

BISSIL KING



DNP

The Training Workbook

Exercises, everyday situations and worksheets to practice
the GLASS method

A free bonus for readers of "DNP: The Non-Physical Dimension of Your Work"

All is, and flows.

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How to use this workbook

The book gave you the method. This workbook gives you a way to practice it. A method changes nothing while it stays an idea: it transforms you when it becomes a reflex, and a reflex is built through repetition.

1. Start with Part 1

Thirty short exercises to train your focus: telling a fact from an interpretation, looking for the full, choosing a real step, rewriting the story, recognizing the voice of intuition. The answer key is at the end.

2. Go to your profile in Part 2

The situations, tools and worries of your daily life, read on the empty side and the full side. Also read "Personal life and family": it concerns everyone.

3. Fill in the worksheets in Part 3

Print them or copy them into your notebook: GLASS reviews, proof journal, 90-day Level, beliefs, intuitions.

The GLASS method on one page

G

Ground in the facts *All is.*

Describe the situation in one sentence, without judgment: what a camera could film.

L

Look for the full *What's already there.*

What already works, what is already gained, what is true?

A

Amplify it *And flows.*

If this full part doubled, what would the situation become?

S

Step in *One move today.*

One single action, concrete, small, in your control.

S

Save the proof *The proof.*

In the evening, write down what worked thanks to you.

The camera test

If a camera could film what the sentence says, it's a fact. If it couldn't (a judgment, a guessed intention, an "always," a "never"), it's an interpretation.

The full is not denial

You keep the facts, even hard ones. The empty part has a purpose: it shows where to work. Looking for the full simply means

The three moments of the day

The morning anchor (one intention in one sentence), 60-second transitions (before each meeting, choose your state), the evening

refusing to see only the empty part.

close (your Level and three proofs).

PART 1

Train the method

Check your answer, then compare with the answer key at the end of the workbook. A mistake is not a failure: it is exactly where your focus gets sharper.

Fact or interpretation?

The camera test: if a camera could film what the sentence says, it's a fact. If it couldn't (a judgment, a guessed intention, an "always"), it's an interpretation.

1 My manager moved our 3 p.m. check-in to Thursday.

- ☐ A fact
 - ☐ An interpretation
-

2 I'm just bad at math.

- ☐ A fact
 - ☐ An interpretation
-

3 Nobody ever helps me at home.

- ☐ A fact
 - ☐ An interpretation
-

4 I got 58 out of 100 on my statistics midterm.

- ☐ A fact
 - ☐ An interpretation
-

5 Three of the eight people on my team turned in their report after the deadline.

- ☐ A fact
 - ☐ An interpretation
-

6 My team doesn't care about deadlines.

- ☐ A fact
 - ☐ An interpretation
-

7 This morning, forty-two people were waiting when the service counter opened.

- ☐ A fact
 - ☐ An interpretation
-

8 Everyone at the counter is hostile today.

- ☐ A fact
 - ☐ An interpretation
-

Look for the full

Which reading finds a true full, grounded in facts?

9 A major client cancels their order. Empty reading: “We’re going to lose the year.”

- ☐ It’s no big deal, everything’s great, no need to talk about it.
 - ☐ The client said quality wasn’t the issue, and our other three major clients are staying with us.
 - ☐ The sales rep should have seen it coming.
-

10 You got 58 out of 100 on a midterm. Empty reading: “I’ll never pass this year.”

- ☐ The test was unfair, it’s not my fault.
 - ☐ Grades don’t mean anything, I don’t need to deal with this.
 - ☐ I got 7 out of 10 on the theory questions; it’s the problems that cost me points.
-

11 A rejection after a job interview. Empty reading: “I’m no good at anything.”

- ☐ I was one of the last two candidates, and the recruiter pointed out my hands-on experience.
 - ☐ I didn’t want that job anyway.
 - ☐ They’d probably already picked someone internally.
-

12 Someone on your team resigns. Empty reading: “The team is going to fall apart.”

- ☐ People just aren’t loyal anymore, that’s how it is now.
 - ☐ She’s leaving in two months, and two coworkers already know a good part of her work.
 - ☐ Plenty more where she came from: nothing changes.
-

13 A restless class the whole period. Empty reading: “I’m getting nowhere with them.”

- ☐ This class is impossible, and the parents don’t follow up.
 - ☐ It was a great lesson, everyone loved it.
 - ☐ The group work took off, and two quiet students asked questions.
-

A real step?

Which of these steps can really be done today?

14 A file is late because two documents are missing.

- ☐ Be more organized from now on.
 - ☐ Before 11 a.m., I send my manager the list of the two missing documents.
 - ☐ Overhaul the whole department's filing system this month.
-

15 An exam in three weeks, and one chapter that worries you.

- ☐ Tonight, I redo the three problems from chapter 4 in thirty minutes.
 - ☐ Get the professor to say what will be on the exam.
 - ☐ Get more motivated.
-

16 Tension with a coworker over the schedule.

- ☐ Get him to change his attitude.
 - ☐ Try to be more zen at work.
 - ☐ I invite him for coffee tomorrow at 10 a.m. to talk about the schedule.
-

17 A job search that's been stuck for a month.

- ☐ Go back to school full-time to change careers.
 - ☐ Before noon, I email a former coworker to ask for a ten-minute chat.
 - ☐ Stay positive.
-

18 Your team has seemed unmotivated for a few weeks.

- ☐ Get a raise for the whole team.
 - ☐ Build a better atmosphere.
 - ☐ This morning, I ask each person what's slowing them down most this week.
-

Rewrite the story

Which version keeps the facts and gives you back the choice?

19 “They’re forcing this new software on me.”

- ☐ The office is adopting this software; I choose to learn the three features I need this week.
 - ☐ I love this software, it’s the best change of my life.
 - ☐ Another program they’re making me use, I have no choice.
-

20 “My boss is burying me in work.”

- ☐ I don’t have too much work, everything’s fine.
 - ☐ I have eleven open files; I choose to ask my boss which ones come first.
 - ☐ I have eleven files and I have to do them all, that’s just how it is.
-

21 “I have to study all weekend.”

- ☐ I have two exams Monday, so my weekend is ruined.
 - ☐ Exams are nothing, I don’t need to study.
 - ☐ I have two exams Monday; I choose to study Saturday morning and keep Sunday afternoon free.
-

22 “Customers waste my time with their questions.”

- ☐ Customers often ask the same questions; I choose to write up a standard answer.
 - ☐ I have to answer the same questions all day, there’s nothing I can do.
 - ☐ I never get repeat questions, my customers are perfect.
-

23 “My kids drive me crazy in the morning.”

- ☐ Mornings are tense and I just put up with it, nothing can be done.
 - ☐ Mornings are tense; I choose to get things ready the night before with them.
 - ☐ Our mornings are perfect, there’s no tension at all.
-

Fear, desire or intuition?

Which voice is speaking here?

