

SUMMIT on QUALITY 2021

Toolkit

SESSION 3

You Can't Pour from an Empty Cup

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Discussion prompts

Given your experience over the last 12 months:

- To what degree—or perhaps, in what ways—do you think you have been seriously affected by our response to the pandemic?
- What about other team members?
- How do you think our organization could help you and/or other team members in addressing stress—both physical and mental—resulting from the response to the pandemic?
- In your own experience, what have you found to be the most beneficial in helping mitigate your own stress or aid your response to it—perhaps a practice or relationship or anything that comes to mind?
- Big picture: What have you learned about yourself in the last year?
- How do you think the last year has shaped who you are becoming?

Resources

- [“Pouring Happiness,” full story of Lily at Starbucks as told by Ryan Estis](#)
- [“How To Create Meaningful Change In Your Life” — Guide by Ryan Estis](#)
- [Hoffman Institute interview with Ryan Estis](#)
- [“The Five Minute Journal: A Happier You in 5 Minutes a Day” — book by Ryan Estis](#)
- [Ryan Estis eNewsletter](#)

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