

Name	Message
Debra Buscemi	Hi from Sunny California!
Jasmine Freeman	http://officedynamics.com/wp-content/uploads/2016/08/Think-Like-DaVinci-Handout-Lisa-Olsen-Webinar.pdf
Nancy	Hello from Clearwater FL
Carol	Hello from Grand Forks, ND
Celia	Hello from Atlanta
Lori Cotton	Hello from Columbia, SC
pat	Greetings from Kansas City, MO
Barbara Corley	Hello from Mt. Sterling, OH!
Melissa	Hi!
Lily	Hi
Cindy Moore	Hello from Seattle
Susan	Hi from Indianapolis, the greatest city in the world
Sheila	Good morning from Oregon
Barb	Hi from Denver, CO
erica	hello from New York
Renee Curran	Hello from Appleton, WI
wendy	Hello from Yakima
Patty	HELLO from Nebraska
Dawn	Hello from Newport News, VA
Stephanie	Hello from Wichita, KS
Leticia	Hello from Orange County, CA
Mary	Hello from Columbus, OH
Heather	Hello from Leeds, UK
Gina	Hello from Frisco, TX!
Angela	good morning from Palo Alto, CA
GiGi Campbell	Hello from Birmingham, AL
Heidi	Hi, from Orange County, CA
Joy	Hello, Joy, from Manchester, NH
Carmen	hi Carmen in Armonk
Jennifer	Jen from San Francisco
Karina	Hello from Wichita KS
michelle smith	Hey there from The Big Apple
Jean	Hello from Univ of Cincinnati

Sharon	Hello from Barrie, Ontario
Mary Kaye	Hi from Chicago
Cheryl	Hello from Tampa FL
Lynn	Hello from Missouri!
Dee	Hello from Peoria, IL
Heather	Hello, from Oak Ridge, TN
Beth Traetow	hi from Columbus, OH
Shannon	Hello from New York City!!
Patty	Hello from Rochester, NY!
Corinne	Hello from Regina, Saskatchewan, Canada
Sharon	Hello from Silicon Valley
Bridget Smith	Hello from Chicago
Doreen	Doreen from NYC
Tawanika	Hello form Virginia Beach, VA
Astrid	Hello from sunny Frankfurt, Germany
Alli	Hi from Minneapolis,MN
Detrice	hello from Atlanta
Sheri Collett	hi from Louisville
Shawn	Hello from Athens, Georgia
Dawn	Hello from Chicago.
Laurie Kobliska	Hello from San Luis Obispo CA
Sally	Hello from the Toledo Zoo
Bianca	Hello from Orange Co.
Karen	hello from Livermore, CA
Lily	I came from Ethiopah
Cyndi	Good Afternoon, from Greenville, SC
Fawzia	Hello from KSA.
Vicki	Hello from Houston Texas
Debbie	Hello from Peoria IL!
heidi schumacher	hello from san jose, ca
Gerri Kazmierczak	hello from Omaha
Stacie	Hello from Pennsylvania via Orlando
Amor.Escobar@anthem.com	HI from San Dimas, CA

Jene	Hey there from Chattanooga TN
Sharon	Helo from Raleigh, NC
Renee	Hello from Grand Rapids, MI!
Deb	Hello, from Pennsylvania
Debbie	Greetings from the Hudson Valley, New York.
Stacy	Hello from Green Bay, WI!
Sherri	Boise State University - REPRESENTED!
Wanda Adams	Hello from Augusta, GA
Lori	Lori from Michigan
Linda	hello from Columbus OH
Mariana	Hi from Costa Rica
Nancy Nordberg	Hello from San Jose!
Joanne	Hello from Somers, NY
Lori Bodesheimer	Hello from Redmond, WA
Eloise	Hi, Eloise from Atlanta
Robin	Hello from MD
Pam	Hello from Eau Claire, WI
Chanese Evans	Hello...From Phoenix
Tajuana	Hello from Washington State
Sharon	Hello from Seattle WA.
Mona	Hi from Portland Oregon
Cheryl	Hello from cloudy Illinois
Adrea J Gordonb	Hello from Peoria, IL
Julie	Hello from Fort Washington, MD
Sara	Hello for Hudsonville, MI
Melita Bracic	Hi from Slovenia
Jane	Hello from St. Paul, MN
Cathy	Hello from Somers, NY
Di	Hello from NYC
Joan	Hello from Plano, Texas
Myra Carpenter	Hello from Louisville.
sarah	Hello from Topeka, KS!
yvette	Hello from Rockville, MD
Tanya	hello from Johannesburg, SA

Dee	Greetings of the day - Dee Blondo - Alturas, CA
Carmen	Â¡Hola! from San Juan, Puerto Rico
Rhonda	Dallas, Texas
Ahdia	Helo from the Nation's Capital, Washington, DC
Claudia	Hi from Armonk, NY!
Chris	Greetings from Anchorage, Alaska
Barb	Hi from Colorado
Laura Boan	Hi from Atlanta, GA
Stephanie	Stephanie - Good morning from Calgary Alberta
Mel	Hello from Vancouver
Carrie	Hello from Asheville, NC! :)
Lisa	Hello from Philadelphia, PA
Julie	Hello from Madison, WI
Deborah	Good afternoon to all from Memphis, TN
Cheryl	Hello from Boston, MA
Sandra	Hello from Chattanooga, TN
Shelley Nickerson	Hello from Portland, Maine! Vacationland
maria jose Espinoza	Hi . From Costa Rica
Claudia	hello from Boston, MA
Hope Pence	Hello from Louisville KY
Karen	Hello from sunny Nashville, TN!
Ellen	Hi from Charlotte, NC
Azile	Hello from Charleston, SC
Bonnie	Hello from Melbourne, FL
Susan	Hello from Oak Ridge, TN
Beth Forsyth	Hello from Virginia!
Viola	Greetings form Florida
Tina Purdy	Greetings from Dallas, TX
Penny	Hello from Seatte, WA!
Karen Orozco Salinas	Hello From Costa Rica
Debbi	Hello from Frisco, TX
Taylor	Hello from Calgary Alberta!
Jennifer	Hello from Foggy San Francisco
Cheryl	Hello from Harrisonburg, VA

Julie	Hello from San Diego
Darlene	hello from lancaster ny
Carol	Hello from Thousand Oaks, CA
Cynthia	Hello from Dallas Texas
julie	Hello from Santa Barbara!
Cheryl Baron	hello from Dallas TX
Barbara	Hi - Barbara in Houston
Marsha	Hello from San Francisco CA
Janice	Hello from Richton, MS
Cassandra	Cassandra from Houston,TX Hello All
Sabina Pryor	Hello from Chcago
Lisa	Hello from Oklahoma
Shamitra Lewis	Hi
Cindy	Hello from San Antonio TX
Ellen	Greetings from Mazatlan Mexico
Colette	hello from Tulsa, OK
Kathy	Hi...Kathy from Charlotte, NC
Aisha Trimble	Hello fromDallas, TX :)
Jennifer	Hello from Tampa, FL
Janice	Hello from Fort Lauderdale, FL!
Kriste Lanius	Hello from Gallatin, TN!
Michelle	Hello from Calgary
gail	Hello from Minneapolis, MN
Barbara Corley	HAPPY BIRTHDAY JOAN!!
Julie	Hello from Portland, Maine
Kimberly Murray	Hello from Plano, TX
Cathy	Hello from Calgary, Canada
Allison	Hello from Raleigh, NC
Tara	Hello, Orlando, Florida
Ana	hello from Jersey City, NJ
Patricia Azevedo	howdy from Richardson, TX
Charmaine Duncan	Hello fom Thousand Oaks, CA
Sharon	Hello from Dallas, Texas!
Angela	Hello from Dallas, TX!

Norma H	Hello from Houston, TX
Webinar Administator	http://officedynamics.com/handout/
Cecilia	Good morning fro Los Angeles, CA
debra	hello from las vegas!
desiree	desire from Olympia, WA
Jennifer	Hello from New Orleans!
Maria	Hello, from Dallas, TX
Aisha Trimble	hello from dallas tx
Tramunda	Hi from Atlanta
Catherine	Hello from Nationwide, Columbus, OH
Beverly	Hello from IL!
cathy	Hello from Fort Wayne, IN
Tashea	Hello from Baltimore:)
Terry	Hello from Terry in Concord, NH!
Sherri	Hello from NWA
Nicole	Hi, Nicole from Boston MA
Dawn	Hello from RI but on vacation in NJ
Cindy	good morning from Ontario, CA
Kathy	Hello from Sunny Isles Beach, FL
Laura	hello from ohio!
marie	Hello from Boston, MA
Alexandra	Hello from the other side
Linda Ferguson	Linda from Glendale Hi every one!!
Sunday	Hi from Omaha Ne
Lisa Peicich	looking good ladies! Hello from Walnut Creek, CA
Marge	Hello from Cheyenne Wyoming
Sharon	Hello from Toledo oh
Gina	hello from Somers, NY
Del	Hello from Minnesota!
Jordana	Greetings from Multnomah County, Portland, Oregon!
Debbie	Hello from Springdale, AR!!
barbara	hello from Richmond, VA
Dawne	Dawne Stewart, from Minneapolis, MN

