A Moment Is All It Takes
2018 APSE Conference
Lake Placid, New York
Are You Ready?

What we are about to hear takes focus and concentration.

There will be one question at the end.
“Challenges are what make life interesting. Overcoming them is what makes it meaningful.”
If you want to:

- Enhance Relationships
- Gain Willing Cooperation
- Lead by Influence
The Innerview

Factual  Causative  Value-Based
“Knowledge isn’t power until it is applied.”

— Dale Carnegie
The Innerview

**Factual**
- Where do you work?
- How long have you worked there?
- What is your role?

**Causative**
- Why did you choose to work at your company?
- What is your favorite aspect of your role? Why?

**Value-Based**
- What was a valuable lesson you learned in your career?
- What type of person do you aspire to be?
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The time to take action is now:

What is one thing that I can do differently that will improve my world?
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