

Carol,

Thank you again for allowing me the opportunity to speak at the LMEA conference. I do hope that you all enjoyed my being there as much as I did! Below are some of the key points from the talk. Feel free to share them.

I have little things posted at my cubicle that help me through every day and maybe some of this will help your friends as well:

### **Notes from a smiling friend!**

**Start every day with a smile! Load your "happy bank." Remember, if you wake up, there is always at least ONE reason to be thankful.**

**"Optimist: someone who figures that taking a step backward after taking a step forward is not a disaster, it's a cha-cha." ~Robert Brault (more quotes from him at [robertbrault.com](http://robertbrault.com))**

**Be the person you want to encounter every day... for every negative thing you must point out or acknowledge, find something positive. There is something positive in everything... even if it's just a lesson!**

**Pay attention to all the opportunities you are offered to smile or to help. Remember the 3-year-old.**

**Don't own other people's unhappiness.**

**In all you do, be kind to others... especially to yourself. You are not perfect. You are human! Mistakes happen... learn from them and move on.**

**Find an ally and be an ally.**

**Sometimes you just gotta eat ice cream!**

**Happiness is not a destination. It's stops on the journey of life. The good news is you can have more than one experience!**

**Smile... even when you don't want to! Eventually your brain will catch up to your face!**

Tracy Wirtz,  
keynote speaker