware of something.
- ◆ 2. a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations, used as a therapeutic technique.

Service Excellence - Mindfulness

- ◇ Mindfulness
 - ◇ {the quality} or state of {being conscious} or {aware of something}.
 - ◇ Quality: Service Excellence
 - ◇ Conscious: Mindful of people and of our surroundings
 - ◇ Awareness: Awareness of Self

Three Ways That We See

01

SEEING WITH
OUR EYES
(PERCEPTION =
PERSPECTIVE)

02

SEEING
THROUGH
REASON
(MIND OVER
MATTER)

03

SEEING WITH
THE HEART
(PUSHING
THROUGH BIAS)

Seeing with Our Eyes

- ◆ **Selection:** Cognitively we take in stimuli from the environment/context.
 - ◆ Natural Process
 - ◆ Biased
 - ◆ Influenced by culture, ethnicity, age, and background experiences
- ◆ **Attention:** Cognitively select and/or focus on certain stimuli over other stimuli.
 - ◆ Perception = Perspective
 - ◆ Standpoint



Seeing Through Reason

- ◆ Rationalize behavior
 - ◆ Select certain characteristics & ignore other characteristics
 - ◆ Natural Process
 - ◆ Try to classify everything into categories
 - ◆ Don't recognize differences

Seeing Through the Heart

- ◇ Interpretation of what we see – it becomes what we feel & believe as true.
 - ◇ Typically Standardized
 - ◇ Personalized
 - ◇ Self Imposed Meaning



Seek to Understand – Mindfulness

- ◇ Change the way you See others behavior – “Three ways that you See”
- ◇ Take ownership of how you See others behavior – Self Awareness
- ◇ Investigate to understand
 - ◇ Direct
 - ◇ Indirect

Change Quotes

- ◇ “Be the change that you wish to see in the world” - Gandhi
- ◇ “The world as we have created it is process of our thinking. It cannot be changed without changing our thinking” - Albert Einstein

Motivated & Mindful

- ◇ 1. Are you ready to change?
- ◇ 2. Are you willing to change?
- ◇ 3. Are you able to change?

(write down your response onto the index card to answer the above questions).

Thank you for your participation