

An ounce of performance is worth a pound of promises.

MAE WEST, ACTOR, PLAYWRIGHT, COMEDIAN

Contents

About this workbook	4
SECTION I	
Peak performance and confidence	5
Go with the flow	7
Low confidence	8
SECTION II	
Self-awareness and skills	10
How to fill the gaps and hone your skills	13
SECTION III	
Maintaining a high-performing work environment	14
Allies at work	17
The role of mentors and sponsors	18
SECTION IV	
Self-care	20
The power of stress	21
How to take better care of yourself	25
Your personal action plan	28
CPD certification questions	29
everywoman experts	30
Further information	31
Endnotes	32

About this workbook

At everywoman, we deliver a range of innovative products and resources that unlock the potential and talent of women in business globally. Whether you're just starting out, looking to progress your career, or even to build and develop your own enterprise, the everywomanNetwork provides a wealth of personal development resources, advice and inspiration to address the challenges you face at key stages in business. We produce workbooks on topics that matter most to our members and we're constantly listening to your views to give you the tools you need to propel you through your life's work, at a time and place that suits you.

"If I waited for perfection...I would never write a word." This line from celebrated bestselling author Margaret Atwood carries a universality that will make it instantly recognisable to people everywhere. In striving for perfection, the fear of failure can leave us paralysed, unable to get going. But if we strive instead to get the job done as excellently as we can, we will succeed. Performing to the best of your ability isn't always easy, but it is, by definition, doable.

To achieve peak performance, we must become more self-aware. We have to reflect both on what drives us forward and what holds us back. Confidence is crucial: the confidence to understand our strengths and be honest about our weaknesses, both with ourselves and with others. We all have moments when we are 'in the zone', when we hit what is known as 'flow'. Being able to identify what impedes us could mean a major hurdle overcome.

Much of what impedes us is internal, and there is work we can do around this. But much is external and the curveballs that life throws us come in various shapes and sizes. Our productivity might be hampered by a toxic relationship between colleagues in our team. Or it might be knocked off balance by a global pandemic, which sees us thrust into a very strange new 'normal'. In this workbook, we'll look at ways we can mitigate the impact of such forces.

Achieving peak performance becomes that much harder if you are in poor condition – and that applies to mental as well as physical health. Stress is one of the great saboteurs of workplace excellence, so we examine its different forms, from the positive to the dangerous, and how to combat them where necessary.

By undertaking this workbook, you will gain a greater understanding of peak performance, how to attain it and what you can to prevent obstacles getting in your way. We'd love to know how you get on – email us at karenmax@everywoman.com or tweet us @everywomanuk.

Maxine & Karen

and the everywoman team

Peak performance and confidence

Achieving your optimum personal performance goals can be challenging. It is, however, simpler than you may think – the single most important ingredient you need to begin your journey is confidence.



CONFIDENCE IS THE ONLY
KEY. I CAN'T THINK OF ANY
BETTER REPRESENTATION
OF BEAUTY THAN
SOMEBODY WHO IS
UNAFRAID TO BE HERSELF. "

EMMA STONE, ACTOR

onfidence isn't something that comes naturally to everyone. For many of us, it's a process. As we become more confident and comfortable with our situation and surroundings, so it helps to improve our performance.

Acknowledging that you are not going to know everything from the get-go, and that actually it takes a lot of practice to become more confident in what you do, is crucial. As is accepting that you need your team, external advice and regular training to support you in gaining those skills.



THE PERFORMANCE EVALUATION

Have a look at these statements and consider how they relate to you and how you are performing in your work environment right now. Then give each statement a rating out of five (with five being the maximum) as a measurement of whether you think you are operating at your peak or some way short of it. This will help you clarify the areas you need to work on.

