



NNAHRA
NATIONAL NATIVE AMERICAN HUMAN RESOURCES ASSOCIATION

27th Annual Conference

Gila River Resorts & Casinos
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ENERGIZE Your Positive Mindset and Game in Client Service

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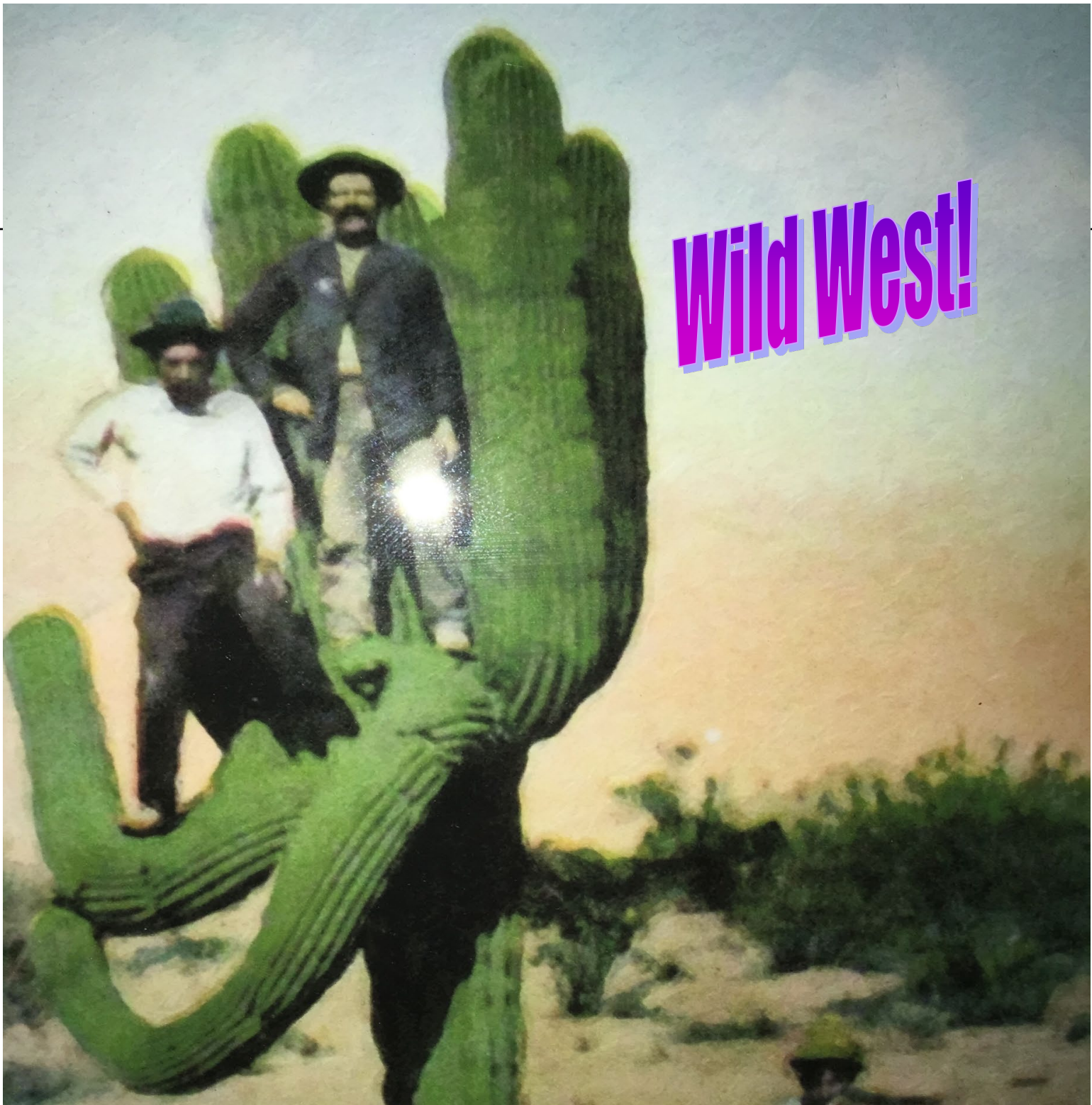
Denisealley.com

NNAHRA

Welcome to Arizona!