Paula	Hello from Walt Disney World!
Susan	Hallo from South Africa!
Pamela	Pamela from Orlando,FL
Brenda	Hello from Denver, CO
joyce.howard@irs.gov	Hello from Oakland, CA
Sue Kaplan Anderson	Greetings from PHOENIX!
Elizabeth Metesh	Hello from Michigan!!
Teresa	Hello from Norfolk, VA
GM	hello from Houston
Michelle	hello
Susan	Hello from St Petersburg, FL
Brenda Becker	Hi from Carbondale. Pa
Jennifer Howell	Good morning from Lodi, CA
Patti	EEK I'M LATE!! :) Hello from WI
Artye	hello from Wheaton IL
Lisa	Howdy from Dallas
Karen Black	Hello from OMSI
Anne	Hello from Baltimore, MD
Vicki Mantzke	Good Day from Colorado Springs!
Melissa	Hello Ladies, Looking forward to learning!
Susan	Hello! Yes there really is a Kalamazoo!
Linda	Hello from Michigan
Marilyn	Hello from Tulsa
julio centeno	pura vida :3
Katherine	Hello from Toronto, Canada! It's a beautiful hot day :-)
Eric	Hello from Denver, Colorado!
Diane	Hello from Ottawa Canada
crystal	Hello from Alaska
Pam	Hello from Houston, TX
Joyce	Hello from St. Louis
Carmen Portalatin	Hello from Orlando Florida
Tonia	Hello from Detroit
Lily	Hello

Ivonn	Good afternoon from Charlotte, NC!
Shannon	the sound is off a little - is this just me?
Annavene Tompkins	Hello from Kansas City!!!
Theresa	Hello from Michigan
Nora	hello from Costa Rica
balbina	hello from sunny florida
Bonnie	Hi
Michelle	Hello from Springfield, \ma
pam	Greetings from Portland, OR
Lynda	Hi from Boulder, CO
Lily	Ethiopa
Kim	Kim Jackson from College Park, MD
Luis Garro	Hello from Costa Rica
Jennifer	Sound is a little off
cheryl	Hi there from way too sunny Jacksonville, FL
Kathie	Hello from East Pgh - Nice color on you Jasmine!!
Penny	your words aren't matching your mouth
Webinar Administator	http://officedynamics.com/handout/
Cheryl	Hello from Pennsylvania
Sally	Hello from New Mexico
donna	Hi from Idaho!
b l	Hello from Syracuse, NY!
Dena	Hello from Pittsburgh, PA
Charmaine	Hi
Denise Ivery	Hello, from Washington, DC
Donna	Hello from New York
GiGi Campbell	Unable to access from work. Will catch the replay. Thank you
Jomarie	Hello from Springfield, MA
Debbie	Hello from Phoenix, AZ
Linda Bell	Hello from Atlanta, GA!
lisa	lisa from Delaware
Andrea	Hello from Vancouver Island, British Columbia

Webinar Administator	http://officedynamics.com/handout/
Andrea	Hello from St. John's Antigua
Nancy Holebrook	Hello from Armonk, NY
Cassandra Willett	Hi from West Chester, OH
Robin	Hi Everyone from Washington DC
Trisha Heil	Hello all!
Nancy Villedrouin	Hello from Ft. Lauderdale, FL
Rhonda	Hello from Des Moines, IA
Tiffany Yates	Hello from Dallas, TX
Cheryl Lewis	Hello, from Chicago IL
Lisa Black	Hello from Champaign, IL
Michelle	hello from Irvine, CA
Ana	the sound isn't on
Yessenia	Hello from Dallas TX
Tina	Hello from WA state.
tamara frazier	hello form Houston, TX
Alexandra	Hello from the other side
Deb	Greetings from Turlock, CA!
Marcia	Howdy from Dallas, TX
Leatrice	Hello from Northern California
Webinar Administator	http://officedynamics.com/handout/
Lola	Hello from Boise
Toni	good afternoon from washington dc
Karen Villanueva	Hello from Springfield, MA
Penny	hi from Raleigh NC
Sharon	Hi from San Jose, California
La Tonya	Hello from Los Angeles, CA
Della	Hello from Milwaukee, WI
Ellen DeCicco	hello from Ellen in NJ
Ellen Wilson	Hello from sunny Vancouver Island, BC Canada
Lisa	Good afternoon from St. Petersburg, FL
Karima	Hello from Munich

Nancy	Hello from Oakland CA
Mica	Good Afternoon from Des Moines, IA!
Lisa	Hi from NYC
Marilyn Cubero	Hello from Costa Rica!!!!
Judi	Hello from Madison, WI
Grace	Hello from Montreal, Canada
Jackie	Hello from Lake Forest, IL Thank you so much for this webinar, Joan!!!
Andrea	Hi from Munich, Germany. Great to see you all here!
Glory	Hello from Jackson TN
Webinar Administator	http://officedynamics.com/handout/
Susan	Hello from Kent, OH
Agnes	Hello from Virginia Beach
Lily	is the nice webinar thank you
April	Hi, from foggy Santa Cruz, CA
Tiffany Yates	Hello from Dallas, TX
La' Shawn	Greetings from The Windy City!
Rita	Hello from Helena, Montana
Marian	Hello from Cincinnati
Mary-Jo	Hello from Deerfield, IL
Elysia	Hello from Loveland, CO
Shar	Has it started?
Tammy	Hello from Cincinnati Ohio
Webinar Administator	http://officedynamics.com/handout/
Angela	Hello, From Houston, TX
Suzy	Hello from Madison, WI
monica	Monica from San Antonio, TX
marie	YAY JOAN!!!!
Mary Lyons	Hello from Theresa, Kim, and Mary in Indianapolis!
Mary	Mary from Princeton, NJ.
Penney	Hi, from Columbia, Maryland!
Regina Antonio	Shout out from Toronto!
Lisa Peicich	Happy Birthday Joan!

Elizabeth	Hello from Orlando, FL
Jasmine Freeman	Welcome everyone! You can find our handout for today at www.officedynamics.com/handout
Dawne	This is great! Glad to be here!
Kim	Hello from Logan, OH
Diane	hi from Vancouver, BC!
Lisa Black	Has it started?
Linda	Hello from Washington, DC
Amy	Hello from Amy Ali in New York
Willa	Hello everyone from Dallas, Texas
Kattia	Hi, regards from Costa Rica
Lisa Black	I have no audio or video.
Victoria	hi from NYC
Jasmine Freeman	Yes, we are live
Janeth	Hello from Miami
Emily	Hello from Alaska
Altonese Reese	Hello from Oxon Hill, MD
Natalia Cubero Vega	Hello from Costa Rica! Pura vida!
Andee	Seattle, WA
Cindy	Hello Ladies, from Chicago
Carol	Howdy!! from Fort Worth Tx ,
Tracy Morris	Hello from St. Louis!
Lisa	Hello from Iowa!
Tonya Damon-Holland	Tonya
Misha	Hi from Vegas!
Melissa	Hello from the Poconos
Diane	Hi from Stamford, CT
Terry	Hello from Fort Wayne, IN
Cindy Moore	Has the webinar started? I don't have any audio or video
Tammy	Hi from Des Moines, IA
Kathryn Turner	Hello from sunny Cincinnati
LuAnn	Greetings from Alaska!
MJ	Greetings from Sunny Central Florida
Lisa	Lisa is great!

Kim	Hello from Dulles, VA
Sara	Hello, from Mossville, Illinois! =)
Tasi	Howdy from Austin, Texas!!
Cathy	Hi from Cisco in TX
Jasmine Freeman	We are live. If you are having trouble viewing the video please clear cache and refresh your browser.
Marion	Hello from Berwick, PA!
Lucy Feliciano	Hello from Florida
Donna	Good afternoon
Michelle	Hello from Pasadena, California!
kathya	Greetings from Cost Rica!
Webinar Administator	http://officedynamics.com/handout/
Mary	Hello from Asheville, NC!!!
stacey	Hi frpm Princeton NJ- Levittown, PA
Karen	Hello from Cincinnati, OH!
diane	Happy Wednesday from Bowie, MD
Tonya Damon-Holland	Hello from Atlanta, Georgia - Tonya
Webinar Administator	If you are having technical issues, please note the following: inability to login may be due to Firewall Restrictions, internet speed, settings on your computer, you may need to clear your browser cache, switch the browser you are using, etc. (Firefox and Chrome are highly recommended).Â
Lily	is nice
Melody	Hello from Toronto, ON
Robin	Hello from Windsor Connecticut
Pamela	Hello from Orando, FL
Christina McGuire	Christina McGuire Hello from Ohio University Athens OH
Karen	Hello from Saginaw, MI
Dawne	Relationship Engineers, I like this **
DOLORES	DOLO
Sherry	HELLO, SHERRY from Houston, Tex
DOLORES	DOLO FROM ARGENTINA
Evelyn	Hello from Raleigh, NC
Debbi	Hi all!! Deb from DC a.k.a. Audacious Admin. Excited to learn today!!
Jasmine Freeman	welcome