1. I'm on top of	my work	load				
	LOW				HIGH	
	1	2	3	4	5	
2. I'm confiden	t I have th	e skills to	complete	my tasks	HIGH	
	1	2	3	4	5	
3. I can't wait to	get stuc	k into my	work		HIGH	
	1	2	3	4	5	
4. I'm challenge	ed by my	role			111511	
	LOW				HIGH	
	1	2	3	4	5	
5. I know my go		m focuse	d on achie	ving them		
	LOW 1	2	3	4	HIGH 5	
Now list the pe						
1.						
2.						
3.						
4.						
5.						

GO WITH THE FLOW

Another definition of peak performance comes from psychologist Mihaly Csikszentmihalyi. Noted for his studies on happiness and creativity at work, Csikszentmihalyi describes optimal performance as 'flow'.

He says, "Flow is being completely involved in an activity for its own sake. The ego falls away. Time flies. Every action, movement, and thought follows inevitably from the previous one, like playing jazz." ii

Csikszentmihalyi, however, also appreciates that there are many barriers in our working lives that can interrupt our flow. That could

include too many meetings, device distraction, office politics or even expending too much mental energy composing and replying to emails. Sometimes you need to react quickly to unforeseen events. All these factors, plus more besides, can prevent us from performing at our best.

"We've all felt 'flow' from time to time, but it's difficult to attain and retain, especially at work," he adds. "Our 'flow' can be interrupted by our environment – for example, we're distracted by other people, by emails, texts, social media, that sort of thing. Procrastination is also the killer of flow."



IF OUR WORK IS TOO CHALLENGING, TOO
BORING OR UNFOCUSED, THAT CAN STOP US
FROM PERFORMING OPTIMALLY. WORRY AND
STRESS CAN ALSO AFFECT OUR PERFORMANCE
- WHAT WAS ONCE ENJOYABLE CAN BECOME
A STRUGGLE IF TOO STRESSED - BE IT A
WORKLOAD THAT'S TOO HARD TO MANAGE,
PROBLEMS WITH COLLEAGUES OR WITH YOUR
HEALTH IN GENERAL."

MIHALY CSIKSZENTMIHALYI, PSYCHOLOGIST "



Now, ask yourself, how often are you in flow? Perhaps even reflect on your working day – can you identify those moments of flow. How many episodes were there? If you're struggling to identify any such moments, then consider why that might be.

Were you...

Stressed?

Overwhelmed?

Bored?

Constantly interrupted?

Procrastinating?



CONFIDENCE IS THE BRIDGE CONNECTING PERFORMANCE, INVESTMENT AND RESULTS."

ROSABETH MOSS KANTER,
PROFESSOR OF BUSINESS,
HARVARD BUSINESS SCHOOL IV

LOW CONFIDENCE

When you're confident in your abilities to achieve the task you have been assigned, you find you can perform at a higher level.

Think about the last time you felt lacking in confidence. Did it affect your enjoyment of the work? Were you able to complete your tasks to the best of your abilities?

How about when you were confident – did your enjoyment increase? Did it seem easier, more natural?

Low confidence can also lead to:

Getting stuck in a rut
Feeling nervous about moving on or up
Increased anxiety
Envy of other people's achievements
Internal chatter - "I'm always bad at x",
"I'll never get the role I want"



TACKLING LOW CONFIDENCE

The first step to solving any problem starts with acknowledging that the problem exists. By simply ploughing on when you're at a low ebb you could drain yourself of what little confidence you have. Alternatively, you might hope the problem will go away by itself when open dialogue is often the way forward. Try this five-point plan to boost your confidence:

1 Acknowledge

/teknowieage

That you're lacking confidence

2

Forgive

Quieten that internal chatter and know that we all feel this way

3

Identify the problem

What are the factors?

4

Get to it

Start working on improving your confidence, through useful, kind and relevant feedback, training and support

5

Be realistic

Are your goals really within your reach? Overstretching (or not stretching enough) will jeopardise your confidence



TAKE AWAY

To achieve peak performance you need to be confident in what you're doing. You also need to be engaged, challenged and honest enough to speak up about areas where you might need help from your team.

Self-awareness and skills

Hands up anyone who has never failed.

We all have from time to time. It's part of life, things don't always go to plan.

