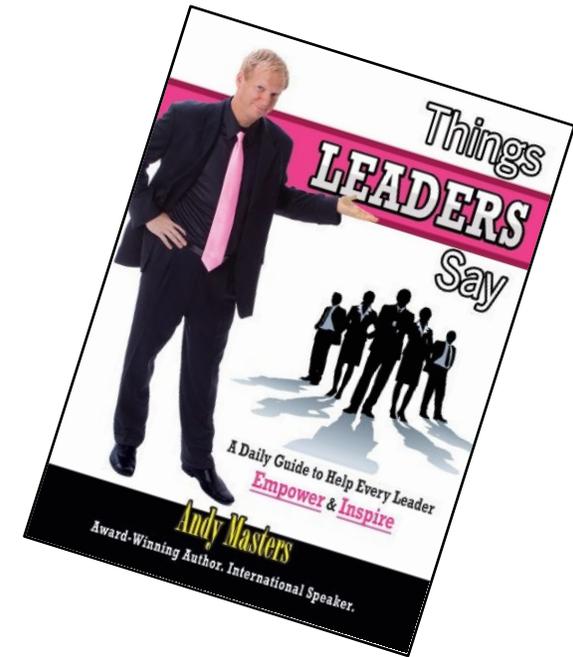
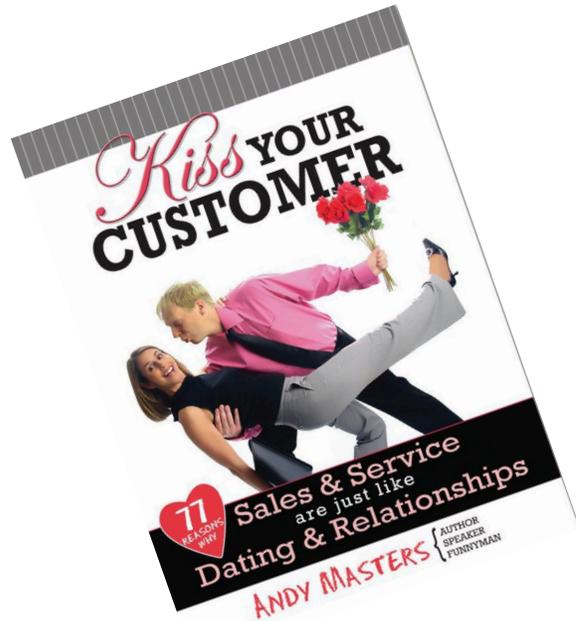


