



## Staying Sane in an Insane World

Thursday, May 7, 2020 2-3:15pm et  
#CHTALive



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### Participants

#### **Sonia Simmons**

Communications Manager  
Turks & Caicos Hotel & Tourism Association  
Member CHTA Young Leader  
Class 2019 - 2021



#### **Amrita Bhalla**

Managing Director  
A.B Consulting



#### **Lisa Cavender**

Chief Empowerment Officer  
Innergy



#### **Miles Mercera**

President & CEO  
Curaçao Hospitality & Tourism Association



# CHTA COVID-19 Resource Center



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[www.caribbeanhotelandtourism.com/covid-19/](http://www.caribbeanhotelandtourism.com/covid-19/)



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# CHTA Strategic Partners



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## Staying Sane in an Insane World

LISA CAVENDER, INNERGY LTD.  
TURKS AND CAICOS ISLANDS



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Today I would like to share with you....

“ How to Stay Calm and Thrive in the Chaos ”

**During Pandemic Times and Beyond**

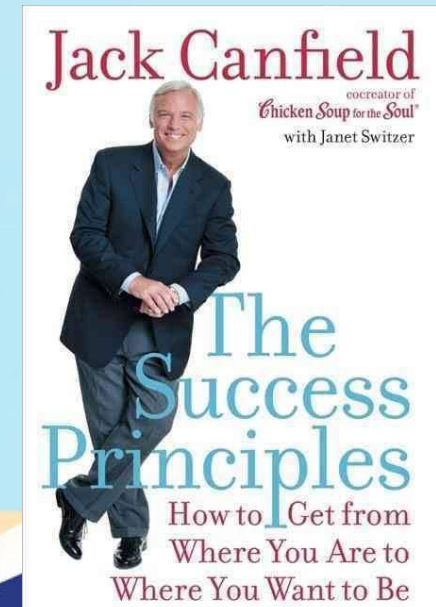




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$$\underline{E + R = O}$$

Event + Response = Outcome



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Let's take a quick look at how we can  
master our ability to respond rather than react