Acknowledging that things can and sometimes do fail helps you to become more resilient, enabling you to better handle tricky situations. Astronauts train for problems all the time. If they only trained for the best-case scenario their lives would be at risk. To improve your chance of success you have to prepare for the worst....

ou should accept that you are not going to be brilliant at everything. Be honest with yourself about the skillsets that need to be developed and be confident enough to ask for the support to gain those skills.

Try to understand the importance of talking about failure. The landscape is always going to change. It's

important to have a change mindset so that you are not fixated on a single goal, but instead are ready to change that goal if things aren't working out.

If you don't acknowledge that things are going to go wrong then you will be blind to the fact that you might be working towards the wrong goal and doing things the wrong way.

Acknowledge the gaps in your knowledge

Another way to look at this is to remember that nobody is born an astronaut and no university offers it as a degree course. Every single person who went into space initially had huge gaps in their knowledge. They were supported in learning the necessary skills, to the point where it became second nature and they could achieve 'flow'. Remember . . .



Not only is it rewarding to learn new skills, but it can improve your performance. In turn, this increases your value to your current employer but also makes you a better proposition for future employers.



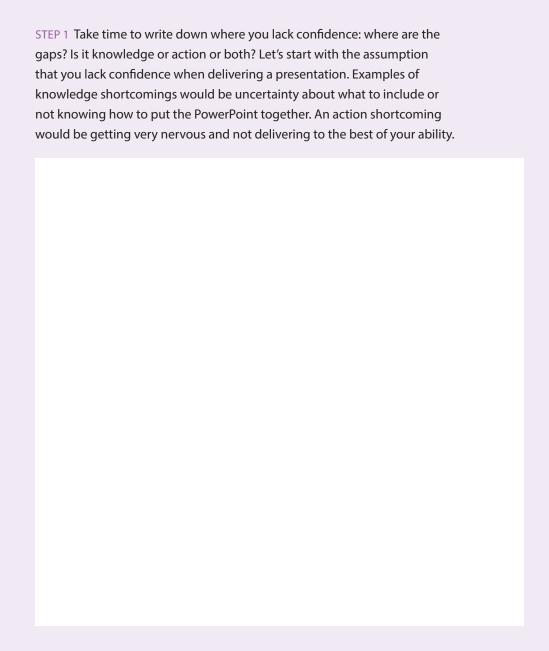
WHY DO I TALK ABOUT THE BENEFITS OF FAILURE? SIMPLY BECAUSE FAILURE MEANT A STRIPPING AWAY OF THE INESSENTIAL, I STOPPED PRETENDING TO MYSELF THAT I WAS ANYTHING OTHER THAN WHAT I WAS AND BEGAN TO DIRECT ALL MY ENERGY INTO FINISHING THE ONLY WORK THAT MATTERED TO ME."

JK ROWLING ^v



FOCUS ON YOUR WEAKNESSES

Set aside some time to consciously, deliberately and objectively think about your weaknesses. Set a timer and go into the exercise with a curious mindset. Realising this is a positive exercise will keep you focused.



STEP 2 Get feedback from colleagues or friends to give you greater insight.

STEP 3 Seek out training and support specifically around skillsets to improve on knowledge or action.

HOW TO FILL THE GAPS AND HONE YOUR SKILLS

Acknowledge that tangible gaps are easier to tackle than intangible ones. For example, "I need to improve at Excel" is tangible and you can ask for training. Or if you think you're not great at networking, then ask a colleague who is for help

in making introductions.

An intangible problem could be, "I find it difficult to communicate ideas to my team", or "I'm not very good at office politics and so struggle to find allies."

Tackle the tangible gaps first -

those 'mini-wins' will improve your confidence. Intangible gaps may take longer to sort out, and you may need coaching to break them down. Consider a mentor or coach to support you (see section 3).



Make two lists. It is important to stress that you're not looking for sweeping personality changes here. You are not, and will never be, perfect. Accept that there will be some things you cannot do well and own it.

MY TANGIBLE GAPS ARE . . .