# KMGMA Welcomes Award-Winning Author, Speaker, Trainer



**Andy Masters, MA, CSP**

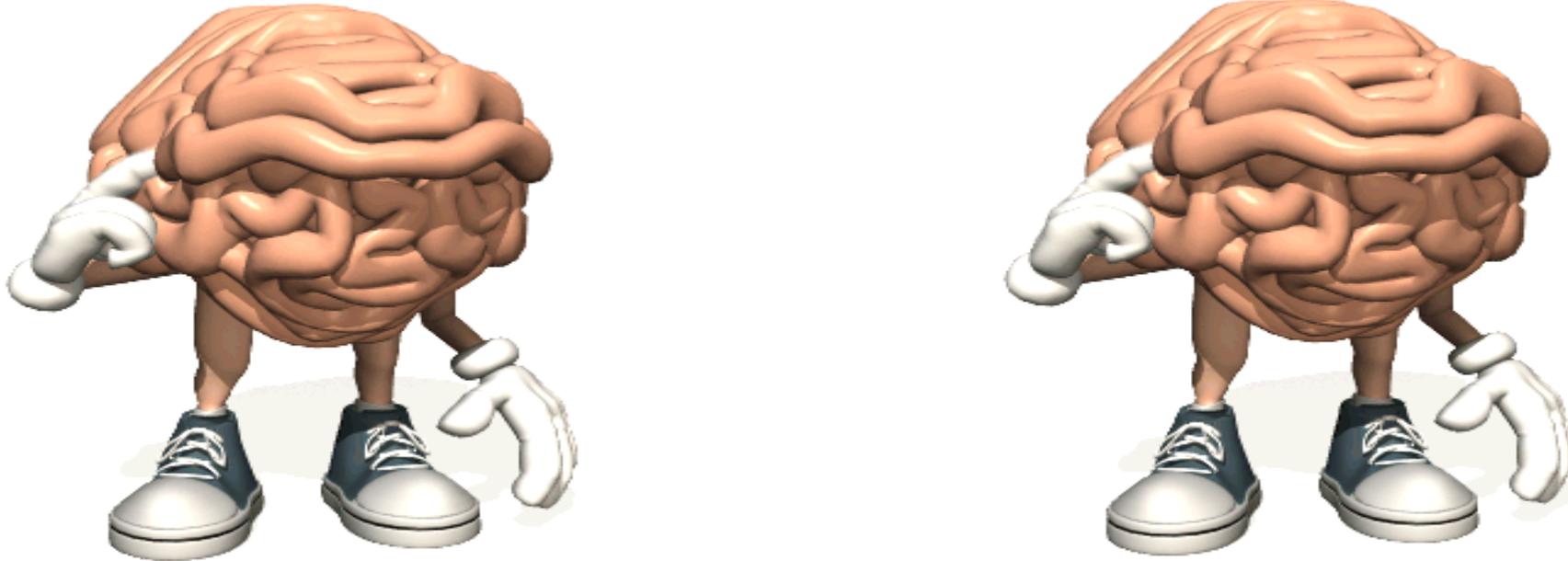
[Andy@Andy-Masters.com](mailto:Andy@Andy-Masters.com)

[Andy-Masters.com](http://Andy-Masters.com)

(Click on Healthcare)



# Two Heads Are Better Than One...



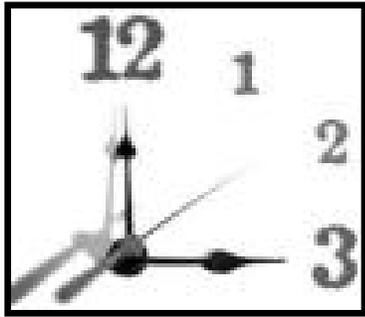
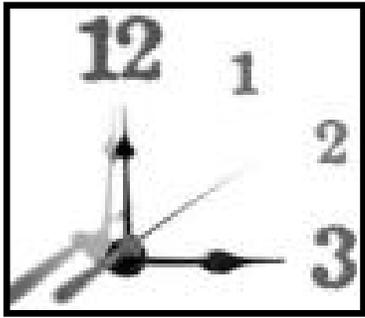
What **techniques** or **activities** do you already use to reduce **STRESS** — in Work and Life?



We Say “YES” To  
Everything And  
OVERLOAD OUR SCHEDULE  
With Unrealistic Expectations



# SUPERHERO SYNDROME



# Convenient Shortcuts?

about the new store locating on  
Lower Third Street.

Debra Jackson said she likes shopping at the Dollar Palace because it is convenient and casual.

"I don't have to get all dressed up like I'm going to Wal-Mart or something," she said, adding she shops at Williams' store "to

# UNDER PROMISE OVER PROVIDE



**“Managing Expectations”**

# UNDER PROMISE OVER PROVIDE

*“Just to be up front...”*

*“Just to give you a heads up...”*

*“The Power of NO...”*

# Things Take **LONGER** Than We Think



# What **NOT** To Do...





We Say “YES” To  
Everything And  
OVERLOAD OUR SCHEDULE  
With Unrealistic Expectations

