



Inspired Impressions! Ezine

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Speaker · Author · Consultant

As an inspirational speaker, captivating author and successful consultant, Tracy Butz engages individuals and organizations with actionable tools, empowering them to live more productive, passionate and purposeful lives.

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Welcome!

Welcome to Inspired Impressions!

It's an informational monthly Ezine, with each issue designed for you, including:

- Personal insights and inspiration
- A relevant key concept
- Interesting business news to share
- Upcoming opportunities to connect
- Inspirational and fun products



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Insights & Inspiration



"Shake It Off!"

A Dover Policeman "performs" Taylor Swift's song, *Shake It Off*. He is jammin' and having a blast!



Deposit or Withdrawal?



"Dial Down Doubt & Crank Up Creativity"

I like to add as many deposits into my emotional bank account in a day as I can and resist those negative withdrawals. Here is an article I found to be helpful in my quest. I hope you find it useful too.

"I doubt it." How many times have you uttered those words? More importantly, how many times have doubts and fears prevented you from pursuing fresh ideas or launching creative projects? "All of us, whether we are in show business or not, have little voices that tell us we're not good enough and we don't deserve it," Ellen DeGeneres told the New York Times earlier this year. I call those little voices of self-doubt the Negative News Network. Here are seven tips for pulling the plug on this insidious internal broadcasting system, written by Sam Harrison. [Click here to read the article.](#)

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Key Concept



Just Say NO!

One response that many people struggle with is saying "no." Whether it is being asked to take on additional tasks, responsibilities, or simply give an opinion or advice, I have found this is one of the most difficult statements for many to make. One likely reason is because people want to be polite and helpful to others, especially when asked to assist in terms of their time, resources or attention. Yet if we don't carefully guard these assets, how can we devote ourselves fully to what is most important to us?

Instead of looking at a statement of "no" as being negative, I look at such a response as being honest and polite, especially if I instead say it in a way that reflects "not now" rather than a flat no. Here are some strategies I use to help communicate "not now" and "why":

Negotiated NO - Negotiate with the requester, especially on the scope/deadline of the request.

Ex: "I would really like to help you with this project; however, this month is really busy for me. Would it be possible for you to ask another person to do part A of the project and I will finish part B in early March?"

Not Now NO - Delay working on the task right now, but can start it in "X" time-frame.

Ex: "I understand the importance of this task and I want to help. So that I can devote the necessary time and attention to it, would it be possible to postpone the start date to "X" or as another option, potentially shift a less important task of mine to another team-member so I can focus my attention on this one?"

Supportive NO - Support the requester in finding help or resources.

Ex: "My current workload is really heavy right now. I do understand the urgency and importance of this initiative, though. Because the quality of my work is very important to both me and you, perhaps there is another person who is equally qualified that may be in a better position to tackle this issue before I could."

Communicating "no" should certainly be used with discretion and not every time you are asked to do an extra task. Being a team-player and willing to help others is an important aspect of work. However, when you know that you will need to steal time from away from something important and value-added to say "yes" when you should instead protect your boundaries and set reasonable limits, consider a one of the responses above and ensure you also express empathy, utilize proper body language, watch the sound of your voice, and carefully align word choices, all in a private and preferably neutral environment.

Remember, one of the most effective tools someone has is the power to say "no" to requests that refocus your efforts away from those that are most important to you. If someone or something else steals your time, it is usually because he/she/it was allowed to.

Opportunities to Connect

Please get in touch with me if you want to connect when I'm in your area or if you're interested in a similar program for your organization.



February 5

Platinum Service: Meaningful, Mindful & Memorable

Neenah, WI
Private Client

February 11

Candid Conversations that Drive Results

Litchfield Park, AZ
Nat'l Assoc. for Mutual Insurance Companies (NAMIC) Claims Conference
[*Click here for more information!*](#)

February 12

Conquer the Chaos! Stress Less & Achieve More

Litchfield Park, AZ
Nat'l Assoc. for Mutual Insurance Companies (NAMIC)
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February 25

Clear, Concise & Confident Communication

Neenah, WI
Private Client

March 7

Conquer the Chaos! Stress Less & Achieve More

Iron Mountain, MI
2015 Women's Wellness Day
[*Click here to register!*](#)

March 10

Conquer the Chaos! Stress Less & Achieve More

Shawano, WI
SAYPRO - Shawano Area Young Professionals

March 11

Embracing the Challenge of Change *and* Clear, Concise & Confident Communication

Appleton, WI
Private Client

March 13

The Essentials of High Performance Teams

New York, NY
Private Client

March 19

Mastering The Art of Small Talk *and* Simple & Savvy Workplace Etiquette

Oshkosh, WI
Private Client

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