MY INTANGIBLE GAPS ARE . . .



Be honest about any shortcomings you may have, whether tangible or intangible, and take steps to remedy them. Seek mentoring if necessary and embrace the joy of learning new skills.

Maintaining a high-performing work environment

There are any number of factors that can have a detrimental effect on your flow or make achieving peak performance more difficult. However there are also tactics for dealing with these obstacles . . .

e live in a volatile world. Businesses are under pressure and everyone seems to be time poor. And the byproducts of living with uncertainty can in turn block our roads to peak performance. A toxic work environment can be particularly challenging. That could be caused by tight deadlines, reduced budgets, shareholder pressure or mismanagement, among other things.

If you find yourself in this situation remember not everyone has a perfect line manager or a perfect company.

It's understandable that the here-and-now can cause you to lose sight of the bigger picture. Long-term goals can be affected by short-term headaches.

If you're a team leader then it's important to remember that you're not going to get the same level of performance and consistency from everyone on your team. Also, that people no longer expect – or are expected – to stay in the same job permanently.

It is predicted that millennials will have around 15 different positions during the lifespan of their careers – and that figure is likely to rise as changes to retirement age and state pension laws mean more of us will be working for longer. So, if you want to move on or up, you are going to need that network to make the next step.

Also, look beyond your colleagues. Go out and find people who make you feel good about yourself. Try to surround yourself with motivational and inspirational people. By expanding your network, you are helping yourself to develop, both professionally and personally.

Look to your team for support

Nobody can do everything. Remember you are a member of the team too, so share your expertise, knowledge and skills with your colleagues.

Be mindful that interruptions disturb one's ability to complete a task, so ask team members to allow you the time to do your work – and consider the impact that you have on others, too.



WHEN YOU REACH AN OBSTACLE, TURN IT INTO AN OPPORTUNITY, YOU HAVE THE CHOICE, YOU CAN OVERCOME AND BE A WINNER, OR YOU CAN ALLOW IT TO OVERCOME YOU AND BE A LOSER. THE CHOICE IS YOURS AND YOURS ALONE. REFUSE TO THROW IN THE TOWEL. GO THAT EXTRA MILE THAT FAILURES REFUSE TO TRAVEL. IT IS FAR BETTER TO BE EXHAUSTED FROM SUCCESS THAN TO BE RESTED FROM FAILURE."

MARY KAY ASH, FOUNDER, MARY KAY ASH COSMETICS vi

What creates a toxic personal environment?

A toxic environment can have many causes, all with one thing in common – they will hinder your performance. Being aware of the causes will make it easier to change your mindset to deal with them.

Toxic blockers include:

VUCA: a US Army acronym that stands for Volatile, Uncertain, Complex, Ambiguous – all factors that are above and beyond the remit of your role, any one of which could contribute to a toxic environment

| Mission creep: the expansion of a project beyond its original scope

A changing landscape

| Focusing on tasks that are either inappropriate or unnecessary

| Stress, anxiety, feeling overloaded



If you think you work in a toxic environment, list the contributing factors below	
	٧.

ALLIES AT WORK

You cannot necessarily circumvent your line manager, but you can find allies at work - remember to look for allies who will support you in your job rather than being drawn towards those who support you in moaning about your line manager!

It's not about finding a sympathetic ear to whom you can say, "isn't this job

rubbish!". Rather, think about how you can make the best of your situation, so that you can move forward or move on.

The value of having trusted colleagues that you collaborate with and speak to means that You work well together You can get honest feedback They can act as a good

sounding board They do not have to be a 'friend'

However, it is important to know the boundaries and be aware how far you can push those relationships. Don't waste their time Make sure you have structured conversations | Focus on positive outcomes

How to manage the work environment

Identify your company's key decision-makers, gatekeepers and opinion formers.

Identify the important business drivers and what key stakeholders are being measured on.

Find ways to genuinely build long-term relationships with stakeholders, see ways of contributing to their success and visions.

Know the dynamics between individuals and never take sides, always stay neutral.