24 A job offer comes in. A voice shouts: “Sign right now, you’ll never find anything else!”

- ☐ Fear
 - ☐ Desire
 - ☐ Intuition
-

25 You’re offered a position. A voice gets carried away: “This job will change everything, I’ll finally be recognized and it’ll all be perfect.”

- ☐ Fear
 - ☐ Desire
 - ☐ Intuition
-

26 For three days, one sentence keeps coming back, calmly: “This isn’t the right time to launch this project.”

- ☐ Fear
 - ☐ Desire
 - ☐ Intuition
-

27 Before your presentation, a voice insists: “Cancel everything, you’re going to embarrass yourself in front of everyone.”

- ☐ Fear
 - ☐ Desire
 - ☐ Intuition
-

28 A friend suggests opening an online store together. A voice exclaims: “It’s the idea of the century, we’ll crush it from month one!”

- ☐ Fear
 - ☐ Desire
 - ☐ Intuition
-

Put it in order

Put the five steps back in the order of the method.

29 A client cancels this month's order.

Put the steps in the order of the method (G, L, A, S, S):

- a. If two companies in the same industry found us, the loss would be covered.
- b. Tonight, I write down the meeting I got or what I learned.
- c. The client is canceling their March order, 12% of our revenue.
- d. Today before 4 p.m., I call two companies in that industry.
- e. They say quality isn't the issue, and they're keeping their maintenance contract.

Your order: G = ___ L = ___ A = ___ S = ___ S = ___

30 A failed midterm.

Put the steps in the order of the method (G, L, A, S, S):

- a. If I handled the problems as well as the theory, I'd be well above passing.
- b. Before bed, I write down how many problems I solved on my own.
- c. I got 58 out of 100 on my statistics midterm.
- d. Tonight, I redo three problems for thirty minutes.
- e. I got 7 out of 10 on the theory part; the problems cost me the points.

Your order: G = ___ L = ___ A = ___ S = ___ S = ___

PART 2

Your daily life, profile by profile

For each profile: ten common situations, eight everyday tools and six worries that drain your energy, with a way to transform them. Start with yours, then read the others: you will recognize your coworkers, your loved ones, your clients.

Business owner or self-employed

When you work for yourself, the glass often drains at night: a number that worries you, a client who doesn't answer, a decision you carry alone. The facts are real, and they also show what you've already built. Here are ten moments, eight tools and six worries from your everyday life, read from the empty side and then the full side, with one step for today.

Common situations

Monday morning, alone with the to-do list

EMPTY

Everything rests on me, and I don't know where to start.

FULL

Nobody sets the order for me: I choose the task that moves the week forward.

The question · What task, done before noon, would lighten the whole week?

The step · Pick three priorities, start with the one that brings in money, and turn off notifications for an hour.

A prospect goes quiet after the quote

EMPTY

They found someone cheaper, it's gone.

FULL

They took the time to ask for a quote: the interest was real, and they may be waiting for a nudge.

The question · What simple question could restart the conversation?

The step · Send a short note: "Is this still on your radar?" and offer a time to talk.

A client who keeps asking for more

EMPTY

They're taking advantage, and I don't dare say no.

FULL

A client who trusts me enough to want more: time to set the scope and put a price on it.

The question · What's included, and what deserves its own quote?

The step · Reply: "Happy to help with that. I'll send you a separate quote for this part."

Raising my prices

EMPTY

My clients will leave if I charge more.

FULL

My clients stay for what I bring them, and my own costs have already gone up.

The question · What concrete result do my clients get thanks to me?

The step · Write down three results I've delivered for clients, then use the new rate on the next quote.

A day when the phone doesn't ring

EMPTY

No calls, no orders: it's a bad sign.

FULL

A free day to work on my business instead of in it.

The question · Which past clients haven't I contacted in six months?

The step · Call or message three past clients, just to check in.

Paperwork at the end of the day

EMPTY

Hours stolen from my real work.

FULL

The written record of everything I sold and produced this month.

The question · What do these papers say about my month?

The step · Block a fixed slot each week for admin, and write down the month's total billed.

One client makes up a big share of my revenue

EMPTY

If I lose them, I go under.

FULL

Proof that I can serve a major account, and a reference I can build on.

The question · Which other companies look like this client?

The step · List three businesses similar to this client and reach out to one this week.

The vacation I never take

EMPTY

If I stop, everything stops.

FULL

What I've built still stands when I take a breath, and I come back with fresh eyes.

The question · What can run without me for three days?

The step · Block three days on the calendar, tell my key clients, and set up an out-of-office message.

A competitor opens nearby

EMPTY

They're going to take my customers.

FULL

Proof that there's demand here, and a chance to say clearly what sets me apart.

The question · Why do my loyal customers come to me and not elsewhere?

The step · Ask two loyal customers what they value most, and put that front and center.

A mistake on a job or a delivery

EMPTY

I got it wrong, and my reputation is on the line.

FULL

A chance to show how I fix things: that's often when a client decides to stay.

The question · What can I offer to make it right, starting today?

The step · Call the client before they call me, own the mistake, and propose a fix with a date.

Everyday tools

	EMPTY	FULL	THE STEP
The business bank account	I open it holding my breath.	An honest dashboard: every deposit is a client who said yes to me.	Check it at a set time, once a day, and look at what came in first.
The quote	Free work that may end up in the trash.	An open door: someone is thinking of trusting me with their project.	Send every quote with a follow-up date, and call on that day.
The invoice	One more reminder to send, and money that's late.	Work done and accepted: written proof of the value I delivered.	Invoice the same day I deliver, with a clear due date.
The accounting software	Columns I don't understand and keep putting off.	The memory of my business: it knows better than my worries what is working.	Spend fifteen minutes in it each week, and find my three best clients of the year.
The client list	A list of names I never keep up with.	Hundreds of relationships already won, the most underrated asset in my business.	Every Friday, send something useful to two clients, without selling them anything.
The phone	It rings at the wrong time and keeps interrupting me.	My direct line to the people who keep my business alive.	Set two callback windows a day, and pick up with a smile in my voice.
The social media page	Few likes, nobody sees me.	A storefront open day and night, where a few loyal people already follow me.	Post one real project from this week, with a photo and a line about the client I served.
The calendar	Filled by other people, with no room for me.	The place where I decide what matters before emergencies decide for me.	Block two hours on Monday to grow the business, like a client appointment.

What drains your energy, and how to transform it

Fear of not covering the bills

"If this keeps up, I won't be able to pay what's due at the end of the month."

What it costs me · I sleep badly, cut my prices, and make decisions in a panic.

G Ground the fact

I have this amount in the account, these bills due, and these invoices to collect within thirty days.

L Look for the full

Clients who owe me for work already done, and hard months I've already gotten through.

S One step today

List the month's money in and money out on one page, then call the client with the largest late payment.

To repeat · *A number is a fact; how I read it is a choice.*

The loneliness of being the boss

"I carry everything alone, and nobody gets what I'm going through."

What it costs me · I replay my decisions at night and stop asking anyone for input.

G Ground the fact

I make my business decisions alone, and I haven't talked them over with anyone this month.

