

B_{REATHE}

E_{MANATE}

L_{ISTEN}

O_{PEN}

V_{ALUE}

E_{MPATHY}

Enlightened Leadership

BE LOVE©: Who You ARE—What You DO

Extraordinary Customer Satisfaction



- Working together as a cooperative team.
- Active listening and sincere communication.
- Friendliness and courtesy toward everyone.
- Dealing with customers' issues with ease.
- Creating experiences that build loyalty and fans.
- Taking ownership and unraveling conflict.
- Valuing the spirit in all people.



Illuminated Workplace Culture



- Open and transparent communication.
- Cooperation and teamwork.
- Trust and compassion instead of fear.
- Enlightened leaders who build trust.
- Recognition and appreciation.
- People working at their full potential.
- Respectful and positive relationships.



Enlightened Leader
Authentic Self



- Values and honors the spirit in all people.
- Empowers and inspires with a clear vision.
- Expresses trust in those being managed/led.
- Operates from authentic power—not ego.
- Ownership for thoughts, feelings, and actions.
- Possesses **Emotional Intelligence** skills.
- Communicates with transparency.
- Expresses true humility and openness.



Universal Love
The Power that Sustains All Life



- Love eliminates no one and shines on everyone.
- Love fortifies strength and conviction.
- Love builds relationships of honor and respect.
- Love radiates peace and joy.
- Love is the source of everything.
- Love is the reason you exist.