



# The Art of Excellence

Leadership. Teamwork. Success.

August 2008

Sylvie Gervais-Leduc

We Are Creating Excellence When...



## We are Having Fun at Work!

Dear:

Work is serious business is it not? Well, if you aren't having a good time at work, finding ways to laugh, have fun and enjoy yourself it may be quite serious...on the bottom line and on your health! Laughter is contagious and it diminishes stress. It is good for business and personal health to have fun with your work, colleagues and your workday. Study after study has proven this, and life experience constantly reminds us.

When I go into a business or organization where people cannot laugh or smile, I know they are in big trouble! Laughter doesn't take away from the seriousness of a task or a workday; it allows us to do more with a feeling of lightness and joy. It brings about a re-fresh and shifts our mood and opens our minds. This in turn, creates much higher levels of productivity, creative energy and success. It frees us up to see *what is possible* and to find *solutions* to what may be standing in the way.

### Key questions:

1. When was the last time you had fun with your work?
2. What was your favorite job ever?

There are times where laughter and playfulness can go too far, are unprofessional and/or cross important boundaries of respect. I am talking about bringing healthy laughter and lightness to a day, not goofing off and avoiding work or laughing at the expense of another. When you are able to laugh at yourself, laugh something off, spend a lunch break laughing

3. Did you laugh and smile a lot in that job?

4. How could you bring playfulness and joy into your day?

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**LOOK FOR SYLVIE'S  
COLUMN IN THE  
NORTHERN BUSINESS  
JOURNAL**

until you tear up or your belly hurts, it is such a wonderful way to instill work-life quality!

How do you feel at the end of your workday? No matter what kind of day you have had, if you can laugh, you can leave your workplace feeling light.

As a leader, you can encourage people to enjoy themselves. You can offer a new perspective, new possibilities and set the tone for the atmosphere at work. You can get it started, join in, or simply enjoy the environment you have created where people are able to have fun together while reaching goals.

When people become exhausted, are struggling with changes, are caught in a cycle of disrespect and mistrust, they aren't able to laugh anymore. Sadly, during those times, laughter is one of the best medicines. Laughter and playfulness can get you through difficult situations and re-ignite the flame of commitment. It isn't the only thing that is necessary, that's for sure. However, laughter and having fun at work, most definitely gets people through some difficult situations with much more ease.

The next time you notice yourself becoming negative, feeling tired or struggling, ask yourself what level your personal energy is at. Then make a plan to boost your battery and let yourself be open to having some fun.

Laughter is the sunshine of life...and we can all benefit from a little sunshine!

**Have an EXCELLENCE month!**

**Sylvie Gervais-Leduc**

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**UNDERSTANDING THE TRIGGER CYCLE & DEALING WITH DIFFICULT PEOPLE**

*"Are you being difficult or is it just me?"*

**Date: Tuesday  
September 9th, 2008  
Location: Ristorante  
Verdicchios  
City: SUDBURY, ON**

**DON'T GET ME STARTED! DON'T TAKE IT PERSONALLY! - 9:30 am to 12:30pm**

This workshop defines what triggers are, how they work and creates a clear understanding of how to deal with them appropriately within the workplace.

\$135.00 + GST (half-day)

**DEALING WITH DIFFICULT PEOPLE - 1:00 to 4:00 pm**

Learn why people become difficult and the best way to "deal" with people who are being difficult.

\$265.00 + GST (full-day)

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**THE LEADER'S CODE OF EXCELLENCE**

*"Developing the leader from within"*

**Date: Monday,  
September 22,  
2008  
Location: Cedar  
Meadows Resort  
TIMMINS**

**9:00 am to 4:00pm**

This workshop is designed to bring out the leader potential in anyone who takes it.

**Date: Tuesday  
November 4th, 2008  
Location: Ristorante  
Verdicchios  
City: SUDBURY, ON**

Come spend the day with me and see what the "Leader's Code of Excellence" entails, have the opportunity to evaluate where you are currently vis a vis those skills and how to develop Leadership Excellence at all levels within your business or organization!

**\$265.00 + GST**  
Ask about our group rates  
(10% off for more than 2)

How to Register:  
Online  
<http://www.taoe.ca/>  
By Phone: 705-969-  
8827  
or  
866-827-8448  
By Email:  
[info@taoe.ca](mailto:info@taoe.ca)

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Greater Sudbury Chamber of Commerce

Presents

"The Ideal Customer Workshop"

with Louise Bergeron

September 30, 2008

8:30 a.m. - 10:00 a.m.

at the Chamber board room

to register please call Erin Newell at:

tel (705) 673-7133 or email [erin@sudburychamber.ca](mailto:erin@sudburychamber.ca)