L Look for the full

Peers, past clients and people close to me who have already offered help or a listening ear.

S One step today

Invite another self-employed person for coffee or a call this week, to compare notes.

To repeat · *Alone at the wheel doesn't mean alone in the world.*

Feeling like an impostor

"I'm not good enough to charge this much, and one day someone will figure it out."

What it costs me · I undercharge, overdeliver, and turn down projects I could handle.

G Ground the fact

I've been doing this work for years; clients have paid me, and some have come back.

L Look for the full

Clients who come back, refer me and thank me: those are facts, not luck.

S One step today

Reread three messages from happy clients and save them in a proof file.

To repeat · *My clients pay for a result, and I deliver it.*

Constant overload

"I'll never get it all done; there's always more work than hours."

What it costs me • I work late, neglect the people I love, and fatigue makes my choices worse.

G Ground the fact

I have a lot of open tasks, and three are due this week.

L Look for the full

A business with real demand, and tasks I could hand off, batch together or push back.

S One step today

Pick one task to hand off or drop this week. If the exhaustion lasts, talk to someone close or to a doctor.

To repeat • *What I've built still stands when I take a breath.*

Fear that the work will dry up

"This month is fine, but what about next? Nothing is guaranteed."

What it costs me • I say yes to everything, even projects that aren't a good fit.

G Ground the fact

I have projects signed for the next two months, and two quotes pending.

L Look for the full

Clients who found me once, and referrals that arrive without any advertising.

S One step today

Take thirty minutes today to ask a happy client for a referral.

To repeat • *Every client came from somewhere: I can walk that path again.*

Fear of saying no to a client

"If I say no, I'll lose the client and my reputation."

What it costs me • I accept impossible deadlines, resent the client, and work with a heavy heart.

G Ground the fact

The client wants delivery on Friday; the realistic date is Tuesday.

L Look for the full

A client who wants to work with me, and my know-how to say what's doable.

S One step today

Reply with an offer: "I can't do it well by Friday. Tuesday, I can guarantee."

To repeat • *A clear no protects the yes I give.*

Employee

As an employee, the glass often drains through what you don't choose: the workload, decisions from above, the lack of recognition. You don't control everything, but you choose where your focus goes and what step you take. Here are ten moments, eight tools and six worries from your workday, read from the empty side and then the full side.

Common situations

Monday morning

EMPTY

Another week to get through until Friday.

FULL

A fresh week, with at least one thing I want to get right.

The question · What would I be proud to have finished by Friday?

The step · Before opening email, write one intention for the week and the first task that serves it.

A meeting that runs over

EMPTY

An hour lost, and my real work piling up.

FULL

The right people in one room: a chance to get the decision that unblocks me.

The question · What decision do I need before I leave?

The step · Ask my key question in the first ten minutes, then politely say when I need to leave.

An urgent request at 5:30 p.m.

EMPTY

They take me for granted, and my evening is shot.

FULL

People count on me, and I'm allowed to say what's doable tonight.

The question · What's truly urgent, and what can wait until tomorrow morning?

The step · Ask: "When exactly do you need this?" then offer a realistic deadline.

Feeling isolated when working remotely

EMPTY

I work alone, and nobody sees me anymore.

FULL

Quiet to focus, and coworkers just one message away.

The question · Who could I talk with for ten minutes, no agenda?

The step · Invite a coworker to a ten-minute video call, just to catch up.

A reorganization is announced

EMPTY

Another change forced on us, and I don't know where I'll land.

FULL

A time when roles get redrawn, and my skills remain my own.

The question · What isn't changing, and what can I offer?

The step · List my skills and this year's results, then ask my manager for a conversation.

A coworker takes credit for my work

EMPTY

Someone else gets the credit, and I stay invisible.

FULL

Proof that my work has value, enough that someone wants to show it off.

The question · How can I make my work visible without attacking anyone?

The step · Send my manager a short update on what I delivered, and talk calmly with the coworker.

I made a mistake at work

EMPTY

Everyone is going to doubt me now.

FULL

Information about a weak spot in the process, and a chance to show how I fix things.

The question · Who do I need to tell, and what fix can I bring?

The step · Flag the mistake quickly with a proposed fix, then note what will keep it from happening again.

Asking for a raise or a promotion

EMPTY

They'll say no, and I'll look demanding.

FULL

A conversation about the value I already produce, with facts to put on the table.

The question · What concrete, measurable results can I show?

The step · Gather five concrete proofs from the year, then ask my manager for a dedicated meeting.

The commute home

EMPTY

I bring the whole workday home with me.

FULL

A buffer between work and home, to set the day down.

The question · What worked today thanks to me?

The step · On the way, name three proofs from the day, then say "All is, and flows" before walking in.

A new manager arrives

EMPTY

I have to prove myself all over again; my track record doesn't count.

FULL

A new person who needs to understand the team, and I know how things really work.

The question · What would help my new manager succeed in the first weeks?

The step · Offer a twenty-minute meeting to walk them through my work, my results and one idea.

Everyday tools

	EMPTY	FULL	THE STEP
The inbox	Every morning, the pile has grown overnight.	A stream of requests that shows where I'm needed, and that I can sort.	Check email at three set times, and archive anything that doesn't call for action.
The calendar	Back-to-back meetings, no room to actually work.	A map of my week that I can protect, slot by slot.	Block two focus slots this week and treat them like meetings.
Teams, Slack and the chat app	Notifications cutting in all day long.	Fast access to coworkers who can unblock me in a minute.	Mute notifications for one hour of deep work, and let the team know with my status.
The to-do list	It only gets longer; I never see the end.	Everything I'm trusted with, out of my head and onto a page.	Each evening, cross off what's done and pick tomorrow's three tasks.
The commute and the badge	The commute, the badge, the same routine wearing me down.	A daily threshold: the moment I choose the state I walk into work with.	When I badge in, take three breaths and name my intention for the day.
The pay stub	Always the same number, while everything else goes up.	A steady income that gives me time to build what comes next.	This month, write down one new skill I gained, to bring up at my next annual review.
Performance goals	Numbers set by someone else that I'll be judged on.	A clear definition of what matters, and a basis for showing my results.	Reread my goals, check off what's moving, and ask my manager about the one that's stuck.
The computer	The slow machine that keeps me stuck at my desk.	All my know-how in one place: files, contacts, work already delivered.	Create a "Proofs" folder and drop one win into it each week.

What drains your energy, and how to transform it

Not being recognized

"I do a lot, and nobody notices."

What it costs me • I hold back, grow bitter, and talk about my job with weariness.

G Ground the fact

This week I delivered a project and solved a problem; nobody mentioned it.

L Look for the full

Real results, coworkers I helped, and effects that exist even without a thank-you.

S One step today

On Friday, send my manager a short recap of the week with three results.

To repeat • *My work matters, even when no one names it.*

Overload

"I can't keep up; they keep asking for more."

What it costs me • I sleep badly, get irritable, and make mistakes I didn't used to make.