Sheila Brewer	Greetings to all World Class business folk from Columbus O.H.I.O.!!!
Colleen Delcamp	Colleen from Philadelphia, PA Hi Joan and Jasmine!
Maria Arias	Hello everyone !!!
Rena	Hello from Lawrenceville, GA
Juanda	Hey Everbody! This is Juanda Tate checking in from Baylor in Dallas.
Jasmine Freeman	Hello!!!
Nicole	Hi everyone.. Nicole from Trinidad and Tobago WI
Dawne	clap, clap...
Janice	clap! clap! clap!
Lily	i like this topics
Jessica	Hello from Rhode Island!
Willa	Webinar still stating Sit tight... The presenter hasn't started the broadcast yet.
Lesa	Hi all, Lesa Redfield from Chicago area
Becke	Loved the book entitled Thinking Like Leonardo DaVinci!
Debbie	Hello from Kentucky!
She'Lia	Hello from Greensboro
Kemetia	Hello from Northern VA
Dawne	thanks for taking the time to speak with us
Carla	Hello from Ohio
Gege	Hello from New Hampshire!
Webinar Administator	â€¢ If you are having technical issues, please note the following: inability to login may be due to Firewall Restrictions, internet speed, settings on your computer, you may need to clear your browser cache, switch the browser you are using, etc. (Firefox and Chrome are highly recommended).Â
Terrill Shadbolt	Terrill here from Ann Arbor, MI. Can you please let me know where to find the handout?
Jasmine Freeman	Please refresh your browser - it did start about 6 minutes ago.
amy tucci	Hello from Dover, DE!!
Susan	Hi from Walnut Creek, CA!
Debbi	Hi, KEM!!
Jasmine Freeman	officedynamics.com/handout
Liz	Hello from Dallas, TX!
Vicki	is there sound?
Cheryl	Love the hair Joan
Nichelle	Hello from Maryland!
Peggy	Welcome from Los Angeles

Andrea	Hello from Montgomery, Alabama
Sherrie	Hello from FRB Atlanta
Debi Libby from STL	Helloooooo Ladies!!! Glad to see/hear you again!!!
Lisa Luedke	Hi from Wisconsin - Go Packers!
Webinar Administrator	â€¢ If you are having issues, try the reconnect button at the bottom of the page. Chrome and Firefox are recommended.
Julie Jacobson	Hello from Idaho!
Isabel	Hello from Newtown Square, PA
Betty	Hi from Connecticut!
Ana	i don't have sound either
Maryann	Hi From wonderful Durham, NC!
Mishaela	Hello From Medford, OR
Melissa	Leonardo is extremely inspiring.
Cheryl	Love Las Vegas
Kathryn	Hello from San Francisco
Laurie	Hello from South Florida
Lynn	Has it started? I don't hear anything yet. Is there a dial in number or will it come through speakers?
Ali	Hi...Ali from Dover, DE
Cheryl	Welcome Lisa
Kristie	Hello from Chicago
elizabeth.mcdougald@duke.edu	Hi from Durham NC
Vicki	reconnected and working fine now
Webinar Administrator	â€¢ Sorry, there is no dial-in number for this webinar. There will be a replay link available after the webinar.
Dawne	Think, think, Thinking Bee
Darlene	yes it started
Jasmine Freeman	Sound should come through speakers. If you don't see the video, please refresh your browser after clearing cache.
thierry	Hi from Costa Rica
Jasmine Freeman	Hello!
Cheryl	Hello from Bethlehem, PA
Marietza	Marietza, from Arlington
Dawne	patron saint of independant thinkers
Regina Antonio	Unable to see anything but a blank screen; also no audio.

Ahdia]Ahdia, Greetings from the Nation's Capital, Washington, DC
Tara	It would have really been appreciated that in the invite that Firefox or Google Chrome be recommended.
Carol	can't see or hear anything
Jasmine Freeman	Please refresh browser after clearing cache.
Lisa Nutter	Hi from Ohio
Webinar Administator	â€¢ If you are having issues, try the reconnect button at the bottom of the page. Chrome and Firefox are recommended.
Cheryl	I would like to aster both
Tara	Instead of mentioning during the call
Dawne	Pioneer of automation
Sue	hello
balbina	reconnect and it worked
Cheryl	Master both, lol
Cindy	I've refreshed my browser several times, closed and re-opened the webinar and even switched to Chrome -- all to no avail. No audio or Video. Guess I'll just have to read the hand out :(
Tawanika	I remember that.
Emma	I use Internet Explorer and all is well.
Tawanika	LOL.
Jasmine Freeman	Please refresh browser after clearing cache.
Jasmine Freeman	Excellent. Thank you.
Marilyn	Love the Webinars
Tara	I had to switch over to Chrome
Cheryl Woodward	hello from Salt Lake City
Jasmine Freeman	Cindy, it may be due to a firewall blocking streaming video at your orgnazation.
Webinar Administator	â€¢ If you are having technical issues, please note the following: inability to login may be due to Firewall Restrictions, internet speed, settings on your computer, you may need to clear your browser cache, switch the browser you are using, etc. (Firefox and Chrome are highly recommended).Â
Darlene	i had to update my adobe
Lisa Black	I still can't get it to work. I've had IT dept do workarounds every time but still can't get it to work.
Dawne	1482 - objective - I wish to work Miracles! I like this!
Raquel	Love the spoons painting, just lovely!
Frances	Hello from ECISD - Odessa Texas
Lisa Black	I tried all 3 -- Chrome, Firefox and IE.
Regina Antonio	Switched to Chrome and Firefox; still nothing. Will log off.

Webinar Administator	You may also watch the webinar on youtube https://youtu.be/loZJdNbHGvY
Cheryl Woodward	Cheryl, Welcome from Salt Lake City
Espinoza	Hi Ana Lucia from Costa Rica
Cindy	I was able to log in, just can;t see or hear anything
Mary	Hi from San Antonio - but I can't see anything
Stephanie	I use Chrome and have never had a problem
Susan	Good evening from Johannesburg South Africa! Thank you for the opportunity to join this webinar.
Jasmine Freeman	You may also watch the webinar on youtube https://youtu.be/loZJdNbHGvY
Dorene	reboot if you are having problems
Jasmine Freeman	welcome!
Carol	can't access you tube from work
Dawne	constantly ask question - yes no dullness shine bright!
ROSANA DIAZ	Hi, from HOuston
Georgann Wenisch CAP-OM	Greetings from Minneapolis!
Lisa Luedke	So is our screen still on Sit tight the presenter hasn't started the broadcst yet?
Dawne	Revolutionary Assistant!
Jasmine Freeman	The feed is associated with YouTube so that may be why you aren't able to view, Carol.
Tracy Cordova	Hi from Cincinnati!
Cheryl Woodward	Cheryl W
Brenda	yes
Shannon	it's great to see that admins from all over the world are here!
Lisa	For some reason I can't view this on either Chrome or Firefox.
Jasmine Freeman	We have started. Please clear cache and refresh browser.
Shirley Black	are we still on sit tight mode?
Cheryl Woodward	Welcome from Salt Lake City
Jasmine Freeman	It may be a firewall issue
Brenda	had to switch to Chrome
Maria	Greetings from beautiful Jacksonville FLORIDA,
Jasmine Freeman	No - we went live at 10. You may also watch the webinar on youtube https://youtu.be/loZJdNbHGvY
Sharon	Hello
Dawne	Process Improvement - yes, there is a way!
Lisa	I usually don't have a problem.

Tracy Cordova	Use this link: https://app.webinarjam.net/live/2235/98e74aa794/0/fX42975442uo
Webinar Administator	If you are having issues with this platform, try watching on YouTube https://youtu.be/loZJdNbHGvY Also, please note that a replay link will be emailed after the webinar.
Loretta	Hello from Lafayette IN
Brenda	I went to officedynamics.com/handouts for today's material, but cannot find it
Dawne	ask the question -
April	Try viewing on Internet Explorer.
Lily	is very nice from Ethiopia
Webinar Administator	http://officedynamics.com/handout/
Jasmine Freeman	it's at officedynamics.com/handout (singular)
Dawne	waken our inner child whose not afraid to ask questions - WHY is GOOD
Webinar Administator	Brenda, it's http://officedynamics.com/handout/
Jasmine Freeman	Welcome, Lily.
Sheila Brewer	Leonardo had world-class thinking.
Brenda	It worked...thank you
Dawne	yes, I like that, the opening of your brain
Noreen Luptowski	Hello from Cincinnati!
Susie	Brenda: Go to reminder email--link is there.
Dawne	confusion indurance...
April	http://officedynamics.com/wp-content/uploads/2016/08/Think-Like-DaVinci-Handout-Lisa-Olsen-Webinar.pdf
Dawne	endurance, oops
Yvonne	Hi from Aliso Viejo, CA!
Dawne	embrace creative tension
Heidi	Yvonne, I live in Aliso. What a small world!
Sunday	Yes! To me its invigorating!
Dawne	embrace the 5 million in 1 things going on!
Yvonne	Hi Hrifi!
Cindy	Hello from So Cal!
Yvonne	Oops,,,Heidi
Dawne	the solution may not readily be apparent
michelle smith	@Dawne, yes yes!
Jasmine Freeman	Embracing Confusion Endurance can set assistants apart.