Responsibility = Response + Ability

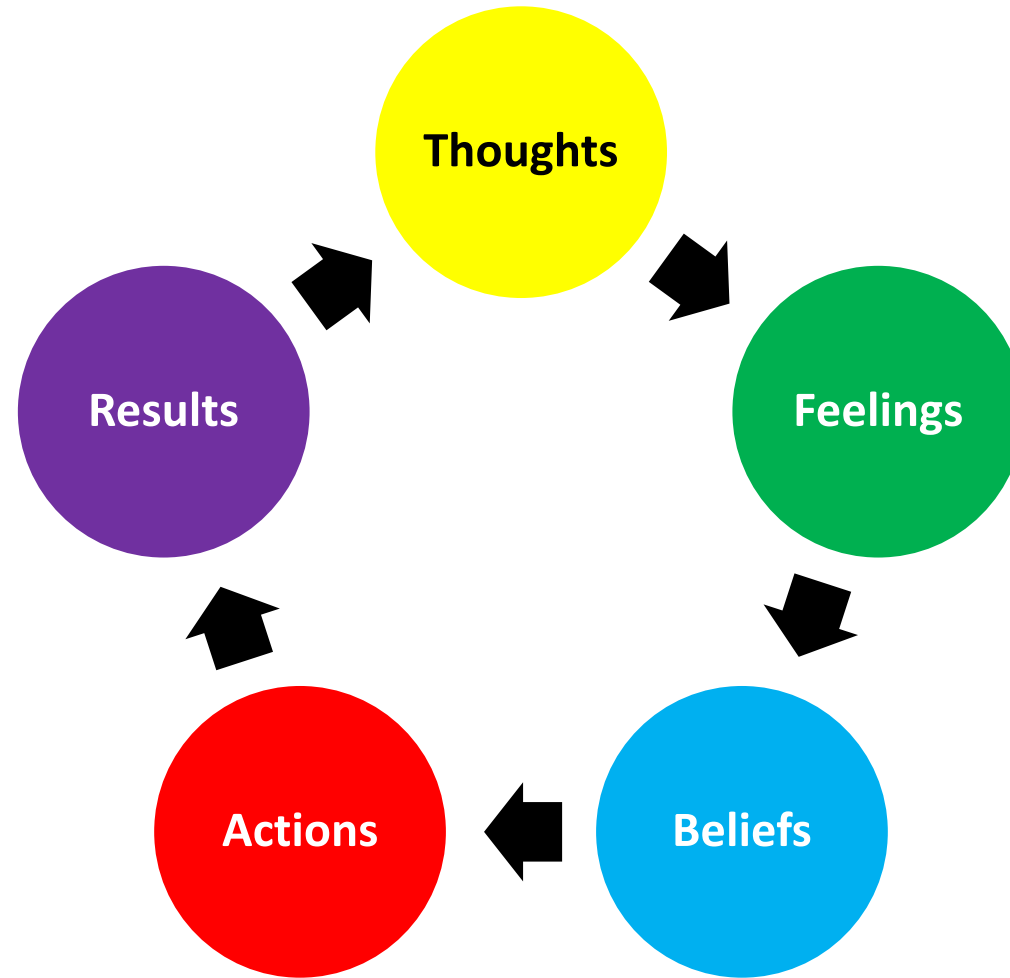
Our Ability to Respond

We only have control over 3 things:

1. The thoughts we think
2. The pictures in our mind/imagination
3. The actions we take



# Thoughts to Results Loop



1. Breathe
2. Bring Yourself into the Present Moment
3. Soothing Self Talk
4. Reach for a Slightly Better Feeling Thought
5. Move!
6. Routine – the brain likes what is familiar.



7. Focus on positive and uplifting online content – limit the 24/7 news cycle.
8. Take some time alone when you can, ideally in nature.
9. Sleep
10. Water
11. Vitamins/Nutrition



1. Get clear on the priorities.
2. Focus on what you can control.
3. Take a personal inventory of your skills and talents.
4. Get clear on your values.



5. Decide “Who You Want to Be” during this pandemic. How will you be remembered?
6. Identify where you can add value to your family, team, company NOW without expectation of anything in return. Build your brand and build trust.



1. Courage is like a muscle; you have to work it.
2. Pivot - try something outside of your comfort zone to build new skills.
3. Small and consistent steps outside your comfort zone build confidence.



4. Empathy, compassion and attention to detail needed now more than ever.
5. Pitch management with your customer retention ideas.



1. Competence leads to confidence.
2. Build your inner resources now so that when guests return you can exude the calm, joy and care that they will need in order to feel comfortable to travel to your destination.





1. Trust that this will pass.
1. Re-evaluate things that you were not happy about in life or business prior to COVID.
2. Use your creativity, teamwork and intuition to optimize and reinvent yourself and your teams.



4. Know that the mind and body are connected. Use it to your advantage.
5. Setting intention and visualizing your desired outcomes lead to feelings of conviction.



1. Identify the positive people in your life that can encourage you and keep in touch virtually.
2. Team “Meet ups” and social time on Zoom, etc.
3. Join online groups and courses to meet like-minded people.
4. Find a coach, mentor or accountability partner.





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# After Life's Little Detours...







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# Summary

- Learn tools to stay **calm, present and self-aware/mindful**
- **Get clear** on your priorities and values
- Look for **opportunities** – have a solution-oriented mindset and get creative
- **Bring value and connection** to your customers and teams
- **Focus** on what you want, not what you don't want

# Summary

- **Self care and routine** are essential
  - Start your day with breathing, intention and visualization
  - End your day with gratitude, celebrating your wins and making a plan for the next day
- **Be mindful** of the words and phrases you are using to describe your situation
- Surround yourself with **positive** content, people and environments
- Increase **communication**
  - develop empathy, listening skills, compassion and caring.



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# To Your Success!