G Ground the fact

I have twelve open tasks, four of them urgent, and one week.

L Look for the full

Tasks that aren't all urgent, and a manager who can help me set priorities.

S One step today

Show my list to my manager and ask: "Which one comes first?" If the fatigue lasts, talk to a doctor.

To repeat • *I can't do everything; I can do what matters most.*

Fear of losing my job

"With everything going on, I might be next on the list."

What it costs me • I tense up, stop sharing ideas, and take every rumor as a threat.

G Ground the fact

The company announced cost cuts; no decision about me has been made so far.

L Look for the full

Skills, a network and wins that stay with me, whatever happens here.

S One step today

Update my résumé with three recent wins, then get fully back to today's work.

To repeat • *What I know how to do belongs to me.*

Tension with a coworker or a boss

“This person is out to get me, and it’s going to end badly.”

What it costs me • I replay our exchanges, avoid some meetings, and bring the tension home.

G Ground the fact

At Tuesday’s meeting, this person criticized my report in front of the team.

L Look for the full

Someone who is under pressure too, and a disagreement about the work, not about my worth.

S One step today

Ask for a one-on-one talk and open with: “I’d like us to figure out how to work well together.”

To repeat • *I respond to the facts, not the tone.*

Boredom and loss of meaning

“I do the same thing every day, and it leads nowhere.”

What it costs me • I watch the clock, lose my drive, and second-guess my choices.

G Ground the fact

I’ve held this job for three years; my tasks have changed little this year.

L Look for the full

Real mastery of my job, and people who benefit from what I do every day.

S One step today

Write down who my work matters to, then suggest an improvement or a new project to my manager.

To repeat • *Same task, different focus.*

Not daring to speak up

“My idea probably isn’t good enough; someone would have thought of it already.”

What it costs me • I keep my ideas to myself, then hear others put them forward.

G Ground the fact

I have an idea about Thursday’s meeting topic; I haven’t shared it with anyone yet.

L Look for the full

Hands-on knowledge others don’t have, and ideas of mine that have already worked.

S One step today

Write my idea in two sentences, and bring it up early in the next meeting.

To repeat • *An idea I keep to myself can’t help anyone.*

Managing a team

When you manage people, the glass drains from both sides: expectations from above, needs from your team, and little time for yourself. Yet your state sets the team's temperature, for better or worse. Here are ten moments, eight tools and six worries from a manager's life, read from the empty side and then the full side, with one step for today.

Common situations

A team member resigns

EMPTY

I'm losing someone valuable, and the workload will fall on the team.

FULL

Someone I helped grow, and a departure that teaches me what keeps people or drives them away.

The question · What kept them here until now, and what was missing?

The step · Thank them sincerely, plan the handoff, and ask what might have made them stay.

Passing on a decision I didn't make

EMPTY

I have to defend something I don't agree with.

FULL

I can translate the decision for the team, with its reasons and the room we still have.

The question · What is still in our hands after this decision?

The step · Share the facts, explain the why, then ask the team how best to put it into practice.

A team member who is underperforming

EMPTY

The work isn't getting done, and I'll have to crack down.

FULL

Someone hired for real strengths, and a gap that points to a specific need.

The question · What, concretely, is keeping them from succeeding?

The step · Open the conversation with something they do well, then ask: "What's getting in your way?"

A new hire's first week

EMPTY

More training time, when I have none to spare.

FULL

Fresh eyes on our habits, and one more strong player in a few weeks.

The question · What would help them succeed in their first week?

The step · Give them a small, doable assignment on day two, and check in on Friday.

Pressure from my own boss

EMPTY

Stuck between what's demanded of me and what the team can give.

FULL

A position that lets me connect both sides: I know both realities.

The question · What does leadership need to know to understand the front line?

The step · Send leadership three hard facts about the current workload, along with a proposal.

Someone on the team reports a mistake

EMPTY

Another problem, and I'm the one who'll have to answer for it.

FULL

Someone had the courage to say it early: this is a team that trusts me.

The question · How do I react so the next mistake gets flagged just as fast?

The step · Answer first with "Thanks for telling me," then look for the fix together.

A crunch period

EMPTY

Everyone is stretched thin, and I can't lighten the load.

FULL

A team that holds together, and efforts I can name every day.

The question · Which effort today deserves to be named?

The step · Every evening of the crunch, thank one person by name for a specific effort.

Delegating something important

EMPTY

It'll be faster if I just do it myself.

FULL

A chance to help someone grow, and time freed up for my real role.

The question · Who on the team is ready to take this step up?

The step · Hand it off with the expected result and a deadline, then set a single check-in.

Two people want the same days off

EMPTY

I'm bound to let someone down.

FULL

Two people who came to me early and trust me to be fair.

The question · What fair, clear rule can I explain to both?

The step · Meet with both, lay out the constraint, and ask for their proposal before deciding.

A day with no time for my own work

EMPTY

My whole day went to answering other people.

FULL

Every question I answered unblocked someone: that is part of my job too.

The question · Who did I help move forward today?

The step · Write down three people I unblocked today, then block one hour tomorrow for my own work.

Everyday tools

	EMPTY	FULL	THE STEP
The one-on-one	One more meeting I end up pushing back.	Thirty minutes when one person feels seen, and I learn what I can't see from my desk.	Keep it no matter what, and open with: "What went well for you?"
The team meeting	A round of updates where everyone waits for it to end.	The only moment the whole team hears the same thing, at the same time.	End every meeting by having each person state their next action in one sentence.
The dashboard and KPIs	Red flags I'll be blamed for.	Numbers that also show what's holding up, and where to put our energy.	Read the green numbers first, then pick one red one to work on this week.
The schedule	A puzzle where one absence brings everything down.	The tool that shows the team runs, with people ready to cover for each other.	For each key role, name someone who could step in, and tell them.
The budget	A budget too tight to do anything.	Real resources, to put where the team produces the most.	Ask the team which small expense would save them the most time.
The hiring interview	Fear of getting it wrong and paying for it for months.	A meeting where I look for someone's strengths, not just their gaps.	Ask the candidate to describe one concrete win, and listen for what they did themselves.
Feedback	An awkward moment I keep putting off.	A gift of information that helps someone succeed.	Use three fulls for one empty: three things that work, then one thing to improve, with an example.
The org chart	Boxes and lines that pin everyone in place.	A map of the people I can count on, beyond my own team.	Find someone in another department who could help the team, and invite them for coffee.

What drains your energy, and how to transform it

Fear of conflict

“If I say what’s wrong, I’ll damage the relationship.”

What it costs me · I let problems drag on, the team sees it, and the tension rises.

G Ground the fact

This person’s report came in late for the third time this month.

L Look for the full

A relationship strong enough for an honest talk, and qualities I can name first.

S One step today

Schedule the conversation this week, and prepare it in three sentences: the fact, the impact, the question.

To repeat · *Stating facts with respect is a way of caring for the team.*

The loneliness of the manager

“I can’t confide in my team or in leadership.”

