



Padmacahaya Foundation in partnership with
Lotus Heart - Organisational Wellbeing & Heart

Phone: (0061) 3 6231 9669

E-mail: info@lotusheart.com.au

Web: www.lotusheart.com.au

*'I believe every person has a heart,
and if you can reach it, you can make
a difference.'* Uli Derickson

*'We cannot all do great things, but we
can do small things with great love.'*
Mother Theresa

Smiling and Serving with Heart & Sincerity

NEW Workshop Set (3 x ½ day sessions)*

In most organisations customer or client service has risen to very high priority. Smiling, being courteous & being fully attentive are now being seen as crucially important in dealing with:

- ☺ **Customers (in customer/client service areas, with internal customers); or with**
- ☺ **Potential customers or clients (in marketing/sales areas).**

Possible participant groups for this workshop program are staff working in:

- (1) Customer / Client Service;
- (2) Marketing or Sales; or
- (3) Teams or groups, areas with a strong team or internal customer service focus.

... how can a smile or service be sincere, if it does not come from within, from the heart?

This workshop's aims are ... to assist participants in opening, strengthening & increasingly using the heart. With a deeper heart connection, participants will become calmer & more peaceful, their concentration will greatly improve & so will their mental, emotional & physical balance & health.

This workshop's benefits that can not be obtained through any other training program.

Benefits are ... less negativity, fewer burdens and related possible outbursts ... genuine attention with an increased sense of responsibility ... caring & courteous customer service with more heart & sincerity.

Our heart, its knowledge & how it can assist us, is very deep. The heart referred here to is the spiritual or non-physical heart.

The program's objectives are to:

1. Know about the heart & about the feeling from the heart
2. Understand the importance of using the heart & the feeling from the heart
3. Understand the importance of being sincere in working, helping others & providing a service
4. Be able to let go of burdens, problems, irritations, negative emotions, excessive thoughts, etc. and to work or provide service with a lighter heart
5. Be able to be fully present, in the 'here & now', focusing on the job
6. Be able to smile, speak & interact using the feeling from the heart
7. Be able to smile & serve with feeling from the heart & with sincerity.

This program will also help participants to realize a deeper meaning of duties & responsibilities.

This in turn will help participants to realise a broader & a deeper meaning of work & to start working for a greater purpose, offering additional & deeper meaning as well as fulfilment in both, work & life away from work.

Note(s):

A detailed training proposal & program outline can be provided upon request info@lotusheart.com.au

* These programs have been developed by & will be delivered by the Padmacahaya Foundation in partnership with *Lotus Heart*. Staff at *Lotus Heart* have worked & studied with Padmacahaya for over four years, including the co-ordination of Padmacahaya related heart programs in Melbourne & Hobart / Tasmania for over three years.