Cynthia	Is there a handout?
Heidi	: -)
Detrice	creaive tension
Dawne	paradox
Lily	Hello Jasmine
Detrice	yes
Jasmine Freeman	officedynamics.com/handout
Lily	thank you Jasmine
Webinar Administator	HANDOUT:Â http://officedynamics.com/handout/
jennifer	I've cleared my cache, switched browers and rebooted. Anyone have any tips?
Kemetia	great topic!
Jasmine Freeman	Try this: You may also watch the webinar on youtube https://youtu.be/loZJdNbHGvY
Webinar Administator	â€¢ If you are having issues, try the reconnect button at the bottom of the page. Chrome and Firefox are recommended.
Jasmine Freeman	Yes, love this insight from Lisa (and Leonardo)
Webinar Administator	â€¢ If you are having issues with this platform, try watching on YouTube https://youtu.be/loZJdNbHGvY Also, please note that a replay link will be emailed after the webinar.
Cyndi	weaknesses help you GROW!
Patti	ITS OK!! OMGOSH.. AHAH moment!! THANK YOU!!
Detrice	atack the problem head o
Maria	Great presentation
jennifer	Thank you Jasmine!
Nell J	Finally got in. Yeah!! Nell
Jasmine Freeman	hope that helps!
Laura Boan	It can also come when switching jobs, I left one job I'd been at 13 years for another and while I'm confident in the job I'm anxious about learning all new processes
Jasmine Freeman	Wonderful! Sorry it was troublesome. Glad you are here.
Dawne	organize your paradox and keep working on each item/task
Kemetia	Dpm
Jasmine Freeman	Sometimes the greatest geniuses accomplish more when they have less. (interesting!)
Kari	Agree with Patty! Ahah!
Dawne	yes, you need to pause, time, to understand it
Detrice	attack the problem head on!

Annaveene Tompkins	Hello from Kansas City!!!
Dawne	Change is the norm
Lily	to day is my the connection is very nice the sond and the video
Sarah	Hi from Raleigh, NC
Kemetia	Sorry.. meant to say that teenagers would love that quote about working less! But I think it is so important to refuel. Perfect insights
Jasmine Freeman	Glad to hear that!
Dawne	embrace the tension, allow the answers to come
Kathleen	Hello from Daytona Beach
April	This topic is so on target with my current work life!
Dawne	think, think, think, incubate, step away
Keshia	Hello from Atlanta, Ga.
Tanya	Leonardo was an amazing inventgor
Avena Guppy	Hello from Vancouver, BC, Canada
Sharon	step away, take a breathe, go back to it
Amy	Sorry slightly late joining
Lila	Hello, cute girls... from Peru.
Debbi	I'm guilty of not stepping away from mayhem
Dawne	high level of intensity, reenergize, and come back to it
Dee	Sounds like a way to work through "analysis paralysis.
Shannon	be present, do not fear the tension
Dawne	incubation time keeps me sharp
Heidi	This is SO timely. I will work, and work, and work, and work and make myself crazy. But I don't always work as smartly as I could.
Tanya	We need more inventions to inspire and make the world a better place and PA's can also invent
Yvonne	Sorry connecting late.
Ivonn	Joan is coming across with a lot of feedback
Renee Curran	That's how training should be for different task assigned new. cause it sound like the connection for new tasks at hand
Cyndi	I think you accomplish more when you have less because you don't have as much to focus on...You use the talents you have and focus on them rather than going in too many different directions.
Lily	thank you so much
Heidi	YES!
Ivonn	okay the feedback straightened out...
wendy	Is this webinar being recorded? If so, will we get the replay later?
Paula	I've reconnected three times but it's better on the third attempt.
Dawne	Step Away, Refresh, Reset, Re-Energize

Webinar Administator	A replay link will be emailed after the webinar.
Dawne	trust the process
Cheryl	How can I train myself to have an incubation period?
Willa	I try to finish as much as I can, before I leave each day. Then I lose track of time doing so sometimes.
Ivonn	I agree Shannon. :)
Mercy	I tend to do that... when I find myself getting overwhelmed, I walk away for a couple of minutes. You'd be surprised what those few minutes will do... you do think clearer.
Jasmine Freeman	Thanks, Ivonn.
Debbi	Willa, I do the same. There are times my husband calls an hour or two after I'm supposed to be home to see if I've lost track of time again
Tawanika	Willa I agree with you.
ROSANA DIAZ	It happens to me, I feel overwhelmed with so many tasks....I will step out to analize a better solution to my multitasking job
Karen	Yes take a walk, get some fresh air will do wonders
Heidi	Revolutionary: WHY NOT? Why don't we think we have the right to go to these executives? Great point!
Kathleen	i put a reminder on my outlook calendar time for a mental break and i walk away from my desk go for a quick walk around the outer suite. I then come back with a mini refresh.
Patti	YES!
Laura Boan	Exactly!!
Nancy	But what I find is that stepping away for a breather you come back to find your inbox has blown up
Carlos Castro	I really like this topic! Thank you!
Ivonn	BTW... I'm loving Joan's choker/necklace ;)
Geri Rosser	I am very blessed that in my new job I am EXPECTED to have this kind of thoughtul approach to my work and procedures in the office!
Jasmine Freeman	Glad to hear you are enjoying, Carlos!
Erica	FOR SO LONG THIS POSITION HAS NOT BEEN ONE OF LEADERSHIP OR PARTNERSHIP
Gail	I setup up a meeting with both individuals and we work it out.
Patti	@erica, It's coming SLOW here, but I'm working on it.
Dawne	get to the underlying question
karen	The inbox may blow up, something slips okay the requestor may have to figure out on their own. We only have so many hours and two hands
Nancy	Or someone sees you and all of a sudden you are in a chat with that person and your break wasn't a break
Debi Libby from STL	ABSOLUTELY!!! They must work it out & let me know. I have no problem talking to everyone about that exact thing. Some people don't feel like they are "able" to do that. I think you MUST or you will make YOURSELF crazy!!!
Patti	hmmm, that's good. Is this the right question.

Karen	I'm very fortunate to work for a CEO & a team who values, each team members strengths & lets them flourish, a great book we use http://www.theallianceframework.com/
Nancy	That's so true Karen
Kristie	Leonardo da Vinci quote..."It is well that you should often leave of work and take a little relaxation because when you come back to it your are a better judge...."
ROSANA DIAZ	Good tactic Gail
karen	I take a lap around the outside of the building or through the parking garage. Brain break!
Dawne	let the two work it out, this makes sence
Heidi	Thanks for finding the quote, Kristie!
Kristie	NP Heidi!
Ivonn	I don't always get away from my desk... (bad habits), but will need to get back to that. I feel less burned out at the end of my word day.
Tawanika	Thank you Karen for the book.
Jasmine Freeman	We have a small office building so we do the same - laps around the building a few times throughout the day.
Paula	Communication is crucial!
Detrice	Another good book: The Language of Success: The Confidence and Ability to Say What You Mean and Mean What You Say in Business and Life
Naina Desai	Very interesting this evening
Kathleen	put a reminder on you calendar mental break i find that it forces me to get away from my desk and I feel better
Ellen DeCicco	My therapist told me to take a break every so often in order to keep all things in general in order.
Cheryl	Agree Paula
Jomarie	What if the problem it self is an executive? Giving wrong, confusing information and change it frequently.
Carlos Castro	Is not only good for the brain but also for your body
Dawne	Bright Mind - I like him! my kind of mind!
Janice	I downloaded the Twenty app. Every 20 minutes I get a notification to get up and move. I might walk to get a drink of water, stand up and stretch, walk around the building.
La' Shawn	The lines in our hands and leaves
Emily	both have veins
Janice	veins
April	5 points
Ahdia	Both have veins
Andrea Zepeda	Both have veins
Candice	Weins
Tawanika	The veins

Christy	size
Dena	they're similar - oak leafs have fingers
Joy	they can both be used to cup water
Lynn Battice	They both disform with age.
Dee	There are veins running through both
Trisha Heil	they're both wrinkled
Tawanika	five points
Karen Black	see veins
Gail	The veins
Lynn Cummings	the veins of the leaf and the veins of the hand
Dee	Shape. "fingers"
wendy	shape of each
Pam	The viens in the leaf and hands
Frances	both have veins
Patti	veins, stem (wrist)
Carol	What page are they on?
Ahdia	Flat
Sunday	veins, shape, size
Teresa	5 points on an oak leaf
Emily	leaf tips kind of like fingers
Debbie	the points of the leaf are the hands fingers
Dawne	What is the connection between my hand and an oak leaf - both beautiful display
Jasmine Freeman	Page 2.
Karen	they have 5 points
Tawanika	shape
Frances	page 5
Juanda	Page 5 of the handout
Nancy	they are both dry
Stephanie	5 points / 5 fingers are there not
Kathie	what was the name of the twenty app? I can't find it in the app store
Vicki Hahn	narrow at the top, wider at the bottom
Jane	Both can wave
Tammy	REcognizable shape
Patti	pointed and fingers

wendy	oak leaves look like they have fingers
Naina Desai	Lines and veins
Susette	I love this topic, such creative thinking!!
Tawanika	crinkly
Dawne	we flow together
Christy	color
Ahdia	living things
Patti	hmmm intereseting
Pam	Leaves have multiple digits like hands.
Carol	Five point
Tawanika	attached
Kasey	branches reach, so do fingers
Denice	THE STEM COULD BE A WRIST
Penny	will a copy of the chat be available later?
Lesa	the leaf and hand are extensions of limbs
Beverly	they both hold on and let go
Stella Fry	Our hands get dry like a oak leaf in winter.
Carol	the veins that run through it
Janice	It just says Twenty
Jasmine Freeman	interesting!
Dawne	based on nature shell, he built something beautiful
Ahdia	contents are diverse
Karen	mixed
Tawanika	love food
Detrice	It's a gumo
Karen Black	page 5
Cheryl	They're fragile like an oak leaf
La' Shawn	5
Patti	lots of different items in the bowl
Sunday	melting pot
Karen	Page 5
Zee	its diverse
Stephanie	page 5
Cheryl	Page 5

