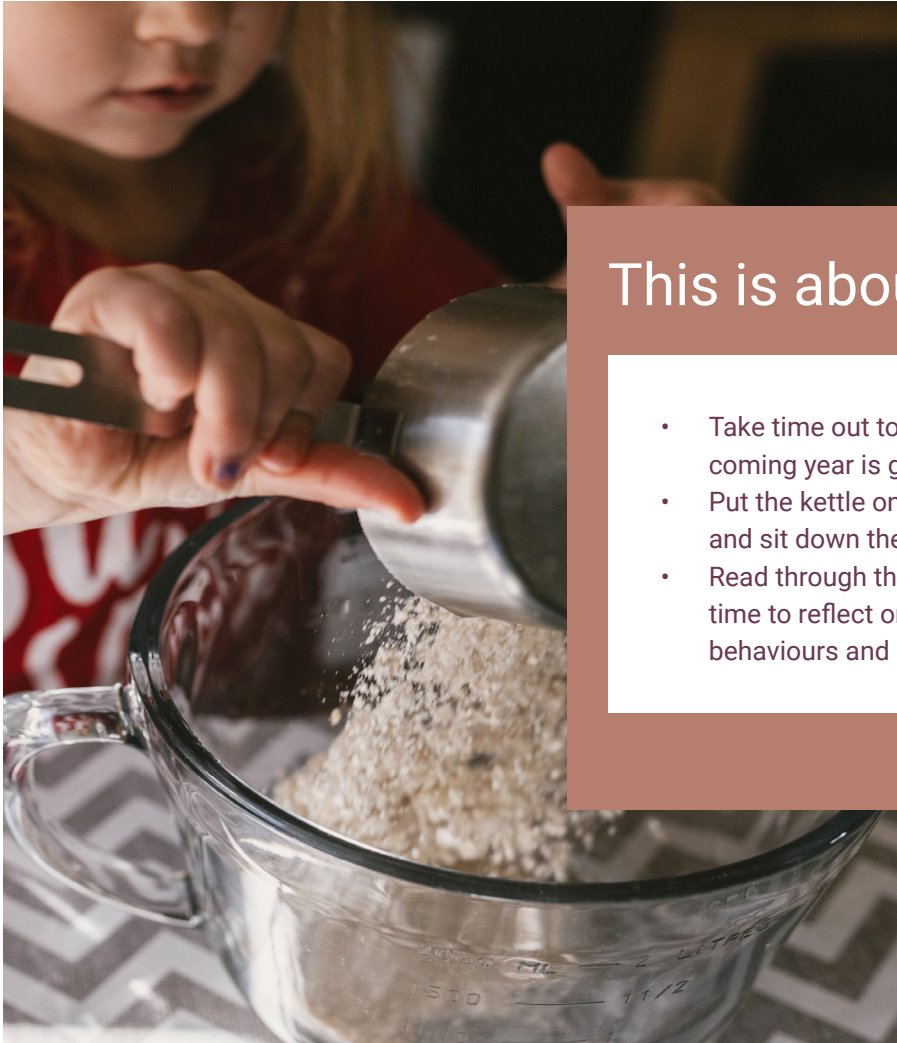


I am going to welcome the New Year with Joy!



This is about you

- Take time out to remind yourself that the coming year is going to be good for you
- Put the kettle on, make yourself a cup of tea and sit down then
- Read through these statements and take time to reflect on how you deliver these behaviours and services to your customers

The New Year is a magical time. It is a time for reflection and rebirth.

A new year is cause for much joy and celebration!



Today, I embrace and welcome the joy the New Year will surely bring to me.

I will ...

- I will try to find excitement and joy in every new experience.
- I will do my best to have great joy,
- I will welcome change because it will allow me to grow. Change keeps things interesting and eventful.

My customers know that I am trustworthy because I deliver what I promise.

- The fresh start of a new year is an exciting opportunity to improve and become more than I am. It is a chance for reinvention and an opportunity to embrace happiness
- I am going to open my mind and my heart to what the New Year will bring. I will try my best to avoid fearing the change that the ending of one year offers.
- The New Year provides me with an opportunity for reflection and growth. Each day provides that, but the changing of a year is more significant.
- As I reflect on the New Year, I realize all of the joy the past year brought to me. I reflect on the past year's challenges, as well as its moments of great peace and happiness.
- It is these moments that I seek to experience again. The coming of a new year provides me with more chances for these peaceful, joyous moments.

Self-Reflection Questions:

1. How can I make this New Year more joyous than the last one?
2. What can I do to bring more joy to others in the coming year?
3. How can I embrace the changes and challenges of the New Year?



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