Wild West!



Grand Canyon













Which states are you all from?

Northeast?

Northwest?

Southeast?

Southwest?

Central?

This day is for you!
We HONOR YOU!



Family



ASU POWWOW



Denise



coco



(late grandpa) Dennis Alley onstage with Willie



Farm Aid Benefit concert



Backstage with Willie





“Helen, you’re the Team Leader,
why don’t you jump first?”



Today is a buffet of “ideas” you can try!

Keep your energy field clean!

Ground yourself in the moment!

Listen

Client Service Review Tips

Cut cords

Exercise

Forgive



ENERGIZE Positive MINDSET!

#1 Physical Activity

#2 Take care of our Energy

#3 Limit Negative Thoughts

A-Identify Stressors

B-Forgive

C-Declare

#4 Keep your Energy field clean



#1 Physical Activity

Exercises to do Daily

1. Eye Rolls - Left to Right (12 x)
2. Turn Neck Left to Right (12 x)
3. Tilt Neck Up & Down (12x)
4. Both Arms – Swim Forward (12 x)
5. Both Arms – Swim Backward (12 x)
6. Reach Arms UP Across (12 x)
7. Reach Arms Across – Side to Side (12x)
8. Twist at Waist (12 x)
9. Stretch Arms down to Feet (12x)
10. Circle Hips Around (like a hula) Right & Left (12x)
11. Gently circle Knees Right & Left (12x)
12. Stand on one leg – Push foot up & down (12x)
13. Roll Ankles to Right & Left (12x)
14. Repeat on other leg (12x)
15. Do Cross Over movements - Dance

#2 Take Care of our Energy

- Cut Energetic Cords

To outside
thoughts or
people to be
more present
here in the
moment



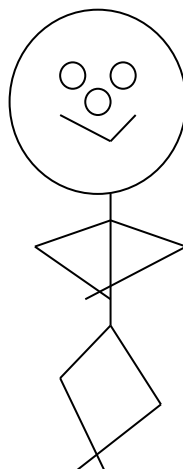
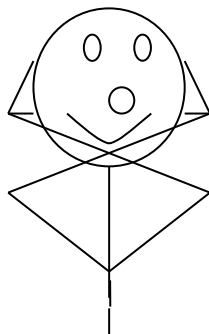
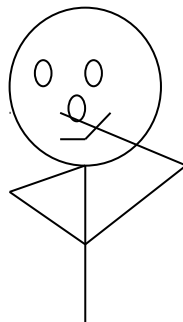
Do not let
anybody become a
vacuum and suck
the happiness
out of you.

Pull the plug



Lessons Learned In Life

Grounding





#2 Limit Negative Thoughts

What causes you stress?

What disturbs your peace?

What feeds your negative thoughts?