What it costs me · I keep everything inside, make calls alone, and come home drained.

G Ground the fact

I haven’t talked to anyone about my challenges as a manager in weeks.

L Look for the full

Other managers going through the same thing, and people I trust outside work.

S One step today

Invite a manager from another department to lunch to swap notes about our teams.

To repeat · *Leading alone doesn’t mean carrying everything alone.*

Not feeling legitimate in the role

“They gave me this role, but I doubt I’m up to it.”

What it costs me · I micromanage, hesitate to decide, and wear myself out trying to prove myself.

G Ground the fact

I’ve led this team for eight months, and I was given the role for specific reasons.

L Look for the full

People who come to me when they’re stuck, and decisions that have already paid off.

S One step today

Write down three decisions I’ve made since taking the role, and what came of them.

To repeat · *I’m learning to lead my own way, one proof at a time.*

Being pulled in every direction

"I spend my life in meetings and putting out fires."

What it costs me • I have no time to think, I react instead of deciding, and I come home spent.

G Ground the fact

This week: eighteen hours of meetings and twenty unplanned requests.

L Look for the full

A team that can already do a lot without me, and topics I can hand off.

S One step today

Pick one meeting to drop or delegate, and one task to hand off tomorrow. If the exhaustion lasts, talk to a doctor.

To repeat • *My job is to help the team grow, not to carry it all.*

Being judged on the team's results

"If the team misses its numbers, I'm the one who'll be judged."

What it costs me • I pile on the pressure, watch everything, and the team tenses up.

G Ground the fact

The team is at 82% of its quarterly goal, with three weeks to go.

L Look for the full

82% already done, committed people, and clear levers for what's left.

S One step today

Bring the team together, name what made that 82% possible, then choose one action together for what's next.

To repeat • *I start from what works to reach what's missing.*

A team member who is struggling

"I can see someone on my team isn't okay, and I don't know what to do."

What it costs me • I worry in silence, avoid the subject, and things may get worse.

G Ground the fact

For two weeks, this person has arrived tired, said little, and missed two deadlines.

L Look for the full

A bond of trust already in place, and a simple role: notice and point toward help, not treat.

S One step today

Offer a quiet talk: "I've noticed some changes lately. How are you doing?" Listen, and suggest a doctor if needed.

To repeat • *I can't fix everything, but I can be present.*

Public servant

In public service, the glass rarely empties all at once: it wears down, between changing procedures, tight resources and people at the end of their rope. The rules set the frame; your focus is still yours. This section runs GLASS on your everyday moments, tools and worries, to find the person behind the file and the room to move inside the frame.

Common situations

The Monday morning line at the counter

EMPTY

A line that never ends, and faces already closed.

FULL

Each person will leave with an answer, and I set the tone of the first one.

The question · What greeting calms people down fastest?

The step · Greet each person with eye contact, and tell them the real wait time.

A new procedure to roll out

EMPTY

Relearning everything again, and nobody asked my opinion.

FULL

My frontline experience lets me spot quickly what will work and what will jam.

The question · What does this procedure make simpler, even slightly?

The step · Try the procedure on three files and write two specific notes for my supervisor.

A question management never answered

EMPTY

I asked three weeks ago. Silence.

FULL

My request is on record, and I know exactly what I need to move forward.

The question · What simple decision could they give me in one line?

The step · Follow up in one line with two options, so they only have to reply A or B.

A file stuck between two departments

EMPTY

Nobody owns it, and the person is still waiting.

FULL

I know where it's stuck, and one direct call often beats ten emails.

The question · Who in the other department can unblock this today?

The step · Call the right person, agree on who does what, then confirm it in two lines.

A tighter budget

EMPTY

We no longer have the means to do it right.

FULL

A team that knows the people it serves, and ideas that cost nothing.

The question · What could we do better with what we already have?

The step · Suggest fifteen minutes at the team meeting to list three no-cost ideas.

A coworker out and not replaced

EMPTY

Their workload lands on us, and nothing is planned.

FULL

A team that holds, and a chance to clarify what truly comes first.

The question · What can wait without hurting anyone?

The step · List the day's three urgent items with the team, and get the rest approved as on hold.

A tense phone call

EMPTY

They're yelling at me, and it's not my fault.

FULL

A worried person who took the trouble to call: they still count on us.

The question · What specific fact worries them, behind the anger?

The step · Restate their request in one sentence, then give one specific action and its timeline.

A staff meeting going in circles

EMPTY

An hour of complaints, and nothing changes.

FULL

Everyone is in the same room, and the problems are finally out loud.

The question · What single decision could come out of this meeting?

The step · At the end, ask "Who does what by Friday?" and write down the answers.

My department is being reorganized

EMPTY

I'm losing my bearings, and maybe my team.

FULL

My skills come with me, and new people will rely on them.

The question · Which skills will I carry with me, whatever happens?

The step · Write three things I do especially well, and mention them to my next supervisor.

Friday evening, nothing is finished

EMPTY

The pile is still there, and it feels like I did nothing.

FULL

Files moved forward, people seen, answers given: a real week of work.

The question · How many people did I help this week?

The step · Write down three people I helped, note Monday's first task, then log off.

Everyday tools

	EMPTY	FULL	THE STEP
The front desk counter	A barrier between me and people in a hurry.	The place where public service has a face, and today it's mine.	Tidy the counter before opening and set out the three most-requested forms.
The form	Boxes nobody understands.	A form done right the first time saves someone weeks of waiting.	Make a one-page cheat sheet of the five most common mistakes and hand it out at the desk.
The case management software	Slow, rigid, and it crashes at the worst time.	A record of everything I've done, and the information all in one place.	List the three glitches that cost me the most time, and send them to IT with screenshots.
The incomplete case file	A document is missing: another delay.	Everything else is there, and I know exactly what to ask for.	Ask for the missing document in one clear sentence, with an example of what's accepted.
The regulations	A straitjacket that keeps me from helping.	A frame that protects people from arbitrary treatment, and protects me from pressure.	Find one real margin in the text: a deadline, an option, a built-in exception.
The work schedule	Hours I put up with, shifts that land at the wrong time.	Hours known in advance, which let me organize the rest of my life.	Put one real moment for myself on the calendar for each day off.
The internal memo	Another directive handed down from above.	Written information, the same for everyone, that I can rely on.	Read it once in full, underline what changes for my job, and ask one question.
The response letter	A cold template I copy over and over.	The only trace the person keeps of us: one clear sentence can change everything.	Rewrite the template's first sentence in plain language, and share it with the team.

What drains your energy, and how to transform it

Feeling useless in a system too big

“Whatever I do, it changes nothing. I’m just a cog.”

What it costs me · The drive that made me choose this work fades, and I count the hours until Friday.

G Ground the fact

Today I processed twelve files and saw eight people.

L Look for the full

At least one of them left with an answer they didn’t have when they came in.

S One step today

Tonight, write down in one sentence the situation of one person I helped today.

To repeat · *I don’t count files. I count people.*

Lack of recognition

“Nobody sees what I do. They only notice the mistakes.”

