



POPULAR PROGRAMS



Engaging Excellence: Bringing out the Best in Everyone

Organizations don't build business, people do! Your people ARE your business. Don't miss this interactive opportunity to explore practical principles and proven strategies for keeping yourself and others engaged, informed and encouraged to do their best work every day. Relationships with internal and external customers are the primary drivers determining your bottom line, and the primary tools for fostering organizational excellence. Identifying and maximizing individual and collective strengths and natural abilities engages, equips and empowers individuals in a manner that fosters ownership, accountability, productivity and passion.

Signature KEYNOTE



The Art of Encouragement and the Healing Power of Humor

Humor heals, and Encouragement is literally the art of instilling courage; both are extremely contagious! Encouragement, Kindness and Humor are the ultimate trifecta, their ROI is firmly documented, and their synergy sensational! You can train your brain to focus on what works rather than what doesn't. Learn to expect the best from yourself and others and watch as it becomes a self-fulfilling prophecy. Explore the science behind the power of thoughts, words and humor while practicing permanent strategies for encouraging yourself and others. Catapult your culture to higher rates of connectivity, productivity, satisfaction, longevity and more with this powerful philosophy!

Commit 2 Customer Service!



Customer Service is rooted in relationships. This fast-paced experiential workshop connects colleagues and customers through commitment to core values, communication and collaboration. Principles of Positive Psychology are the foundation for this practical approach to adapting simple strategies for effectiveness in all arenas.

Explore the ultimate trifecta of encouragement, kindness and humor as a universal equation for boosting your bottom line.



Life is good!

...and work can be too!

Life is Good: ...and Work Can be Too!

The Life is Good Company is an international icon of optimism. Explore the philosophy that drives this fascinating and wildly successful company. Learn the surprisingly simple secrets to their success, including practical principles you can translate to any environment. Applying, these four pillars of positive psychology will improve and transform significant aspects of your work, your team's work, your customer service, daily decision-making and your overall sense of mission and purpose as an individual and as an organization.

Coaching as a Catalyst for Helping People Help Themselves

According to Don Shula, everyone is a coach. Coaching is a partnership that helps people produce fulfilling results in their personal and professional lives. Learn to use curious questions as a powerful tool for helping people help themselves. Explore and apply a clear structure and process for fostering success in yourself and others. Rooted in principles of Choice Theory and Quality Management, this experiential workshop will have a powerful and permanent impact on your capacity to help people help themselves, including yourself.

'Give a man a fish, he eats for a day, teach him to fish, he eats for a lifetime.'

Change, Choice and Challenge

Change is the only constant we can count on. With change come choices and challenges. Resiliency is the resounding remedy for navigating the endless waves of change. Explore change as a predictable process, along with proactive strategies for maximizing this powerful resource in a variety of venues.

Congruent Communication: Say what you Mean and Mean What You Say!

Communication is the single most influential factor determining what happens to people in relationships, careers, and life. Communication is complicated, multifaceted and most often learned by trial and error. Learn to say what you mean and mean what you say with confidence in this lively interactive session.

Cultivating Creativity and Innovation

Creativity is more an attitude than an ability. It is a core competency instrumental to innovation and effective problem solving. Everyone has the capacity to be creative, yet less than 5% of adults consider themselves creative. Explore challenges and strategies for accessing and capitalizing on individual and collective creativity capacity.

Stress Success!

Stress is an inevitable fact of life. How we define and manage stress is paramount to our sense of success and well-being. Explore the powerful connection between physical, cognitive, social and emotional health. Identify a variety of sources, symptoms and strategies for maximizing the power of this internal energy source. Increase productivity, passion and job satisfaction while boosting your bottom line!



Missy Carswell, previously known as **GailO**, is a creative catalyst committed to helping people help themselves bring out the best in individuals and organizations by cultivating encouragement, kindness, and humor. Consistently noted for her high energy, enthusiasm and humor, Missy's ability to illuminate insight and inspire effective action through engaging experiences is unparalleled.

A proud **East Carolina University** graduate, Missy earned a BA in Psychology and an MS in Human Development and Family Relations. She is a Licensed Professional Counselor, a Licensed Highlands Affiliate, and a faculty member of the William Glasser Institute. Professional memberships include the National Speakers Association, the Association for Applied and Therapeutic Humor, Triangle Organizational Development Network and UNCW Cameron Executive Network.

Gail customizes creative experiences in a variety of venues including:

Conference Keynotes and Workshops
Creative Employee Engagement and Recognition Events
Team Building, Retreats and Professional Development Programs
Executive Coaching and Strategic Planning
Career and Organizational Development

Recently credentialed a Certified Humor Professional (CHP) by the Association for Applied and Therapeutic Humor, her intent is less to BE funny than to help people SEE funny in their own lives, and to learn to laugh at themselves.

An avid traveler and tourist of life, Missy enjoys everything outdoors, citing her laugh lines and her tan lines as her favorite credentials. She lives on Topsail Island with the love of her life, Jerry, and their faithful canine princess Graci, where they enjoy music, beach, travel, working out, and volunteering as a Wish Granter for The Make a Wish Foundation.

Whether conference keynoting, or coaching corporate leaders, college students or friends, writing columns, blogs or books, facilitating teambuilding or workshops, Missy's message is always engaging, enlightening and fun!

Her book, **Engaging Excellence: Bringing out the BEST in Everyone** is a popular resource for individuals and organizations.

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