Health

Career

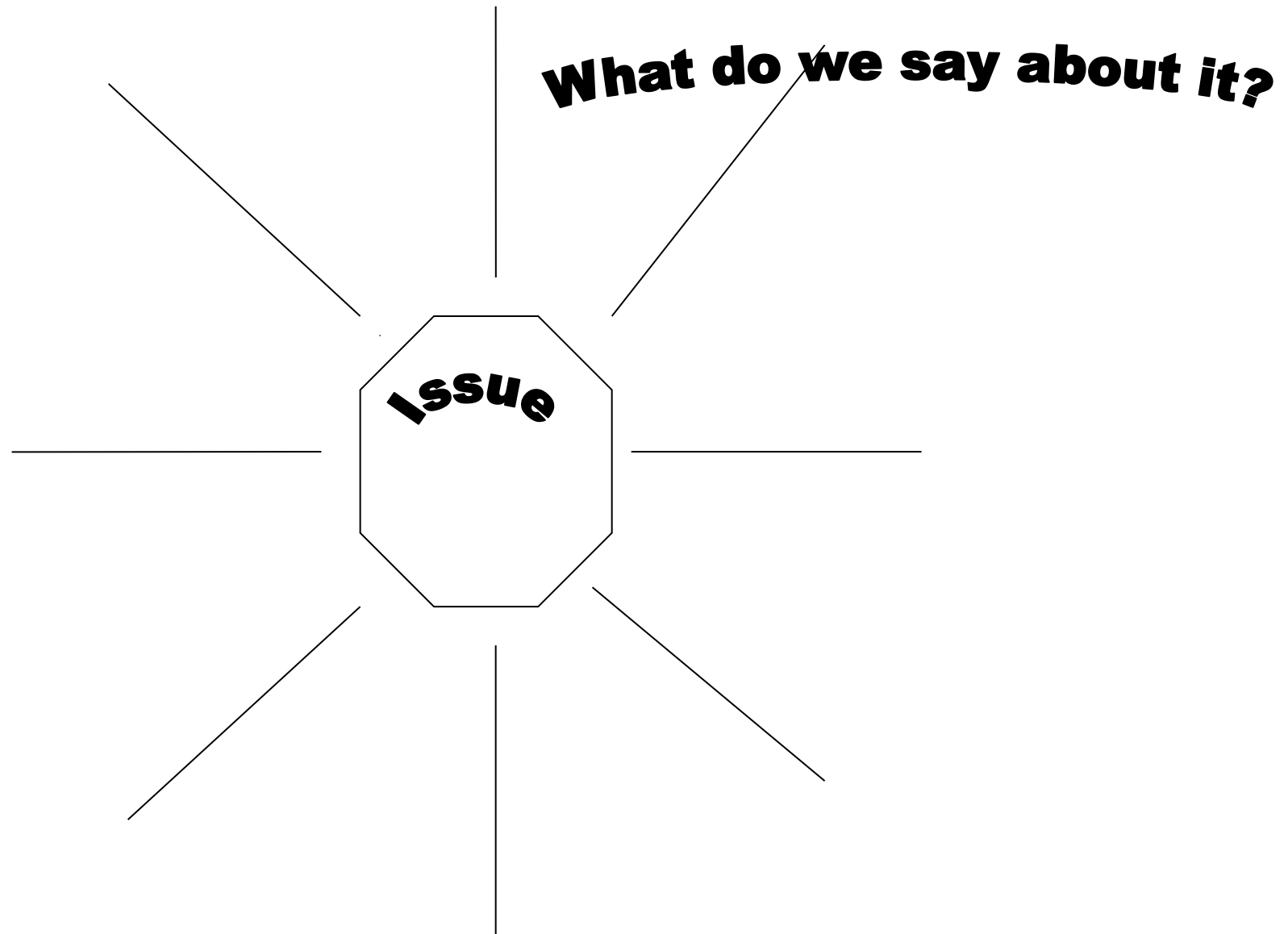
Finances

Relationships

Work

A- Identify Stressors

What causes you stress or disturbs your peace?



What moves a person from complaining to gratitude?



B-Forgiveness





What is Forgiveness?

Forgiveness Is NOT:

- It does not make what happened okay.
- It does not obligate you to befriend someone, if offended.
- You do not have to like or agree with what happened.
- It does not mean that people are not accountable for their actions.

Forgiveness is:

- **Letting go of your fear, resentment, and judgment of what happened.**
- **Starts the freedom from anger, pain, that others or the event have imposed on you.**
- **It releases punishment and restitution to God.**
- **It creates space for healing, peace & the ability to move on.**

Source: Muscle Testing Academy



Forgiveness Exercise:

- **I forgive myself for _____(event, person, experience for what happened).**
- **I forgive other person or event for _____(experience what happened)”**
- **I turn my judgments of myself & others over to the care of God/Christ/Creator.**
- **I surrender to my True, divine self.”**