Tawanika	mixed
Michelle	different contents
Detrice	it is a gumbo
Beverly	both are full of many pieces and parts to make a whole
Mary-Jo	melting pot of cultures
Debbi	page 5
Vicki	Page 5
Ahdia	"melting pot"
Sandy	soup / US - melting pot - lots of different ingredients / people
Carrie	page 5
Lily	five
Christy	different ingredients
Kathy	mixture of contents like USA has mixture of people
Magaret	composed of many elements
Vicki	next to last page
Emily	made up of many components like diversity of people
April	It's a melting pot of everything.
Elsa	variety of content
Dawne	minestrone soup - and the US - richness, depth,
Tawanika	different cultures
Agnes	I run to keep sane and release stress.
Joyce	Diversity of contents
Debbie	a mixed bag of goods
Vanvisa Sivali	many parts of a whole
tashea	Variety
Tawanika	hot
Gail	diversity
Dawne	Richness, Depth,
Pam	Land and water
Becke	The US is very diverse
Kasey	each bowl never the same
Tammy	each part of the soup touches the different part
Rhonda	many ingredients that differ but are very similar
Nancy	melting pot of color and flavor

Patti	Nice!
Sunday	We are the melting pot
LISA	spicey and fun
La' Shawn	melting pot
Becke	savory
Tara	diverse ingredients
Shannon	diveristy
Tawanika	colorful
michelle smith	it's all mixed up
Pam	veggies and water
Tammy Teer	an amalgam of everything
Detrice	diversity
Dawne	darkness,
Misha	beans, veggies, noodles
Naina Desai	Colour and healthy
Becke	melting pot
Gina	yummy
Sharon	Lots of different ingredients that go well together!
Tanya	tomato
Stella Fry	Travel
Cheryl	all wet
Lynn	a melting pot
Jasmine Freeman	different items add different flavors.... all add their own values
balbina	individual items makes a great final product
Vanvisa Sivali	everything is connected to make something good
Becke	flavors complement each other
Cheryl Baron	different mixture, all different tastes, colors and flavors that blend together and meld into a beautiful thing
cathy	variety
Arezou	different colors
Kasey	takes all to make it good
Bonnie	a melting pot
Jeana	diversity
Pam	Mixture of texture/landscape
elizabeth	All the ingredients enhance each other

Stephanie	Many things made one whole "good"
pam	Yum
Dawne	we must shine through the darkness
Teresa	diff texture (culture) - diversity
Ann Crawford	Variety
Karen Black	flavorful
Ivonn	Intense flavor formed by different but great veggies.
Sharon	variety of shapes and sizes
Emily	different sizes
pam	Diverserty
Angela Masden	Different Cultures
Ellen DeCicco	Both extremely diverse
Carol	melting pot
Dawne	nice one Stephanie!
Tawanika	different personality
karen	different recipes but all good
Charlotte	Coming together to make something amazing
Melissa	heintz 57
Karen	Variet is the spice of life!
Tawanika	filling
Azile	We all need toi get along
Antoinette	Spicy and surprising
Detrice	the sum of all parts makes it great
Jasmine Freeman	What connections can you make between juggling and your career?
Patti	many parts to one job
Ann Crawford	both are a melting pot
Paula	we need to keep a lot of things going at once
Lesa	It's all up in the air
Karen Black	Sometimes things fall
Karen	Having MANY balls in the air!
Dawne	juggling and our career
Christy	hard
Karen Zipp	We're always juggling priorities
Christy	fun

Tawanika	many hats
Zee	A lot of things going on at the same time
Kathy	keeping all the balls in the air and juggling admin duties in the office
Ahdia	Multi-tasking necessary
Karen	Be Gumby, Be Flexible
Heather	Juggling is my career
Kasey	something is going to drop
Cheryl	Some parts are hotter than others
Gina	being resourceful
Emily	have to pay attention
Dee	Balancing the 13 different parts of my job.
Sharon	every day things are up in the air
Cheryl	ups and downs
Pam	Handling many things are one time.
Lynn Cummings	you have a lot up in the air....
Tammy	Sometimes it's okay to drop the ball but you just keep going
Terry	multitasking
Candice	Keeping everything in motion
Tracy Cordova	deciding what the next move will be
Christy	challenging
Tajuana	Timing
Jomarie	That we juggle many tasks at the same time and try to keep everything up in the air
Becke	keeping many projects going at the same time.
Sunday	Mom at home, professional at work,
Lisa	takes years to master
Carrie	highs & lows
Darlene	multi tasking
Tawanika	time
Kathryn Turner	Always moving
Jeana	focusing
Judi	balancing everything
Amy	Lots of things in the air
Di	Working to keep everything going the way it should
Carol	trying to keep it all going with out dropping it

Ann Crawford	magic
Kathie	doing many things at one time - multi tasking
Bonnie	balance
Detrice	being able to do more than one thing at one time
Dawn	we have to use both hands
Naina Desai	Development
Tammy Teer	a constant state of flux
Susan Cagle	moving forward
balbina	focusing on each item and keep all things moving along
Elysia	having fun
Tawanika	mastery
Sandy	be ready to "catch" everything - do many things at once
Karen Black	what goes up, must come down
Frances	balancing
Joy	It takes constant practice and a passion for the task
Lisa Peicich	Juggling is all about balance and harmony. I can juggle balls and work so I know!
Zee	Always moving
Shannon	staying balanced
Dawne	confluency
Heidi	Knowing when to let go and when to catch the next ball
Grace Bhola	different priorities but all important
Willa	Keeping everything moving
Beverly	bouncing back from issues
Michelle	keeping everything going sucessfully
Candice	Prioritizing what step and ball goes first
Kat	juggling = multi-tasking
Katherine	focus on the ball in the hand, without losing awareness of the the balls in the air
Terry	practice makes perfect
Lynn	Ups & downs
LISA	keeping it all in the air and not letting anything fall through the fingers
Carlos Castro	Inspiration comes from a positive and productive mindset
Jackie	Equal time of our items in our hands
Gina	there is always a way to make it happen
Maria Arias	balancing

Lucy Feliciano	keeping things balanced
Karen	Also passing the ball
Patti	moving parts, that's good
Kasey	cant run into each other
Elsa	keeping all moving and not dropping anything
Becke	Choose a new pattern when you drop a ball
Jasmine Freeman	Each ball can represent a different piece of our skills set
Candice	Balance
Yessenia	trying not to drop the ball
Amy	Balancing act
Sunday	many hats in different situations
Joyce	being balanced in our duties
Denice	KEEPING EVERYTHING BALANCED
Andrea Zepeda	Good focus
Debra Buscemi	Prioritizing all things you do and keeping them going
Tara	multi-tasking
Antoinette	being on top of it making sure one doesn't drop
Janice	balance
Jennifer	If you drop one ball you are no longer juggling what you intended to
Shawn	Smooth follow through
Lisa	controlled chaos
Tajuana	Not focusing on one thing over another
Angela Masden	We are always multi-tasking.
Karen	as women we have many parts from career to home
Julie	You have to get a good handle on a ball (project) before you can toss it back up.
Tanya	to be an expert juggler
Christina Ferguson	Sometimes - one falls and you have to pick it back up...
Taylor	It takes a long time to learn how to do it well, and once it's mastered, it looks effortless.
ROSANA DIAZ	things have to flow simultaneously
Dawne	Confluency
Jomarie	More keeps thrown at us to keep in balance
Lisa	finding and maintaining balance
Tawanika	prioritize
Emily	can be fun, but challenging

Agnes	prioritize
Leticia	Never lose sight of your tasks/balls or one will fall if not all
Pam	Multi-tasking
Julie	I juggle all the time, every day. Lots of projects and meetings to create and plan and do.
Riana	takes focus on what's important
Di	Start again after everything falls!
karen	ability to balance and not drop the ball
Gail	balance and timing
Naina Desai	Multitasking
Terry	problems occur if you drop one
Gege	Requires focus.
cari	To make it happen
Becke	Keep going even if you drop the ball
Ivonn	mastering equal proportions to each important aspects of your life... However noting that one can only pay attention to that Ball (item) that is about to land on your hand.
Jane	The balls are multiple directors I support
Judi	keeping eye on the present and planning for the future
Sabina Pryor	keeping everything balanced
Charlotte	Balancing everyones needs including myselfs
Jeana	practice
Susan	One needs to know what we have coming out and going out of our hands
Lynda	Making sure not to drop any balls
Agnes	training
Lisa Peicich	You pick it up and start over
Dawn	keep going
Lori	in a circus !
Colette	sometimes the balls fall and you can get them back in the air
Ann Crawford	focus
Cheryl	Left side or right so de of the bowl
cathy	Keep to tasks at hand, don't drop the "ball"
Debbie	Variety fo tasks - keep it all moving
Anne	Managing many projects or tasks at one time
Kasey	takes precision
Stella Fry	stay grounded