Use personal power and your expertise to navigate a system. Don't rely on positional power.

Bring any conflict to the surface with a view to resolving it and reaching an outcome that requires change in all parties.

THE ROLE OF MENTORS AND SPONSORS

Karren Brady is one of the bestknown female figures in British business today and a vocal advocate of the role of a mentor or sponsor.

Brady says, "Mentoring is fantastic. I've done it for all the women who have worked for me. It wasn't something that was really around when I left school in the late '80s. But if every woman who works in an organisation can mentor another

woman then we really will see proper progress.

"I would recommend anyone who doesn't have a mentor to get one. A mentor is someone who wants nothing from you and only wants to help you. A mentor will introduce you to people you wouldn't otherwise meet and will open your horizons to new ways of doing things." vii

How a good mentor can help you achieve peak performance



They can provide insight into your role, whether current, new or potentially different, based on their experiences



They have complementary and separate skillsets that can support your ongoing professional development



They act as a sounding board for ideas and problems and bring new ideas to the table



They can expand your network and introduce you to new contacts



As a result, they can increase your opportunities going forward

How to structure sessions with a mentor Three key things to remember

Put the groundwork in first to get a clear set of goals and talking points. Go with a tight remit to avoid confusion and overload rather than just a random set of questions and problems.

Be clear on intentions, possible outcomes and timescales. What do you were to get a clear on the problems and timescales.

possible outcomes and timescales. What do you want to do, when do you want it done, and what would it look like?

Set follow-up sessions to keep you on track and focused on results.

Remember to be flexible, things might change over time. For example, your mentor might no longer be able to support you as your goals change.



Peak performance is impossible in a toxic work environment – learn to recognise the signs and how to deal with them. Structure any mentoring you receive to be sure to get the best out of it.

Self-care

Good mental and physical health is crucial if you are to attain peak performance at work. Stress, on the other hand, is a saboteur – and you need to know how to spot and how to manage it.

n September 2018, a CBI study,
Front of Mind: Prioritising
workplace health & wellbeing,
revealed that an estimated
five million workers in Britain will
suffer from a mental health issue.
In the same month Prince William
launched a project aimed at
improving mental health at work
– one of the most important issues
facing businesses today.

Of course, for many of us, mental health has extremely negative connotations – stress, breakdowns,

anxiety and so on. But good mental health and wellbeing is crucial for anyone trying to achieve peak performance.

Remember performing at your best is the result of a good 'package'. Astronauts and athletes don't just float in space/run – they need to be in the top all-round physical and mental space. If you don't look after your body and your mind – and nobody will look after them for you – you won't be able to perform to the best of your ability.



WHILE WORK CAN PROVIDE
A GREAT SENSE OF FULFILMENT,
IT CAN, AT TIMES, BE A
SIGNIFICANT SOURCE OF STRESS
AND NEGATIVELY IMPACT OUR
MENTAL HEALTH."

PRINCE WILLIAM, DUKE OF CAMBRIDGE VIII

THE POWER OF STRESS

Stress plays an integral part in performance. There are four main types of stress:



Eustress

Short term, positive and motivational, ie meeting a deadline, reaching a target or completing a task.



Acute or chronic distress

This is often triggered by an upsetting event and can lead to depression and anxiety. It includes PTSD.



Hyper-stress

When you are forced to perform above normal capacity, eg heavy workloads, tight deadlines. Emotional outbreaks are common expressions of hyper-stress.



Hypo-stress

The complete opposite of hyper-stress – boredom, inertia, feeling unchallenged or uninspired.

Eustress is good and helps you get your act together. But the rest can have long-term physical and psychological repercussions such as anxiety, depression or even worse.

Typical byproducts of stress can also include headaches or migraines, disturbed sleep and abnormal eating patterns, a stroke or even a heart attack.

When people are stressed they often resort to poor coping mechanisms, such as drinking too much, drug taking or emotional spending.