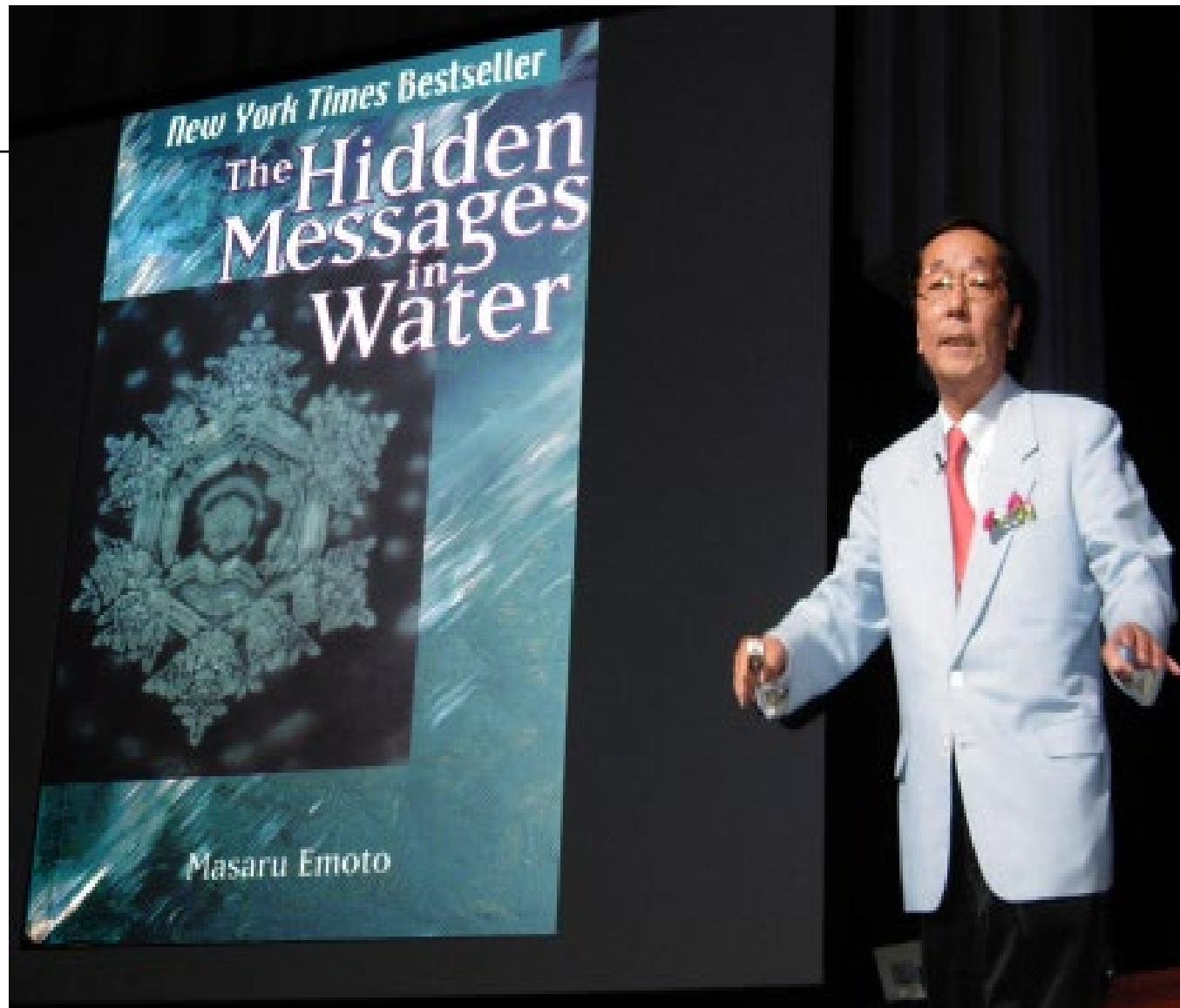


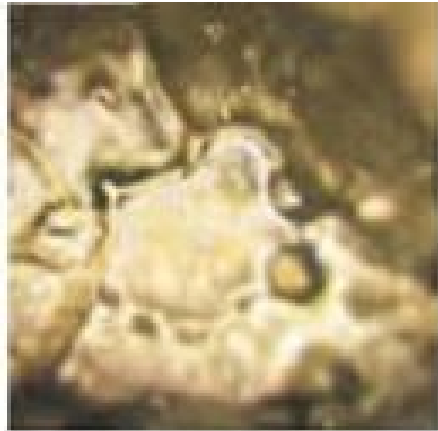
C- Declare

Declaration (+ -)

