

MICHELLE WARNER

THE SECRET INGREDIENT IS ALWAYS LOVE™

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SIGNATURE TALKING POINTS

- ❖ Leave every person feeling loved enough to love someone else.
- ❖ People perform differently, live differently, lead differently, and love differently when they believe they matter.
- ❖ The question we should continually ask ourselves is: What emotional impact am I having on others?
- ❖ Love Deposits and Pain Deposits are the emotional impact our interactions leave behind.
- ❖ The question we should continually ask ourselves is: What emotional impact am I having on others?
- ❖ Love is not only a feeling. Love is a choice. Love is a behavior. Love is an experience we intentionally create for others.
- ❖ The Platinum Rule elevates the Golden Rule by challenging us to discover what helps each person feel valued—and respond in ways that honor who they are.
- ❖ Employees cannot consistently create an experience they don't experience themselves.
- ❖ Technology creates efficiency. Human connection creates loyalty.
- ❖ Micro Moments of Love ... often the smallest moments ... become the ones people remember most.