Wishing you much  
health, wealth and happiness always.



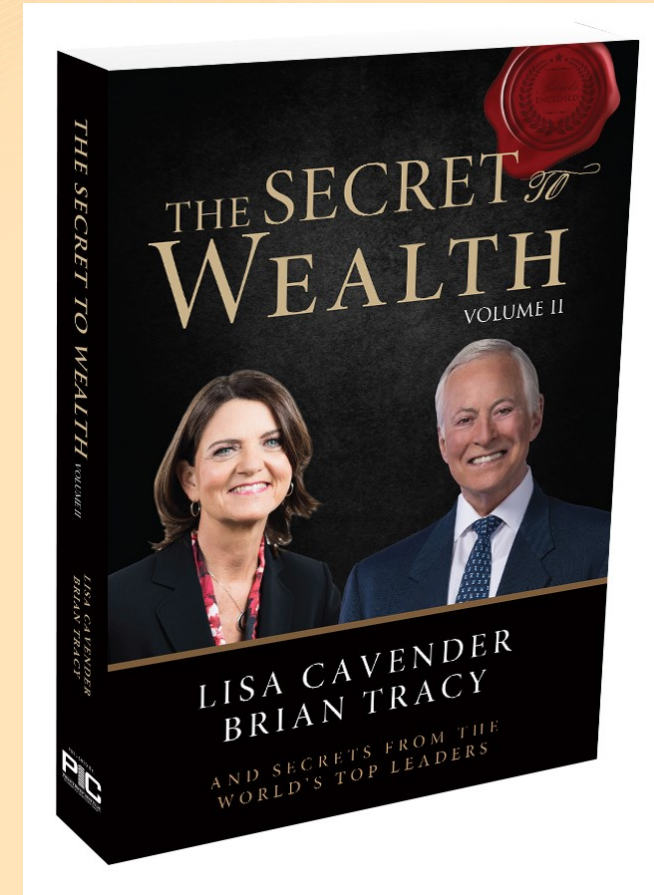
# THANK YOU!

## MY GIFTS TO YOU

- Send request by email to [lisa@lisacavender.com](mailto:lisa@lisacavender.com) for:
- Access to Staying Calm in the Chaos Facebook Group
- Copy of today's slides
- Audiobook – The Secret to Wealth, Vol II with Brian Tracy.



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# Contact Information

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- [www.lisacavender.com](http://www.lisacavender.com)
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Amrita Bhalla  
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May 7, 2020  
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# Overview

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- ▶ UPSKILLING/RETOOLING
- ▶ PERSONAL BRANDING
- ▶ EMOTIONAL RESILIENCE





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# Upskilling: Self Development Plan

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- What do I currently do that is related to what I want to do next?
- What do I currently do that is of no value to what I want to do next?
- What are the things I need to know to be successful in my next role that I don't currently have?





# Online Development Options

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# Personal Branding

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- Develop a Narrative
- Reintroduce Yourself
- Prove Your Worth



# Emotional Resilience

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Resilience is accepting your new reality, even if it's less good than the one you had before. You can fight it, you can do nothing but scream about what you've lost, or you can accept that and try to put together something that's good.”

- Elizabeth Edwards, former US Senator



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GET  
CONNECTED

MAKE  
EVERYDAY  
MEANINGFUL

LEARN FROM  
EXPERIENCE

REMAIN  
HOPEFUL

TAKE CARE OF  
YOURSELF

BE PROACTIVE



# Emotional Resilience

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A few practical tips:

1. Write/journal 3 good things that have happened each day (do this before bedtime)
2. Reflect back to times of difficulty in your life and the things you did to overcome and how did it feel? Tap into the behaviours that were productive.
3. Ask yourself what is giving you purpose at this time? How will you shift your priorities once the new normal settles in?



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# Emotional Resilience

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## Podcasts



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# Thank you and stay in touch:

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**TASTE** *of the*  
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**Thank You for Attending!**

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**Next Week:**  
Stay Tuned for Information!

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