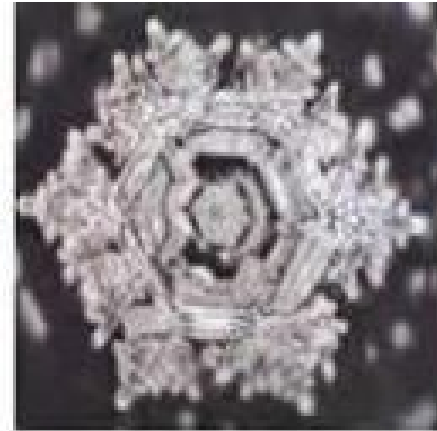
For myself by the choice of this voice,
I Declare and acknowledge that I am
a **Yes** for _____
ie. FEELING peace and/or new belief -
behavior)

Source: Muscle Testing Academy





Water Molecule,
Before Offering a Prayer



Water Molecule,
After Offering a Prayer



Thank You



You Make Me Sick,
I Will Kill You



Love and Appreciation



Energy Experiment:

2 separate pieces of paper

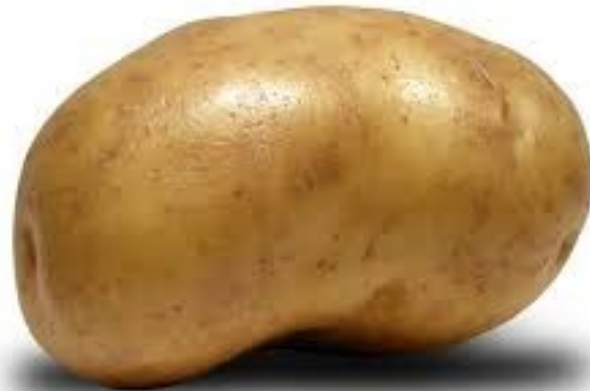
Good

- I like you potato
- You are plump
- You are delicious

Bad

- I don't like you potato
- You are rotten
- You don't taste good

Good Potato



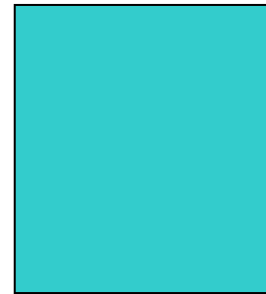
Bad Potato



#4 Keep Your Energy Field Clean

1. **Cut cords** after **every conversation**.
2. **Do Grounding.**
3. Use **salt**.
4. **Ask for help** from God- Pray .
5. **Breathe.** Breathing is free & the best way to keep you clean!

Box 4



Source: yourhealingevolution.com



WHY Keep Your Energy Field Clean?

So you have more energy!

Your energy is affected by your thoughts, actions, people around you. Keeping your field clean is the best gift you can give yourself.

Recognize when you take a ding, your energy level will go down when you are tired, frustrated, angry, & sluggish. Go outside, walk and stretch. Take care of yourself: eat, rest, and take a break.



ENERGIZING helps you

**move from “ordinary”
to an “extraordinary day”
in your service!**




***"WHY DON'T THEY HAVE
INDIAN CASINOS IN
AFRICA?"***

ENERGIZE Your Game in Client Service!