**YE**

**NO**

# N

**“NO”**

**Playing Golf.**

**“NO”**

**Certain Friends & Acquaintances.**

**“NO”**

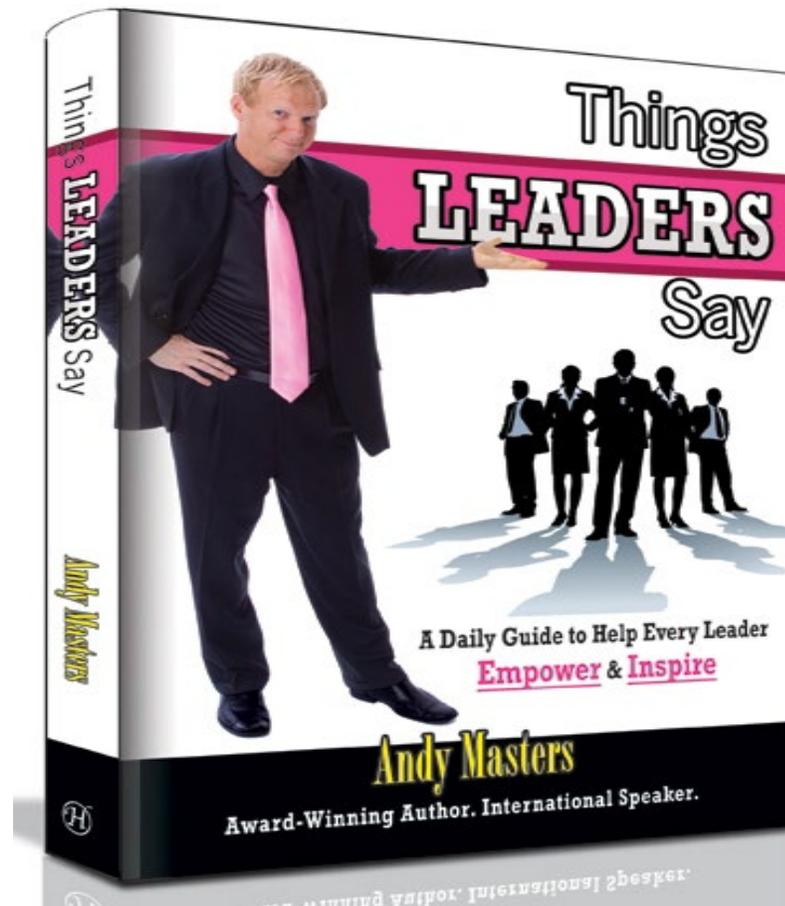
**More Kids!**

**“NO”**

**Washing My Car & Mowing My Own Lawn.**

**“NO”**

**Doing Everything Myself & Not Delegating.**

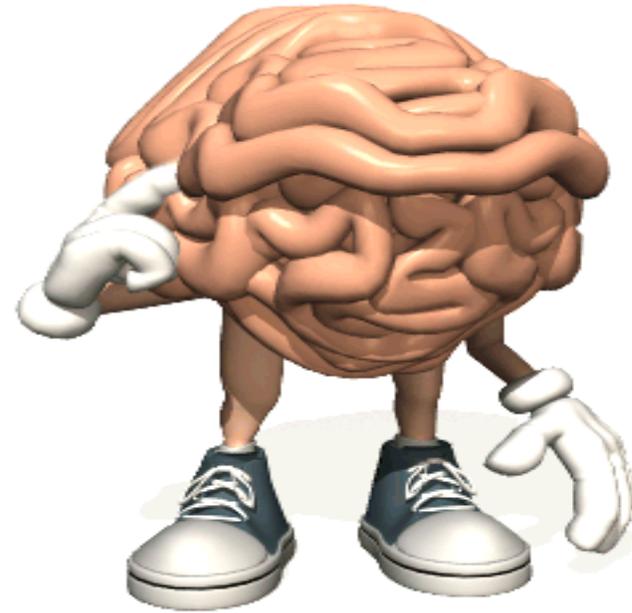
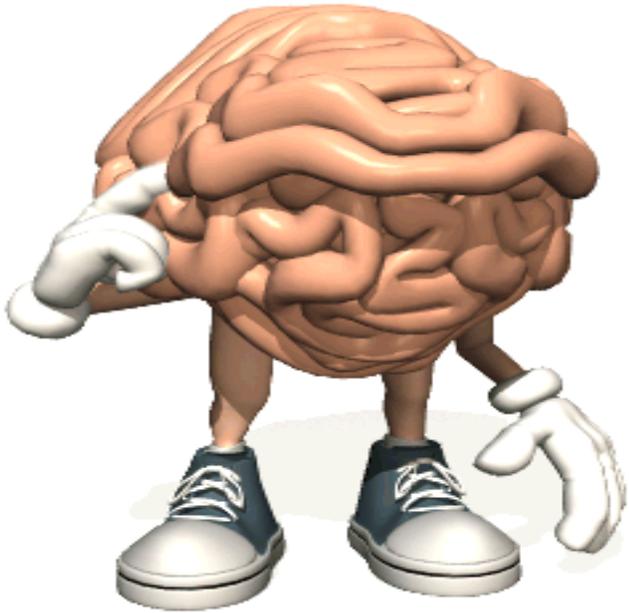