Stress is a normal fight-orflight mechanism – we naturally do what's necessary to take ourselves out of the situation. Imagine, for example, being chased by a tiger. We would focus on running, not on stopping to pick up a dropped bag or coat. Our contemporary stressors are not tigers but more complex, but we still focus on the quickest and simplest responses – and that usually means we firefight.

Imagine this scenario: you're at the scene of an accident and someone is lying quietly on the floor while someone else is screaming blue murder. When we're stressed we tend to metaphorically run towards the screaming victim, often leaving the unconscious, more seriously injured person unattended. Reducing stress means we're able to see the situation more clearly and make better decisions.



Think back over recent days and times when you felt stressed. For each occasion think about which type of stress this may have been, how it affected your behaviour and any knock-on effects on your performance.

Situation 1 TYPE OF STRESS BEHAVIOURAL CHANGES IMPACT ON PERFORMANCE

Situation 2		
TYPE OF STRESS		
BEHAVIOURAL CHANGES		
IMPACT ON DEDECOMANCE		
IMPACT ON PERFORMANCE		

Situation 3		
TYPE OF STRESS		
BEHAVIOURAL CHANGES		
IMPACT ON PERFORMANCE		

HOW TO TAKE BETTER CARE OF YOURSELF

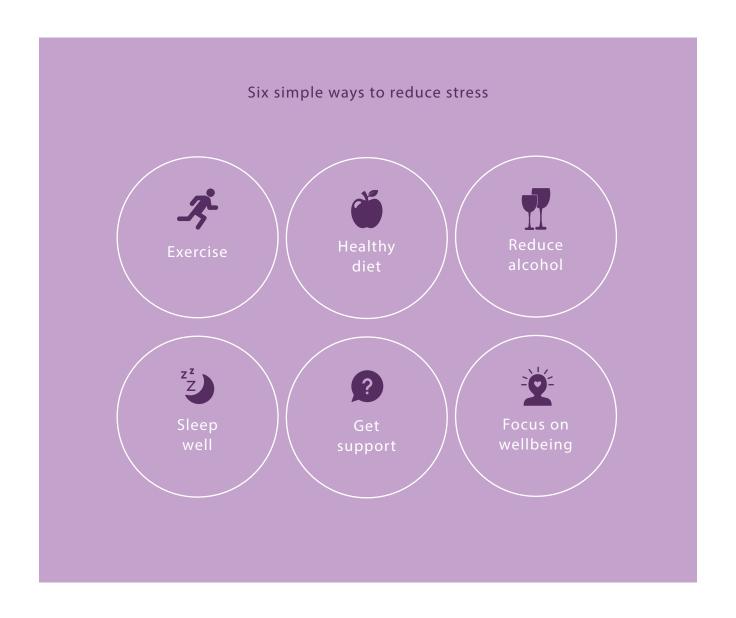
Again, when we're stressed we often focus our attention outwards. We multitask and firefight, and to cope with the negative effects of stress – exhaustion, reduced confidence, illness – we often self-medicate.

Alcohol, smoking, drug taking, unhealthy eating habits

and emotional spending are commonplace.

Over-training can also be a problem. Physical exercise is a great way to tackle the symptoms of stress, but overtraining can exhaust the body, leaving it depleted and unable to ward off illness.

Balance is the key.





Ask yourself if you'r	re stressed. Identify what type of stress you're feeling
	her you need to take action? If so, note it down.
Can you work on the six ways t	to reduce stress? Which ones, and how?
STRESS REDUCERS	HOW
EXERCISE	
DIET	
ALCOHOL	
SLEEP	
SUPPORT	
WELLBEING	
Can you change your environr	ment? If so, how?

If you're feeling good, remember:

Prevention is key

Keep working on reducing stress

Consider resilience training -(see everywoman resources for more info on this)

If you're feeling a bit stressed:

Assess the situation

What was the trigger?

