

# YES



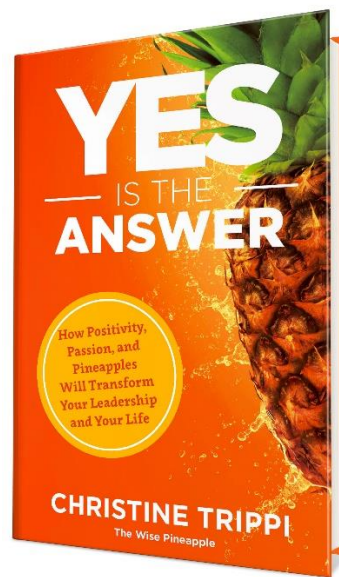
— IS THE —  
**ANSWER**

## LEADERSHIP BOOK CLUB WORKBOOK

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***Sweet Hospitality. Sweet Cultures. Sweet Results.***

Use this guide to discuss and implement the principles of ***Yes Is the Answer*** with your team to achieve *Sweet Results!*



# Section One | Changing the World, One Yes at a Time

## Chapter One | What is your why?

1. Whether it's to put food on the table, stay healthy, reduce pollution, get an education, travel, develop your talents, write a book, or change the world—what is *your why*? What is *our why* for our team?



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## Chapter One | Changing the World, One Yes at a Time.

2. Does our team understand the higher purpose we all have to change the world by *Leading from the Heart*? What are some of our incredible service stories we can use to demonstrate the difference we make each day?



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## Chapter One | The Power of Yes—Sweet Results!

3. What are our top-priority goals? Where we would like to see *Sweet Results*?



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## Section Two | The Four Steps

### Chapter Three | Step 1: Make Friends First

4. As a team, where do we skip making friends first? What phrases can our team use to **Make Friends First**?



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5. What are some of our most challenging "nos"?



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### Chapter Four | Step 2: Tell Them What You Can Do

6. What can you do in these challenging situations?



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7. In what ways can we move from "good-nuff" to legendary in order to create advocates and become *Wise Pineapples*?



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## Chapter Five | Step 3: Offer Options

8. As a team, come up with alternative options to offer for these specific challenges.



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9. *Be Empowered!* Make sure to check out the tips for remembering names at [www.thewisepineapple.com](http://www.thewisepineapple.com). Which tips can we begin to implement?



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## Chapter Six | Step 4: Be Creative

10. Where do we need to get creative to develop a Yes answer? (Like the room upgrade and bell cart examples in the book.)



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11. Christine strongly believes that Huddle is the most important thing you can do to build leaders and have a *Sweet Culture*. How would we grade our Huddle culture? Remember the Pineapple Pro Tip: Huddle Ideas in *Free-sources* at [www.thewisepineapple.com](http://www.thewisepineapple.com).



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**Section Three | Yes Leadership**

**Chapter Seven | Building Confident Leaders**

12. *Be Empowered!* Do our associates act upon empowerment? Let's dig deep; do we have a culture of trust? Do we support our associates' decisions? Do we celebrate wins/fails and talk about empowerment daily? Sign up for The Wise Pineapple Empowerment webinar at [www.thewisepineapple.com](http://www.thewisepineapple.com).



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13. As the leaders of our team, how do we show up each day? Are we sharing positive energy or negative energy? What is one thing each of us can do to *Lead from the Heart?*



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**Chapter Eight | Two Customers**

14. Are we treating our associates like guests? What can we do to improve our associate satisfaction and appreciation?



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15. What are two recognition ideas we will each commit to executing this month? Find the list of recognition ideas at [www.thewisepineapple.com](http://www.thewisepineapple.com).



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**Section Four | The Yes Culture**

**Chapter Nine | Yes Speak!**

16. 90% of our service is how we say things. What are some words we use that can be updated to create a culture of *Sweet Hospitality*?



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**Chapter Ten | The Essence of Yes!**

17. How can we use the Empowerment Circle to enhance our daily habits and add positivity to our lives?



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**Chapter Eleven | Fond Farewell**

18. By reading and reviewing **Yes Is the Answer**, you have now **identified** areas you can enhance and you've **owned** responsibility. Now it's time to **ACT!** Jot down some thoughts on your top action items to become a *Wise Pineapple!*



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# ENERGY $\times$ EXECUTION = RESULTS

## I will...

**Sweet Hospitality** (For my customer)



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**Sweet Culture** (For my associates)



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**Sweet Results** (For myself or the team)



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**This isn't the end—it's just the beginning!**