Beth Forsyth	the more devices you juggle, the more exciting things can become!
Michelle	constant movement and balancing of jobs, not dropping the ball
Tawanika	pick it up and keep going
Naina Desai	Balancing act
Vanvisa Sivali	keeping all tasks, projects in balance
Ellen DeCicco	They are both overwhelming
tashea	try to keep balance
Dawne	admit you've dropped it, and work on it again, be honest
Lynda	Keep trying to get better
Julie	I often compare my job to being a Chinese juggler with a hundred spinning plates
Andrea	what if its a glass ball?
michelle smith	being able to balance
Ivonn	Picking up dropped balls gracefully without dropping the other ones in the air
Mercy	balance
Mercy	focus
LISA	Being able to juggle many different items - people, meetings, events, etc.
Becke	keep it moving
Marietza	marietza staying focus
pam	Multi-tasking
actroutman	balancing
Sharon	days are up and down but at we always seem to make it work
Ellen	Concentration
Marsha	Keeping a great attitutde like the juggler and always smile, no matter what!
Naina Desai	Mental alertness
Jasmine Freeman	You keep working at it...every time you juggle you get better at juggling! Same with our career. With each day of "practice" we get a little bit better.
Mercy	balance, focus, grace
Juanda	Like when you are unexpectedly laid off from your "perfect job", but you just take time to regroup and get out there searching again.
Becke	Learn new patterns
Karen	Coordinating multiple things at once
Sherrie	balance
Stephanie	life is a juggling act - one more thing in the mix
Carolyn	Accuracy is key to performance
Dina	balance

La' Shawn	Multi-tasking a variety of balls and responsibilities.
Cheryl Woodward	Organizing.
pam	STRESSED spelled backwards = YUM!
Gina	I feel like an octopus alot.
Tawanika	balance
Lisa Peicich	for the person who asked about the glass ball - that glass ball is your priority
Amor.Escobar@anthem.com	Priority, Balance and not drop the ball
Tawanika	scale
Becke	Enjoy wha you do!
Willa	Each day is a juggling act for us to handle things one at a time
Claudia	you dont have to juggle ALL of the balls...let one drop...and focus on the ones that you can handle
Bonnie	challenge
Tommie	You can't stare at one item without losing focus
Lisa Peicich	same as if you are juggling with one flaming sword!
Christy	interesting
Tricia	Even if they mess up, there is still entertainment value...keeps you on your toes
Dawne	We can do it, there are others on my team who want to help me succeed, look up
Ann Crawford	creative tension
Dawn	sometimes you have to accept that you have too many balls
karen	10,000 hours of juggling will make us experts
Sherri	while you are juggling all balls, sometimes a bowling pin is thrown in and you have to incorporate that too!
Becke	drop the balls that aren't important!
Tawanika	work life balance
elizabeth	the weight of the task/object changes how much effort is put into it
Dawne	yes, give some of the balls to someone else, be real with yourself
Christy	when a ball or challenge goes up it must come down
Christy	highs and lows
Tommie	Less balance, more about integration
Debbi	work life HARMONY
Tanya	life work balance
Bonnie	one thing at a time
Susan	Need to juggle work and home life.
Dawn	sometimes there are more than one juggler

Naina Desai	Prioritising
Juliann	miss a ball, it knocks you in the head and then you end up focusing on the one you missed
Dawn	(s)
Tawanika	start with two and add 1 until you get it down then add something else.
Kari	coordination
Cheryl	Life balance
Becke	Like That...share the tasks!!
Julie	Admin = Juggler
Rhonda	This vconversation makes me excited for the Conference in October!!!
Heather	Love some of these answers, want to read them all but can't keep up!
gail	Minestrone soup & United States - both need water or liquid to exist.
Tawanika	It is like language...you learn one and add another
Kristie	Debbi...I like that work life Harmony!
Trisha Heil	that's for sure!
Dawne	You have Value - Connectedness
Kasey	where are the handouts found?
Jasmine Freeman	officedynamics.com/handout
Debbi	I have to approach it as HARMONY, because I'll never have balance
Dawne	You are not a cog in the wheel, you are the wheel
Lynda	You getter at the balancing act over time...right now you might be able to only juggle two balls, but eventually you'll be juggling a whole lot more!
Sunday	Slow down from the multi tasking of 12 down to the 3 most important
Ivonn	my firm is working very hard on making assistants feel valued and how they play their part in the big goals for the company.I That is a HUGE step up from many other firms. It's a smart way for ocmpanies to go
Dawne	Yes look how you support the mission values and culture
Susan	Keep to tasks at hand. Focus on the balls in hand.
Tina Purdy	postitive attitude is contagious
Paola	Costa Rica :)
Dawne	Connectedness inside
Jackie	Kasey - the handouts are here: Take a moment to download your handout: http://officedynamics.com/wp-content/uploads/2016/08/Think-Like-DaVinci-Handout-Lisa-Olsen-Webinar.pdf
Karen	On the self-assessment how do you make a list of 100 questions - can be all across the board - work, home, personal interests
julio centeno	hola!
Dawne	Embrace, Ask the Question

Carlos Castro	I'm in Costa Rica
Vicki	can barely hear
Dawne	high level asistant - connect the dots
Mia	Here from Ohio. Loving this webinar!
Sherrie	prioritizing
Naina Desai	Birmingham UK
Jasmine Freeman	Hi, Vicki. Sound appears to be good. Is your internal volume on your PC set lower?
Dawne	develop the eye of the eagle
Tracy Cordova	know the processes to get things done
Dawne	Eye of the Eagle, you can fly high
Jackie	sometimes connecting the dots has to do with empowerment
Frances	Love the webinar....i hate it that i will not be able to attend conference
Alexandra Diaz	it got stuck
Alexandra Diaz	D:
Jody	Connecting the dots takes time for thought.
Ivonn	RE: connecting the dots. Some execs. have an issue with that and they say that they welcome indepent thinking... but when ideas arise.... they 'nay say' and it becomes difficult to shine newer ideas. I suppose that an assistant has to show true grit... and persist.
Tammy	Do you think of that as taking initiative?
Dawne	Karen I like the self assessment -this is great!
karen	one on one with executives, but value their time, find our their priorities, how can I move that priority further along
Dawne	Connect the Dot Assistant
Debbi	Communication and research helps you to connect the dots
Frances	I agree Debbi
Dawne	read your organizational, read the context of the meeting
Jackie	executives need to empower their employees - also, fear of making errors and being reprimanded will slow down employees
Naina Desai	Sometimes though execs just pay lip service to their Assistants!!
Cathy	Totally agree - so many admins don' t do that
Lisa Peicich	Couldn't agree more, Lisa. Only way to understand the business is to take the time to learn the business and understand the priorities
Dawne	Key - open up the meeting notice
Sunday	Get prepared for whatever your boss might ask for
Debbi	I ask to sit in on meetings and calls to be in the loop
Paula	Thank you, Lisa! That makes a lot of sense.
Karen	Would you agree that an assistant has to be/feel empowered to take some of these actions?

Laura Boan	Yes! Can't tell you how many kudos I've received by acting on things I see in the inbox and in the sent items of my executive
Dawne	take your time to Read, Read, Be Well Read!
Beverly	I've noticed here that there are times with having a disconnect with others from different areas of the world. Just cultural differences I feel. Need to feel confident enough to ask for clarification.
Dawn	put yourself in your executive's shoes
Dawne	Understanding the Scope of your Executive
LISA	Not always an option to read everything when you are supporting over 10 people.
Detrice	it's kind of hard to do when you support 4 execs
Becke	First step is getting your executive to let you in on what is going on. Currently I can't see my Exxecutive's inbox and I have asked. Very frustrating.
Ty Price	wow, this is awesome information!
Lynn	Karen - I totally agree with empowerment
Yvonne	It's amazing how much info you can get just by READING the emails, notes, etc., isn't it? :D
Debbi	I read the same publications as my bosses to better understand the industry and their mindset
Heather	Have FUN while juggling - putting on a show
Dawn	YESS!
Detrice	yes, lisa, i agree,
Sheila	Could you explain the backward goalsetting/mind mapping a bit more
karen	An assistant doesn't need to feel empowered, I do my job behind the scenes.
Carla	Great example on connecting the dots
Glenda	Yes. I agree.
Heidi	I have the same issue, Becke, but I try to seek out info from other associates who may be able to share info. I've learned that people love to talk if asked. :-)
Yvonne	I used to do that, Debbi, but nowadays, I don't have that much time. I do sometimes scan through an article, though.
Tara	Good point do they always communicate as to why this meeting this taking place and exposing their admins....they don't feel the need to communicate (not just executives).
Kasey	Thank you, Jackie!!
Karen	As Joan teaches, assistants need to strategic partners with their executives to be "in the know" to understand what dots to connect.
Dawne	do research about the executive's work, i do this all the time
Ivonn	Note to self... read emails (the ones that have allowed me access).
Jomarie	What if you are trying to be involved with the executives but you are been "roadblocked"
Jasmine Freeman	Please describe the roadblock
nakia	What if you an executive that does like to share until the last minute?
Melissa	I am lucky I am still very much a part of my management team. And if I do not know I pester until I do.