What it costs me · I hold back, wait for a thank-you that doesn’t come, and bitterness sets in.

G Ground the fact

This week, no feedback from management on my work.

L Look for the full

The work is done, the files moved forward, and I know what it took.

S One step today

Write three concrete proofs from the week, and thank one coworker for something specific.

To repeat · *I recognize my own work without waiting for someone else to.*

Angry members of the public

“I take the hits for decisions I didn’t make.”

What it costs me · I go home wound up, replay the scenes at night and dread the counter the next day.

G Ground the fact

Someone raised their voice at 10 a.m. because a payment is late.

L Look for the full

The anger was aimed at the situation, not at me. I stayed calm and gave a next step.

S One step today

Talk it over today with a coworker or supervisor. If there is a real threat, follow the safety procedure.

To repeat · *I take the request, not the hostility.*

Constant change

“As soon as I master something, it’s replaced. Why bother?”

What it costs me • I resist every new thing, wear myself out and learn more slowly.

G Ground the fact

Three procedures have changed since January.

L Look for the full

I’ve already absorbed two of those changes: I know how to adapt, and I have proof.

S One step today

Pick one part of the latest change and master it this week, without trying to know it all.

To repeat • *All is, and flows: I adapt one step at a time.*

Feeling stuck in my career

“I’m here for thirty years. Nothing will move.”

What it costs me • I stop learning and suggesting, and every day looks like the one before.

G Ground the fact

I’ve been in the same position for six years.

L Look for the full

Six years of expertise newer staff don’t have, and in-house training I can access.

S One step today

Look through the internal training catalog today and note one course that appeals to me.

To repeat • *My position is fixed. My focus is not.*

A workload that never goes down

“I keep doing more, and the pile never shrinks.”

What it costs me • I skip breaks, sleep badly and end the week drained.

G Ground the fact

Forty-two pending files this morning, five of them urgent.

L Look for the full

Five urgent ones identified: I know where to start, and the rest has an order.

S One step today

Handle the five urgent files, take my real break, and flag the workload to my supervisor in writing.

To repeat • *I don’t empty the pile. I move people forward.*

Caring professions

Teachers, trainers, nurses, care aides, social workers, childcare staff: you give all day, often more than the system gives back. The glass drains through fatigue, lack of time and thank-yous that never come. This section helps you see what your presence already produces, and give back to yourself some of what you give.

Common situations

Parent-teacher conferences

EMPTY

Parents coming in looking for someone to blame.

FULL

Adults who care about their child as much as I do: potential allies.

The question · What specific progress can I show each family?

The step · Open each meeting with one concrete success of the child, before the difficulties.

The night shift

EMPTY

My body out of sync, and everyone asleep but us.

FULL

A quieter unit, where my presence reassures those who can't sleep.

The question · What truly helps me get through to morning?

The step · Plan a real meal and five seated minutes into the night's schedule.

A student who disrupts the class

EMPTY

I'm being tested, and the whole class loses time.

FULL

A student seeking attention, and showing me what they need.

The question · At what point in the lesson do they check out?

The step · Give them a small task at the start of the next class, and thank them once it's done.

A patient's worried family

EMPTY

More questions, and I have ten rooms to cover.

FULL

Loved ones watching over the patient, who can become valuable partners.

The question · What one piece of information would reassure them most?

The step · Give them two calm minutes, standing still, and tell them when I'll be back.

Short-staffed again

EMPTY

Two of us doing the work of four.

FULL

A close team that knows how to organize, and priorities that become clear.

The question · What is truly essential today?

The step · Split priorities out loud at the start of the shift, and report the short staffing in writing.

Paperwork versus time with people

EMPTY

I spend more time at the screen than with people.

FULL

What I write protects the person and passes my work on to whoever comes next.

The question · Which notes truly matter for the person?

The step · Write the essentials right after each contact, in three lines, to free up the end of the day.

Training a group that doesn't want to be there

EMPTY

They're only here because they have to be.

FULL

They're here, and each one brings experience I can use.

The question · What would be useful to them as soon as tomorrow?

The step · Open with a question about their own work, and build from their answers.

A difficult home visit

EMPTY

A situation too heavy for what I can do.

FULL

A door that opened: the person let me in.

The question · What one thing can change before the next visit?

The step · Agree with the person on one small, realistic goal, and write it down in front of them.

Morning drop-off at daycare

EMPTY

Tears, rushed parents, everything at once.

FULL

Children entrusted to me: families' trust starts right here.

The question · What small ritual makes goodbyes easier?

The step · Greet each child by name, and give the parent one sentence about the day ahead.

A coworker at the end of their rope

EMPTY

If the strongest are cracking, how will I hold up?

FULL

A team where people can still speak up and support each other.

The question · What does this person need right now?

The step · Offer them a coffee at the break and listen for ten minutes, without trying to fix it.

Everyday tools

	EMPTY	FULL	THE STEP
The grade book or patient chart	Numbers and boxes that shrink people down.	A record of progress: it shows what has moved since day one.	Find one person in the records who has improved, and tell them.
The lesson plan or care plan	Hours of prep that nobody sees.	The thread that lets me improvise calmly when things shift.	Keep a reusable one-page plan, and improve one point after each session.
The shift handoff	Ten minutes of problems listed at shift change.	The moment the team passes the baton, and my work continues without me.	Add to each handoff one thing that's better since the last shift.
The classroom or the unit	A noisy, worn-out place, never equipped enough.	My home ground: I know every corner and everything that happens there.	Change one thing in the space this week to make it more pleasant.
The schedule	Days chopped up with no room to breathe.	Known time slots, where I can fit a breath between two people.	Find the shortest transition of the day, and put thirty seconds of conscious pause there.
The parent messaging app	Messages at all hours, sometimes hostile.	A direct line to families that I can also use for good news.	Set a time window for replies, and send three good-news messages this week.
The report or case note	An administrative chore at the end of a long day.	My written voice: it speaks for the person when I'm not there.	Start the report with the person's strengths, before their difficulties.
Professional development	One more day away from the floor.	Time to learn, and peers from elsewhere with different ideas.	Come back with one idea to try the following week, and try it.

What drains your energy, and how to transform it

Compassion fatigue

"I have nothing left to give. I can't feel for the people I help anymore."

What it costs me • I come home empty, pull away from my own people, and blame myself for doing worse.

G Ground the fact

For three weeks, I've slept badly and had less patience at work.

L Look for the full

This signal shows how much I've given, and I noticed it, which means I can act.

S One step today

This week, talk about it with a trusted coworker, my team, occupational health or my doctor.

To repeat • *Taking care of myself is part of the job.*

Not enough time to do it right

"I'm rushing through. This isn't the job I chose."

What it costs me • I feel guilty every night and replay everything I couldn't do.

G Ground the fact

Today I had about eight minutes per person.

L Look for the full

Within those eight minutes there was eye contact, a right word, a task done well.

S One step today

Tomorrow, pick one person and give them two minutes of full presence, doing nothing else.