We learn to  
say **"NO"**.

So we can say  
**"YES"** to what?

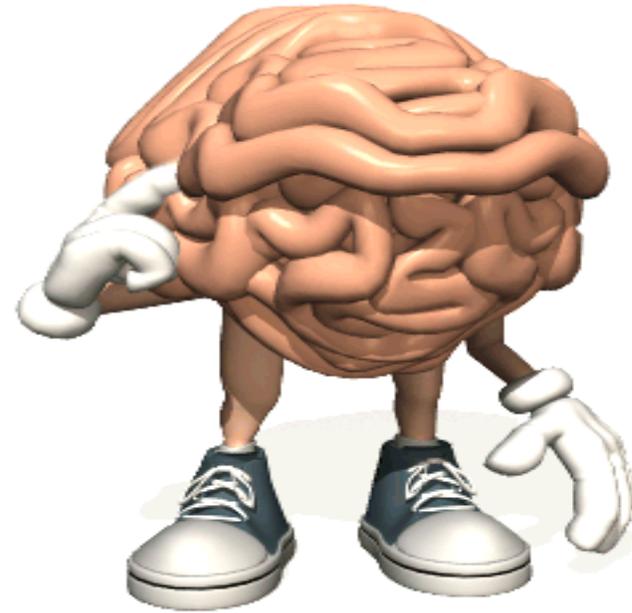
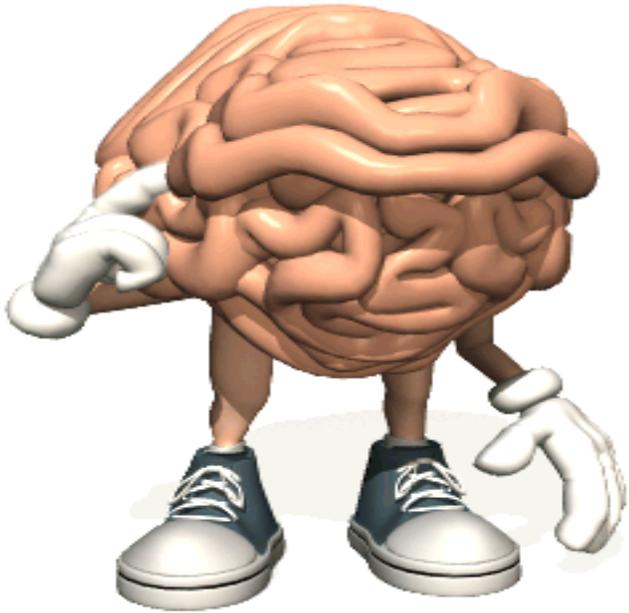


Two Heads Are Better Than One...

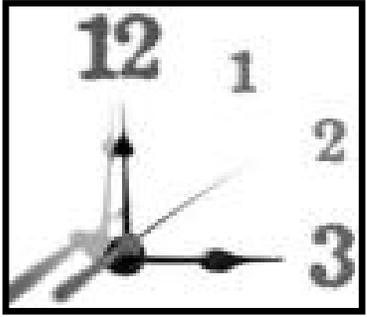


**What Can You Say "NO" to?**

Two Heads Are Better Than One...