Debbi	If my boss does not give the info, i seek it from direct reports, emails RESEARCH
Dawne	look for the current research, look for ways to add value to the executive.
karen	Go face to face with the executive, ask why are they roadblocking you.
Becke	I do take the initiative to get the information from my executive, however she is so often in meetings, I don't have time to connect and yes I have scheduled 1:1's with her. Her calendar changes minute to minute. I'm still frustrated.
Maria	So what do I tell my boss if he notice I am reading his Email and does not like it.
Gloria	That's a great idea. Its so fast paced and pages of details, I normally end of scanning or print and give. For some, I can read through more thoroughly and apply that.
Dawne	I use to prepare the research for my exective on a daily basis
Debi Libby from STL	When I starting "taking care of" my 1st leader, I felt like I was being "nosey". 25 years later...& my most recent Leader...at first she didn't want me to do ALL THAT. We've now been together 6+ years & she's FINALLY coming around! It's AWESOME!
Dawn Lair	Dawn from Shreveport
Tara	Even when you ask, some people don't feel the need to get to explain and you get half-baked answers. Even when you keep asking questions....
Tammy	EXACTLY!!
Dawne	use your company's website to find information, connect with Communications daily briefs.
Avena Guppy	System down?
Dawn	Sometimes it takes more than one try too!
Marcia	I believe it is the executive's directive to set the tone on the importance/value of his ea. My previous exec set the level for that, VERY high. The exec who took over after his retirement, has reduced the level of importace and this has reflected in the work I now do.
Becke	My executive is also very technically minded, so her participation is more on the level of connecting the dots with what needs to be done technically and I do not have the experience or background in this area, so it is impossible for me to step in for her.
Detrice	Good point
Dawne	its about us taking the lead to make a differance
Jasmine Freeman	We are live. You may also watch the webinar on youtube https://youtu.be/loZJdNbHGvY
Leslie	I take initiative but it is so hard to find time to do "extras."
Stacy	I love Lisa!! Funny!
karen	look at competition, you can learn alot about your industry and your own company
Heidi	I feel for you, Becke. I have a similar situation. It would take me forever to really understand the technical aspects of what my managers work on.
Peggy	My executives trust me to manage their work life in the best possible. They rely on me to take the Initiative.
Karen	Page 2
Cheryl	Will the questions also be in the replay?

La' Shawn	Really, Karen?...
Sandy	pag 2
Sheryl	need link to handout
Webinar Administator	HANDOUT:Â http://officedynamics.com/handout/
Marilyn	I have gone into my manager with issues and several answers already worked out to see if he would buy into one of them. It sometimes solves issues if I have a few thoughts on how to move forward already worked out.
Yvonne	Heidi, where do you work in Aliso Viejo? I'm next to the Renaissance Sport Club on Enterprise
Jasmine Freeman	officedynamics.com/handout
Debbi	I have to run to a meeting. THANK YOU Joan, Jasmine and Lisa!! Great infomation!!!
Evonne	What is the name of the journal?
Vicki	she called it a bullet journal
Heidi	Hi, Yvonne. I used to work for Bausch and Lomb where Avanir is.
Cheryl	Nice tie in Lisa
Laura Boan	http://bulletjournal.com/
Heidi	I live on the other side of the school right there.
Heidi	I now work 30 min away in IRV. I miss being close to home!
Yvonne	LOL...I'm on the 2nd floor, Ste. 200
Yvonne	Marvell
Heidi	That's awesome, Yvonne!
Melissa	and Joan
Heidi	And, Joan, of course!
Dawne	Leo the Curious Thinker
Yvonne	Oh, well...
Jomarie	Bullet journaling - is a style of planner/journal. Look it up on Pinterest
Dawne	get your brain moving
Ivonn	Jackie... this is true... :) Empowerment and grit!
Dawne	Joan, Jasmine, Lisa, everyone!
Tara	what is the missing word, "
Ivonn	OMG... I totally agree Jody... Just a little bit of time to be inquisitive
Carlos Castro	Being patient is one of the greatest values!
Dawne	Me, Tony Robbins
Cheryl	Let's just say alot
Barbara Corley	How often do you suggest revisiting the 100 question exercise and redoing it?

Heidi	I love it!
Tara	blank, . stop, start
Cheryl	although some execs just use lip service, you also have to remember that part of your job is to manage up. Most admins don't know this or don't do this. But, in order to educate your executive, you need to manage up.
Ivonn	< < < A travelers notebook could work well for the 100 questions. I am going to put them in there...
Dawne	Bullet Journaling
Shannon	I love journaling
Annavene Tompkins	Thank you so much!!!! This has been eye opening for me!!!
Teri Clanton	Passion Planner is AWESOME! There's space for mind maps, goals, journaling, etc.
Dawne	Your frustration is your greatest window to the world your desire to meet
Business Spanish	Getting to know myself and including perceptions very important in life
Ann Crawford	put it on your calendar
Cheryl	Thanks for addressing the incubation question
Patricia Azevedo	i use a cute hourglass
Ivonn	Karen, for sure one has to feel empowered to take some of these actions. This is why a great positive community will help those assistants that are not empowered by their bosses...
cathy	I also keep a journal on my desktop
Patti	LOL
Dawne	I use electronic post-its
Dawn	I *love* digital Sticky Notes for my computer desktop!
Cheryl	Executives are slow to feel comfortable enough to let their admin in, such as seeing their in-boxes...sometimes it is just baby steps...here again is where managing up comes into play...this will enable you to make suggestions but not just suggestions, come up with the answers. Suggest the time save
Patti	Dawn, can you set an "alarm" on them?
michelle smith	the post-it within Outlook is great, especially since you're not wasting paper
Riana	Workrave is app for ergo reminder but good for taking any kind of break
Lisa	Lisa always gives great presentations! A great trio or ladies. Thank you so much!
Dawn	Not that I'm aware of
Shannon	how about reminders on your phone, so that others don't see them
Dawn	*aware
LISA	Meetings to attend. Thank you for the webinar.
Cheryl	Never truer Lisa
Kimberly Murray	My quote at my desk is "Be yourself and follow your own truth" Deepak Chopra - keeps me grounded
Patti	ok thanks!

Gail	I have Stick Notes on my DeskTop I use
Sunday	Its been suggested in our office that for every 60 minutes that staff should get up for 3 minutes to walk around etc.
Cheryl	Hitting the nail on the head
Dawne	take good care of yourself, take the time - incubation time
Sunday	3 minutes of movement for every hour at work.
Ann Crawford	make sure the post its become fixtures
Kattia	We need to learn the "Dolce far niente" from the Italians
Cheryl	Nakia...then use that information and come back strong, showing your exec that you can work on the fly and how much better, if you have some notice
balbina	this is really good for me. thank you
Amor.Escobar@anthem.com	Agree Mind Set
Rhonda	love that suggestion Sunday!
Cheryl	Not sure taking a walk is something that should be done. Away from desk? Using company time?
Michelle P.	I got really brave and during my recent review, I told my boss what he could start doing better (in a nice way) and he said... "hey, this is supposed to be about you!!" and I replied that positive changes he makes not only affect me positively but the entire department!! He said "good point!"
Ann Crawford	don;t become fixtures
Naina Desai	Regular movement every hour
Becke	I love to learn and I enjoy implementing the things that I learn, although it can be difficult. I am also balancing my life with a chronic illness. I'd like to learn more about how to be an amazing assistant while dealing with Chronic Illness issues.
Ann Crawford	then you overlook them.
Ivonn	Maria, most bosses don't mind it.
Joyce	Bullet journals rock!!
Debra	"Give yourself reasons why you want to do it". Great way to think about it!
Cheryl Baron	Dolce Far Niente - The sweetness of doing Nothing
Michelle	Becke I am in the same boat
Cheryl Baron	love that and live by it
Naina Desai	Absolutely Cheryl!!
Business Spanish	Share this conversation with someone and listen to your own answers
Cindy	Is this information based on the book "How to Think Like Leonardo da Vinci?"
Patti	I have to log off (DARN)... have a great day you all!!! :)
Stephanie	Can't wait for the conference - this will be my first time going
Carlene	Begin with the goal in mind!! :)

Dawne	looking at the big picture, look backwards, and the strategies
Dawne	ask the why
Michelle	I like knowing the big picture but the managers don't always tell us what is the big picture and how our contribution fits in
Naina Desai	Would love to be at the conference but unfortunately can't afford it visit now
Lisa Peicich	I love my Garmin VivoSmart fitness tracker as it reminds me to get up and move every hour. It vibrates and says MOVE!
Cheryl	Conference tease
Naina Desai	Mind mapping is great
Maureen	Are the mind mapping videos on YouTube useful?
Ivonn	Def. would like a slide about mind mapping....
Dawne	thanks so much this has been great
Juanda	Yes, please! I want more information on the conference that keeps coming up.
Kimberly	I would also love the information
Dawn	Thank you!
Laura Boan	Absolutely fantastic! Loved it!
Astrid	Thank you for this webinar and the handout. My company currently puts much emphasis on innovation, so this was most helpful.
Sheila	Thank you all for today's seminar
Dorothy A.	One of the best yet!
Jessica	Thank you!
Maria	GREAT, GREAT presentation
Lily	wonderful presentation and thank you so much
Cheryl	Thank you for the session everyone!
Dawne	Think higher
Frances	Thank you Lisa
Sunday	Thank you all
Stephanie	I am very fortunate that work is paying for my attendance at the conference.
erica	thank you very much. this has been a very helpful session
Tina Purdy	Thank you
Melissa	Thank you Lisa! And thank you Joan and Jasmine.
Naina Desai	Thank you for a fantastic webinar
Debra	This was a wonderful webinar! Thought provoking! Thank you.
Pam	Great Webinar! Thank you all for sharing with us.
Nancy Holdefer	Very Good Webinar
Leslie	Great session.
Cheryl Woodward	This has been great, thank you!!