To repeat • *The quality of my presence doesn't depend on the clock.*

Feeling my profession is undervalued

"We get criticized everywhere, and no one knows what we really do."

What it costs me • I doubt my choice, and I no longer say proudly what I do.

G Ground the fact

I read a critical article, and one family complained this week.

L Look for the full

This week, people learned, healed or moved forward because I was there.

S One step today

Tonight, write three concrete effects of my work, with a first name for each.

To repeat • *My proofs outweigh opinions.*

Taking work home in my head

“I can’t stop thinking about that student, that patient, that family.”

What it costs me • I’m home without really being there, and my nights get shorter.

G Ground the fact

It’s 9 p.m., and I’m replaying a work situation for the third time.

L Look for the full

I already did what was possible today, and the team has taken over.

S One step today

Create an evening close: write tomorrow’s to-do on paper, then close the notebook.

To repeat • *I did my part. The rest can wait until tomorrow.*

Fear of making a mistake

“One mistake, and someone pays the price.”

What it costs me • I check everything three times, stay on edge, and I’m drained by noon.

G Ground the fact

This morning I have six people to look after, each with specific needs.

L Look for the full

I have training, protocols, a team, and years of getting it right.

S One step today

Use the checklist for the most sensitive task, and ask for a second check whenever in doubt.

To repeat • *Vigilance protects me. Fear wears me out.*

Tension within the team

“Around here, it’s everyone for themselves.”

What it costs me • The atmosphere weighs more than the workload, and I dread every shift.

G Ground the fact

Two coworkers haven’t spoken since Monday.

L Look for the full

Everyone wants to do right by the people we serve: that’s common ground.

S One step today

Thank one coworker in front of the team, for something specific they did.

To repeat • *I feed the team I want to see grow.*

Student or in training

In high school, college or an apprenticeship, the glass drains fast: one grade, one comparison, a blurry future, and everything seems to be decided right now. Yet every week you learn things that won't disappear. This section helps you see what you've already gained, and take one concrete step today.

Common situations

Finals week

EMPTY

Too many subjects, not enough days.

FULL

A whole semester already learned, which now just needs organizing.

The question · Which exam comes first, and what do I already know?

The step · Make a day-by-day plan on one sheet, with one subject per time slot.

A group project with someone who does nothing

EMPTY

I'll end up carrying it all, as usual.

FULL

A chance to learn how to run a team, a skill every employer looks for.

The question · What specific task could this person agree to take?

The step · Set up a shared list with one task and one deadline per person, and send it to the whole group.

A presentation in front of the class

EMPTY

Everyone will stare at me, and I'll stumble.

FULL

A few minutes to share what I prepared, with people who also want it to go well.

The question · What's the one idea I want them to remember?

The step · Rehearse the first minute out loud three times, with a timer.

Looking for an internship

EMPTY

No replies, or rejections.

FULL

Each application sharpens my cover letter, and I only need one yes.

The question · Who do I know who knows someone in this field?

The step · Send two tailored applications today, and one message to someone in my network.

A part-time job alongside school

EMPTY

Less time to study, and tiredness piling up.

FULL

Independence, real experience, and skills to put on my résumé.

The question · Which time slots are truly free for studying?

The step · Block two fixed study slots a week, as seriously as my work shifts.

A class I just don't get

EMPTY

I'm lost, and everyone else seems to follow.

FULL

I know exactly where I lose the thread, and others are surely in the same spot.

The question · At which concept did I lose the thread?

The step · Bring one specific question to office hours or tutoring this week.

A harsh comment from a teacher

EMPTY

This teacher doesn't believe in me.

FULL

Information about my work, not a verdict on who I am.

The question · Once the sting fades, what's useful in that comment?

The step · Reread the comment tomorrow with a cool head, and pull out one thing to fix.

First day of an apprenticeship or internship

EMPTY

I don't know anyone, and I don't know how to do anything.

FULL

I'm here to learn: my questions are expected.

The question · Who can show me the basics this week?

The step · Each evening, write three things I learned and one question for the next day.

Scrolling social media at midnight

EMPTY

Everyone else has a perfect life, and I'm falling behind.

FULL

I'm seeing highlight reels; my real life has its own progress.

The question · What did I do today that matters to me?

The step · Leave the phone outside the bedroom, and write down one proof from my day.

A college rejection letter

EMPTY

A rejection, and the feeling my future just closed.

FULL

Other doors are still open, and successful paths are rarely straight lines.

The question · What options are still open, concretely?

The step · List every remaining option on one sheet, and talk it through with a school counselor or advisor.

Everyday tools

	EMPTY	FULL	THE STEP
The planner	A list of things late and undone.	A map of my week: I can see where the time is, and where to put it.	Every Sunday night, write three priorities for the week, no more.
My class notes	Messy pages I can barely read.	Everything I've already heard and written down: half the work is done.	Sum up today's class in five lines, that same evening.
The textbook	Too thick, too dense, impossible to finish.	Explanations already written out, and worked problems to practice with.	Do two worked problems today before rereading the theory.
The student portal and online grades	One notification, and my heart starts racing.	Quick feedback that tells me where to put my energy.	Check grades once a day, at a set time, no more.
The phone	It steals hours without my noticing.	A powerful tool: timer, online lessons, a line to classmates.	Use its timer for twenty-five minutes of work, phone face down.
The résumé	An almost empty page: nothing to show.	Projects, a job, volunteering, responsibilities: more than I think.	List everything I've done in the last three years, then pick the five strongest.
The library	A silent place where I get bored.	A place where it's easier to focus, simply because everyone else is working too.	Set aside two hours there this week, with one specific task.
The student budget	Zero in the account before the month ends.	I know what comes in and what goes out, so I can choose my priorities.	Track my spending for seven days, without judging, to see where the money goes.

What drains your energy, and how to transform it

Fear of failing exams

“If I fail, everything is ruined.”

What it costs me • I sleep badly, study in a panic and remember less.

G Ground the fact

My biology exam is in six days, and it covers eight chapters.

L Look for the full

I’ve already worked through five chapters, and six days is enough to review the rest.

S One step today

Today, review one chapter with three practice problems, then go to bed on time.

To repeat • *What I’ve learned is here, and every day adds to it.*

Comparing myself with others

“Others are more gifted. It all comes easy to them.”

What it costs me • I put myself down, give up before trying, and avoid people who do well.

G Ground the fact

A classmate got a 92 on the same test, and I got a 74.

L Look for the full

My 74 points are earned, and that classmate can show me how they studied.

S One step today

Ask how they studied, and try one part of their method this week.

To repeat • *I compare myself to who I was yesterday.*

Uncertainty about the future

“I don’t know what I want to do, and everyone else has a plan.”

What it costs me • I put off choices, doubt every class and lose motivation.

G Ground the fact

I need to pick my courses by March 15.

L Look for the full

I already know two subjects I enjoy, and one I want to avoid.

S One step today

This week, reach out to an older student or a professional in a field that interests me.

