

A light blue silhouette of a world map is centered on the page, serving as a background for the main title. The map shows the outlines of all major continents.

# Positive Presence



## Workshop

Describe this person, the characteristics, and how they handle conflict or controversy.

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## Communicate

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### CONVOY PRINCIPLE

You gave up the right to complain downward or with peers when you entered management. You can complain upward if you'd like.

Professionals act as they must and not as they feel.



Workshop

What are the BIG FIVE most powerful behaviors that you want to ensure remain within focus during the busy time of any type of change?

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**The road to SUCCESS is always under construction.**  
– Arnold Palmer

Your Clients / Members

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Workshop

What are some concerns the clients/members may have about the change?

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Take the biggest concern from your list or from one of those you just heard and create a script on overcoming this client/member's concern.

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**The only place SUCCESS comes before WORK is in a dictionary.**  
– Vidal Sassoon