Yvonne	Thanks, Lisa et al!
Frances	Awesome information
Evonne	Great webinar as always, thank you Joan, Lisa and Jasmine.
Lila	Thank you for your grate topic and advice...
Karen	Very informative. Thank you!
Amy	Thank you, yes please on more info
Doris	Great meeting! Thank you for presenting.
Lindsay	Thank you, Lisa! This gave me a new insight and refreshed my outlook!
Jackie	Thank you so much, Joan, Lisa and Jasmine
Ivonn	Bullet journal. There are great ideas on Pinterest on how to start a Bullet Journal. I don't have one, but I have a travelers notebook (which I made), and in there I have a Habit Tracker, and I love it.
Lynn	Thank you Office Dynamics for offering these free Webinars!
Ann Crawford	What is the cost?
Stephanie	Great webinar - thank you verymuch
Janie	Thank you for this information. Enjoyed it
Andrea	Thansoso much for an enlightening webinar. Kudos!
Lily	Jasmaine,Lisea also Joan thank you so mcuh
Naina Desai	Yes please to more info
Webinar Administator	2016 Conference On Demand PRE-PURCHASE: https://ho109.infusionsoft.com/app/storeFront/showProductDetail?productId=453
GM	what is the cost?
erica	I have six of my assistants attending the conference this year!
cathy	Thanks for the great topic, welcome Lisa enjoyed the conversation!! :-)
Cheryl	Please send information sounds interesting
Sharon	Great Webinar. Thanks so much!
Sunday	Will you send a reminder regarding Conference onDemand?
Barb	Thank you Jasmine, Joan and Lisa!! I really enjoyed my first webinar with ODI. I appreciate that you made it available to us.
Carol	What is the name of this conference?
Di	Very interesting topic - Thank You!
Magaret	Thanks you!
Webinar Administator	2016 Conference On Demand PRE-PURCHASE: https://ho109.infusionsoft.com/app/storeFront/showProductDetail?productId=453
Becke	SO EXCITED FOR CONFERENCE!
Dee	This has helped me take many principles I already know and bring them together. Thank you for this Summer Series!

Paola	love it, thanks :)
Mary	Jasmine, Joan & Lisa - thank you so much! This was a great webinar and I really enjoyed it.
Charlotte	Thank you ladies!
Rhonda	Thank you for this webinar! Great subject!!
Renee Curran	thank you
Laurie	Another great webinar thank you for sharing this wonderful information. Laurie
Tammy	May we share the handouts with our colleagues
Webinar Administator	2016 Conference On Demand PRE-PURCHASE: https://ho109.infusionsoft.com/app/storeFront/showProductDetail?productId=453
elizabeth	Thank you for the webinar and all the great tips on changing our thinking to think more like Da Vinci
Lily	I 'm so happy this webinar and specialy today my contry is the connetion is very nice and sond video is very nice
Cheryl	Thank you. Very interesting. A different approach
Paula	Thank you ladies - great webinar!
Shannon	thanks for a great webinar!!
Maureen	Thank you ladies for the webconference and the great information
Dorene	thank you ladies, very valuable information
Sharon	Thank you Lisa. This webinar was very insightful.
Marcia	Awesome information - wish we had more time!
donna	Thank you so much!
Bonnie	Thank you all
Lisa Peicich	I love Jasmine's energy.
Tanya	This was the best webinar I've ever attended
Webinar Administator	2016 Conference On Demand PRE-PURCHASE: https://ho109.infusionsoft.com/app/storeFront/showProductDetail?productId=453
Debbie	Lisa is such a great presenter! Thanks for bring her to us.
Joanne	Thank you for a wonderful webinar.
Ivonn	Thank you SOOO much for your insight!
Cynthia	Thank you, great information.
Sunday	walk to the bathroom, vending machine, etc.
Sandra	Thank you for offering the free webinars. Great session today.
Maria Arias	Thank you!!!
Tammy	Thank you for a very interesting webinar. Wish I could attend the conference, but I can't. Hopefully next time.
Carmen Portalatin	Very Nice topic today. Enjoy the energy today.
Ann Crawford	Thank you Ladies

La' Shawn	Thanks ladies for a great webinar.
Becke	Thank you Lisa, I can't wait to see you at Conference. So excited to hear your session!
Lily	I love three womens
crystal	Thank you for the free webinar!
Lucy Feliciano	Thank you ladies this was awesome
cari	Thank you Jasmine, Joan and Lisa! Have a great day!
kim	WHERE CAN I SEE THE REPLY OF THIS WEBINAR?
CÃ©cile Vermout	I couldn't join in time. Is there any way to watch the webinar again?
Sandy	Thank you all!!!
Paula	I love Lisa's personality!
Vicki	Thank you ladies, great webinar
GM	Thank you all - great webinar!
michelle smith	great hour
tashea	Thanks, everyone have a wonderful afternoon!
Tara	Thank you.
Sunday	Thank you. I have to cover phones now.
michelle smith	thanks ladies
Tameekah Myers	this was great and informative
Roxanne	Thank you all :)
Ivonn	Mind Mapping thru youtube is a great idea
Tammy	Thank you!!!
Charmaine	Thank you
Sabina Pryor	great webinar, thank you!
Webinar Administator	A replay link will be emailed to you.
Joyce	Thanks for the webinar ladies!!
Eric	I was trying to find some of the text chat info about how to get the information you need (connecting the dots). Can you share some of these suggestions?
Bonnie	thank you for this webcast
Ivonn	Thank you so much for your presentation and insight. :)
Cheryl Baron	Thanks , great session !
Colleen Delcamp	Thank you so much Lisa. This was a great webinar.
Karen	Thank you Lisa! Life's an adventure & each day is a gift!
Melody	So excited to able to participate in this free webinar. Thank you!

Michelle	Thank you!!!
Michelle	thank you
Carol	Thank you this was great!!
Dawn Lair	Thanks from Shreveport
Jill	Thank you!
Amy	Thank you all. It was a great course
Karen	Thank you! Have a wonderful afternoon!
Susan	Thank you! Great session!
Cheryl	Thank you.
Karen	Great webinar! You ladies rock!
Diana L Gavin	Thank you ladies. I wish I could be there.
Maureen	I came in late as well and missed the beginning. We will receive a link by email tso we can see the webinar again.
Aracely	Thank you. I've really been enjoying the webinars and motivated by your topics.
Cheryl	Thanks all of you ladies---another GREAT webinar!
Nell J	Wonderful Webinar Thank you!
Webinar Administator	http://officedynamics.com/free-webinar-administrative-assistants-dont-let-fear-sink-career/
dezondria	I hope she writes a book about this!
Sandy	See you in October!!! So excited!
Webinar Administator	http://officedynamics.com/free-webinar-administrative-assistants-dont-let-fear-sink-career/
Irene	Great session -thank you so much!!
Melita Bracic	Thank you for sharing, reminding and inspiring.
Joy	Thank you, Jasmine, Joan, and Lisa. What a wonderful topic and great input!
Lily	Thank you all
Paula	Joan & Jasmine...did you plan to wear the same color palette? Nice!
thierry	thx
Claudia	thanks so much - always love your webinars!
Shannon	great topic for sept
Webinar Administator	http://officedynamics.com/free-webinar-administrative-assistants-dont-let-fear-sink-career/
Loretta	Enjoy your beautiful day.
Angie	Great session - thanks!
Karen	Bye!

Mel	A great webinar! Thank you
Susie	THANK YOU!
Webinar Administator	Webinar: http://officedynamics.com/free-webinar-administrative-assistants-dont-let-fear-sink-career/
Dawn	Thank you all - I always enjoy the webinars.
Michelle P.	Thanks Ladies!! As always!!!
Becke	Bye, thank you ladies!
dezondria	thank you
Paula	Have a great day everyone!
Karen	What a great topic for next month, sorry I'll miss we have our company annual meeting that day
Adrienne	I came in late as well but totally enjoyed the last 1/2 hour. I can't wait to get the replay. Thank you Joan, Jasmine and Lisa!
Trisha Heil	thank you ladies!
Debra Buscemi	Thank you great webinar!!
Marilyn	Thank you
Tameekah Myers	thanks
Tanya	Bye, thank you all
Julie	Awesome topic - thanks so much
Detrice	bye, great meeting
Paola	Gracias, super good!!!
Mary Kaye	Thank you.
Mary	Bye everyone - have an awesome day and week!