Look at ways to reduce the symptoms

If you're feeling very stressed:

Take immediate action

Consider professional support

IMPORTANT

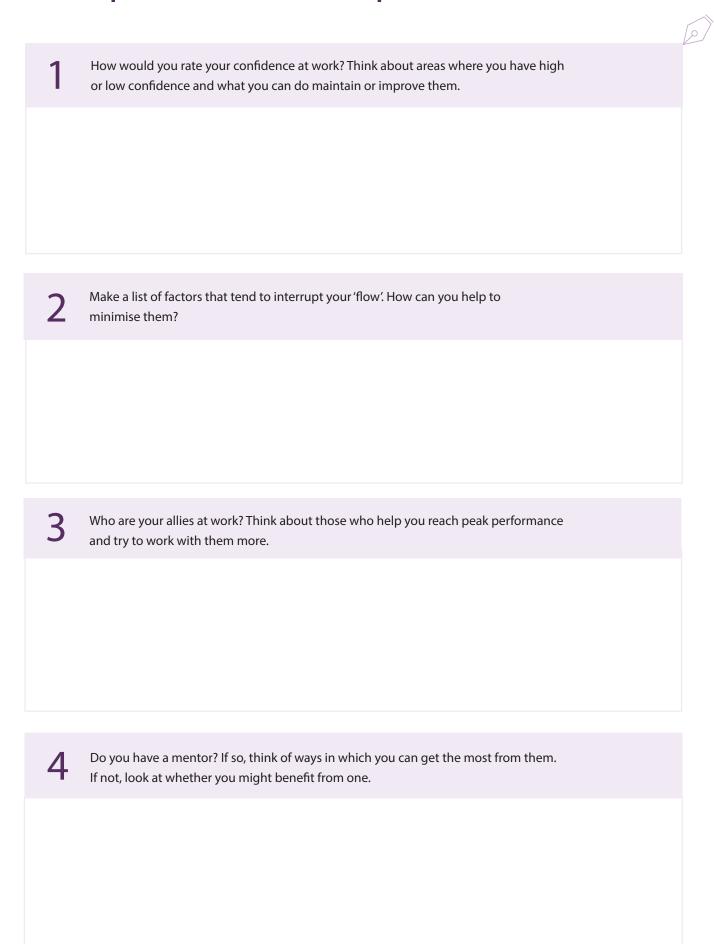
If you are struggling with chronic distress, which can lead to depression, anxiety etc, ask yourself whether you need to talk to a professional, eg your GP or a counsellor?



To achieve peak performance you need to be firing on all cylinders – and not just physically. Poor mental health affects millions of workers and needs professional care. Stress can be more fleeting, but comes in various guises.

Learn to recognise the different types of stress and consider ways of reducing its impact.

Your personal action plan



Your 4 questions

Answer the questions below for the workbook to be CPD certified.



To apply for your CPD hours, points or units from this resource, click this link and answer the questions.

Identifying decision makers	
Having a strong team	
A productivity app	
Taking the lead at work	
What are the four types of stress?	
Eustress, acute/chronic destress, personal stress, work stress	
Hyper-stress, hypo-stress, family stress, work stress	
Eustress, long-terms stress, family stress, work stres	
Eustress, acute/chronic stress, hyper-stress, hypo-stress	
Which of the following is one of the six simple ways to reduce stress?	
Which of the following is one of the six simple ways to reduce stress? Confronting your team	
Which of the following is one of the six simple ways to reduce stress?	
Which of the following is one of the six simple ways to reduce stress? Confronting your team Sleeping well	
Which of the following is one of the six simple ways to reduce stress? Confronting your team Sleeping well Eating sweet treats	
Which of the following is one of the six simple ways to reduce stress? Confronting your team Sleeping well Eating sweet treats Enjoying your free time	
Which of the following is one of the six simple ways to reduce stress? Confronting your team Sleeping well Eating sweet treats Enjoying your free time What actions should you take if you're feeling a bit stressed?	
Which of the following is one of the six simple ways to reduce stress? Confronting your team Sleeping well Eating sweet treats Enjoying your free time What actions should you take if you're feeling a bit stressed? Assess the situation and look at the trigger	

everywoman Experts

everywoman creates resources on topics that matter most to our network members. We draw on member surveys and the latest thinking from the academic and business worlds, as well our own experiences as we navigate our careers. Each workbook offers practical advice, enabling tangible actions for your daily working lives.