**What Can You Say "YES" to?**



**MULTI-TASKING**

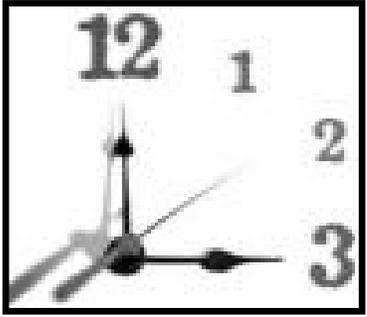


**IS**

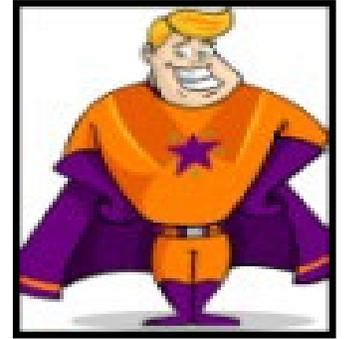
**OVERRATED**

**123456789101112**





**PRIORITIZE.**



**1**

**FOCUS.**



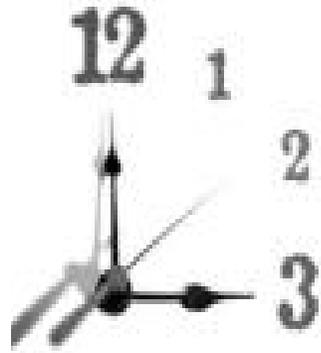
**“I have a lot of stuff going on!”**





**“It will only take five minutes.”**

15



15



YOU



**“Sweat the small stuff!”**

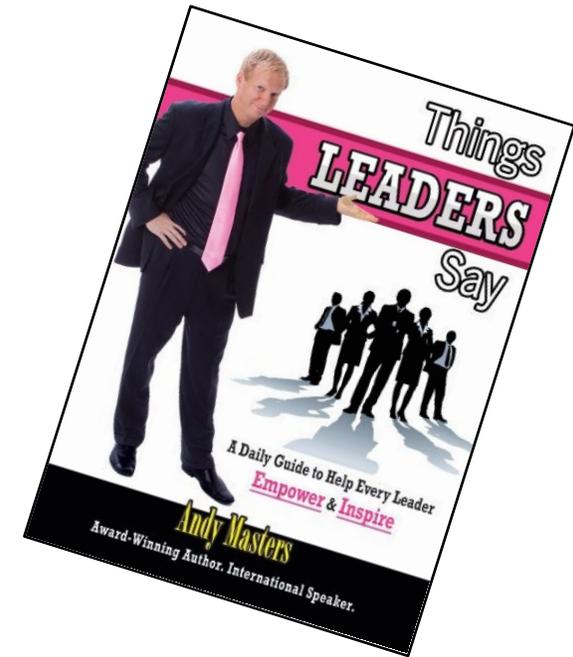
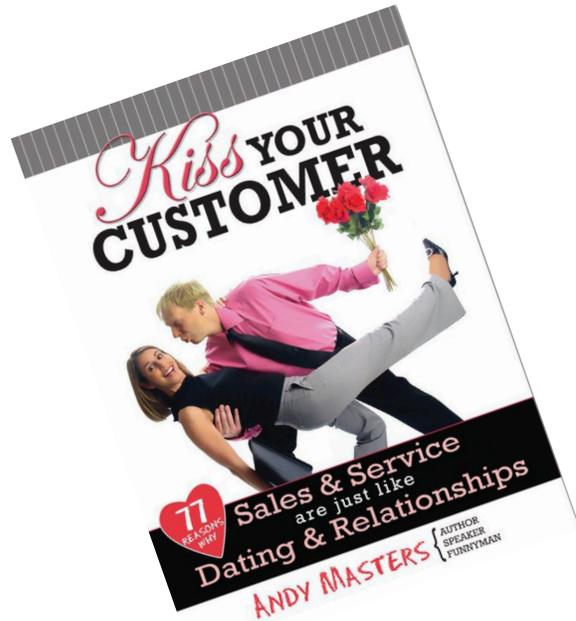


LET IT GO

Disney  
**FROZEN**  
IN THEATRES IN 3D  
THANKSGIVING

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(Click on Healthcare)