Top “4” Ways to Increase your Game in Serving Tribal Clients





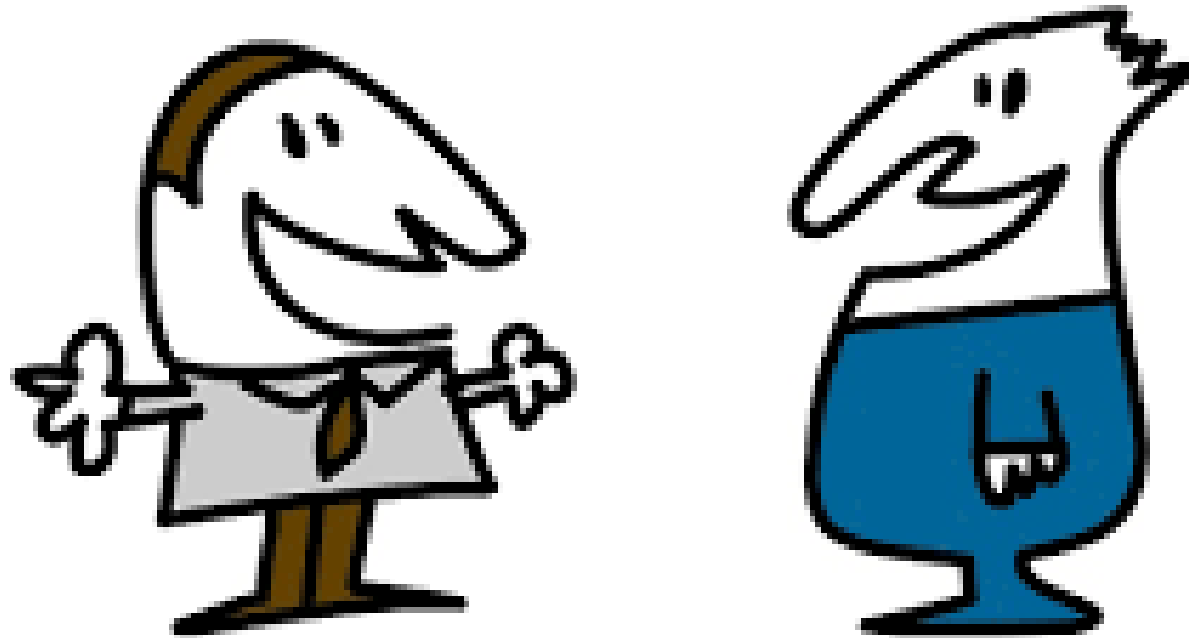
SOMETIMES

YOU WIN

SOMETIMES

YOU *learn*

#1 (Remember) Communicate Through Listening

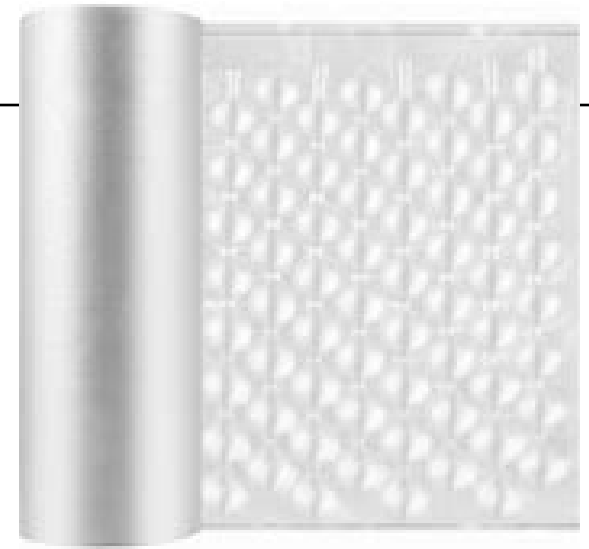


***"Sorry
Ma'am,
we are
dealing
with it,
we have a
back log."***



***"I ordered
a deck of
cards for
my son & I
haven't
received
them yet,
it's been 3
weeks!"***

Employee asks: “*Where do you want this big roll of bubble wrap?*”



The boss
replied,
***"Just pop it
in the
corner."***

#2 Have Respect





SRPMIC new Health Center




#3 Problem Solve



As Natives, we have always been Problem Solvers!





All tribes and nations from different areas and states have worked on solving problems...





Activity



Problem Solve

- Define Problem
- Look for a Solution (brainstorm)
- Implement – Take Action
- Accomplish -Review Results

#4 Say “Thank you!”

It's nice to say and hear...



It's energizing!



Review

ENERGIZE Client Service!

#1 Communicate and Listen

#2 Have Respect

#3 Problem Solve

#4 Say "Thank you!"



Review

ENERGIZE Positive MINDSET!

#1 Physical Activity

#2 Take care of our Energy

#3 Limit Negative Thoughts

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B-Forgive

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#4 Keep your Energy Field Clean

We all make it through jumping through hoops/challenges. We will continue to make it through challenges, as Native people to move forward!



***"The most powerful tool you
have is your own
personal example."***

-John Wooden

Wado for being here today!

Benjamin Anton

www.denisealley.com