MAXINE BENSON, MBE & KAREN GILL, MBE

Co-founders of everywoman, Karen and Max have spoken to thousands of women about the challenges they face at work. Through their own experiences of starting a business, they uncovered a real need for a network where female entrepreneurs and businesswomen could interact and share experiences. The everywomanNetwork, which launched in 2013, serves as a truly global tool to enable members the world over to realise their ambitions through online membership.

EVERYWOMAN WORKBOOK TEAM

Sally Kettle, everywoman expert
Lysanne Currie, editor
Kate Farrow, head of partnerships
Denise McQuaid, commercial and strategy director

Any topics you'd like to see covered on the everywomanNetwork? We'd love to hear from you: contact@everywoman.com

Further reading

everywoman resources

The neuroscience of resilience: Driving sustainable performance

https://www.everywoman.com/my-development/learning-areas/articles/neuroscience-resilience-driving-sustainable-performance

Strong foundations: Creating strong pillars of confidence

https://www.everywoman.com/my-development/webinars/strong-foundations-creating-strong-pillars-confidence

What could be possible if you overcame your limiting beliefs?

https://www.everywoman.com/my-development/webinars/what-could-be-possible-if-you-overcame-your-limiting-beliefs

Limiting beliefs: Unblocking the barriers

https://www.everywoman.com/my-development/webinars/limiting-beliefs-unblocking-barriers

Learning to become resilient

https://www.everywoman.com/my-development/webinars/learning-become-resilient

60 minutes to wellbeing

https://www.everywoman.com/my-development/workbooks/60-minutes-wellbeing

Resilience and agility in a changing world

https://www.everywoman.com/my-development/workbooks/resilience-and-agility-changing-world

Performance management

https://www.everywoman.com/my-development/workbooks/performance-management

External sources

"How to achieve peak performance in life and work"

https://www.forbes.com/sites/davidkwilliams/2014/10/01/how-to-achieve-peak-performance-in-life-and-work/

"Cultivate These 8 Habits to Achieve Peak Performance in Life and Business"

https://www.entrepreneur.com/article/245133

TED Talk: Engineering the Mind for Peak Performance, Omer Aziz

https://www.youtube.com/watch?v=GAxjjeRTDSY

TED Talk: The Ps of Peak Performance, Sarah Fenwick

https://www.youtube.com/watch?v=3IT7nEByCoM

TED Talk: Serious About Performance, Dr Chris Shambrook

https://www.youtube.com/watch?v=NwOrkG6cg-g

TED Talk: The Brain-Changing Benefits of Exercise, Wendy Suzuki

https://www.ted.com/talks/wendy_suzuki_the_brain_changing_benefits_of_exercise

Books

Flow: The Psychology of Optimal Experience, Mihaly Csikszentmihalyi (Ebury)

An Astronaut's Guide to Life on Earth, Chris Hadfield (MacMillan)

Peak Performance, Brad Stulberg (Rodale Books)

Peak: How all of us can achieve extraordinary things, Anders Ericsson & Robert Pool (Vintage)

Peak Performance: Aligning the hearts and minds of your employees, Jon R Katzenbach (Harvard Business Review Press)

Endnotes

- i https://moseleywilliams.com/the-antidote/
- ii https://people.com/style/emma-stone-confidence-is-the-key-to-beauty/
- iii https://theageofideas.com/mihaly-csikszentmihalyi/
- iv https://www.leadingwithconfidence.com/
- V http://www.quotationspage.com/quote/40973.html
- vi http://www.marykaytribute.com/wisdomsuccess.aspx
- vii https://www.iod.com/news/news/articles/9-things-we-learned-from-Open-House-2018
- viii http://royalcentral.co.uk/uk/cambridges/the-duke-of-cambridge-launches-new-workplace-mental-health-initiative-with-heads-together-97264

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