To repeat • *I don’t need to know everything to take the next step.*

Procrastination

"I have no willpower. I put everything off."

What it costs me • Everything piles up at the last minute, with all-nighters and guilt.

G Ground the fact

The paper is due Friday, and I haven't started.

L Look for the full

I still have four days, the topic is clear, and I already have notes on it.

S One step today

Open the document and write the outline in ten minutes, phone in another room.

To repeat • *I don't wait for motivation. I look for the first step.*

Feeling alone, like I don't belong

"Everyone already has their friends. I don't belong here."

What it costs me • I isolate, go out less, and lose the will to go to class.

G Ground the fact

Since the start of the year, I've eaten lunch alone most days.

L Look for the full

I've already talked with two or three people, and many others are looking for their place too.

S One step today

This week, ask one classmate to study together or grab lunch.

To repeat • *Belonging is built one conversation at a time.*

Never enough time between classes, work and life

"I can't keep up. I'm always behind on everything."

What it costs me • Sleep goes first, and my focus in class drops.

G Ground the fact

This week: twenty hours of class, fifteen hours of work, two assignments due.

L Look for the full

I've kept this pace for weeks: I'm more organized than I think.

S One step today

Set a bedtime for the next three nights, and stick to it.

To repeat • *Sleep is part of my studying.*

In transition

When work stops, the structure, the coworkers and the answer to “What do you do?” disappear all at once. The glass drains mostly in the silence: replies that never come, days with no shape, questions from the people around you. This section helps you see what is already full in this period, and take one step each day toward your next chapter.

Common situations

An application with no reply for three weeks

EMPTY

They don't want me.

FULL

A sent application is proof that I took action; their silence says something about their schedule, not my worth.

The question · What can I still do for this one?

The step · Follow up once with a short message, log it in my tracker, then move on to the next one.

Tomorrow's job interview

EMPTY

They're going to judge me, and I'll freeze.

FULL

They chose to meet me: my application already made it through the first cut.

The question · What do you want them to remember about you afterward?

The step · Prepare three short stories, situation, action, result with a number, and say them out loud once.

A rejection after the final interview

EMPTY

So close, and still a no.

FULL

I made the final round: my profile convinces people, one specific point was missing.

The question · What made the difference, in their view?

The step · Ask the recruiter for two minutes of feedback, and write down what I learn.

Monday morning with nowhere to go

EMPTY

Everyone is heading to work except me.

FULL

A whole morning I can give to what matters for what comes next.

The question · What would be the first useful block of this day?

The step · Get dressed as if I were going out, and start at 9 a.m. with the most important search task.

"So, any news?"

EMPTY

I have nothing to report, and I feel ashamed.

FULL

Someone who is thinking of me, and who could help if I tell them how.

The question · What could this person actually do for you?

The step · Prepare one sentence: what I'm looking for, and one specific favor someone could do for me.

A training program to learn a new trade

EMPTY

Starting from scratch, at my age.

FULL

I don't arrive empty-handed: years of know-how come with me into this new line of work.

The question · Which skills from before will serve you here?

The step · List three transferable skills, and talk about them with the instructor or a future coworker.

Reaching out to your network

EMPTY

Asking feels like begging.

FULL

Asking for advice honors the other person, and jobs often come out of those very conversations.

The question · Who could give you useful advice this week?

The step · Message a former coworker to ask for twenty minutes of advice, not a job.

The appointment with a job center counselor

EMPTY

A check-up where I have to justify myself.

FULL

A person whose job is to open doors for me: leads, support programs, training.

The question · What do you really want from this appointment?

The step · Show up with two written questions and a list of this month's job search actions.

A temp job or short gig in the meantime

EMPTY

A step back, it's beneath my level.

FULL

An income, a rhythm, coworkers, and one more line on my résumé.

The question · What can this job bring you besides the paycheck?

The step · Write down one skill or contact this job could bring me, and go after it this week.

Coming back after a long leave

EMPTY

Everything changed without me, and I have to catch up on it all.

FULL

Fresh eyes on the team, and a period that taught me other things.

The question · What did you learn during this break?

The step · Ask a coworker for a twenty-minute catch-up on what has changed.

Everyday tools

	EMPTY	FULL	THE STEP
The résumé	A page that shows my gaps and my failures.	A list of proofs: every line tells something I pulled off.	Add one result with a number under each of my last three jobs.
The LinkedIn profile	A showcase where everyone else shines brighter than me.	A place where people can find me, even while I sleep.	Update my headline with what I'm looking for, and comment on one useful post.
The job boards	Hundreds of listings, none for me.	A map of the market: which jobs are hiring, and in what words.	Cap the search at thirty minutes, and keep three truly targeted listings.
The application tracker	A list of every no.	Proof of my effort, and a measure of what works.	Log every application, follow-up and meeting, then count my actions for the week.
The calendar	Blank pages that remind me how empty things are.	A week I get to design myself.	Block three fixed slots every day: search, learning, movement.
The phone	It doesn't ring, or it's a rejection.	The tool that turns a name into a conversation.	Make one call a day before noon, even a short one.
The training catalog	Too many choices, and the fear of picking wrong.	Open doors, sometimes funded, toward what I want to learn.	Pick two programs, and ask someone already working in that field what they think.
My contact list	People I no longer dare to bother.	Years of relationships: coworkers, clients, friends who have seen me at work.	Write down twenty names, and circle the three to contact this week.

What drains your energy, and how to transform it

Losing my identity

“Without a job, I’m nobody.”

What it costs me • I avoid invitations and dread introducing myself, so my network goes quiet.

G Ground the fact

For three months, I haven’t had a job.

L Look for the full

My skills, my wins and my relationships are all still here: they never depended on the badge.

S One step today

Write one sentence that says what I’m building, and use it the next time someone asks.

To repeat • *I’m between two chapters.*

The fear of being too old

“At my age, nobody will hire me.”

What it costs me • I hold back from applying, and let go of jobs I was a credible fit for.

G Ground the fact

I’m 54. I got two rejections this month, with no reason given.

L Look for the full

Years of experience, a solid network, and the reliability many employers are looking for.

S One step today

Send one application today for a job where my experience is a clear asset.

To repeat • *My age is experience, not an expiration date.*

Rejections piling up

“Another no: I’m worthless.”

What it costs me • I apply less, with less care, and the replies get even scarcer.

G Ground the fact

I’ve sent 40 applications: 3 interviews, no offer so far.

L Look for the full

Three interviews: my profile gets attention. Each rejection taught me something about what they’re looking for.

S One step today

Review my last three rejections, and change one single thing in my next application.

To repeat • *Every no brings me closer to a yes.*

Money running low

"I won't make it through."

What it costs me • I sleep badly, and fear could push me to take any job at all.



Ground the fact

My savings and unemployment benefits cover a number of months I haven't worked out yet.



Look for the full

What I have gives me days of runway: funded time to build what comes next.



One step today

Calculate my days of runway, and spot one expense to postpone this month.

To repeat • *I count my days, not my fears.*

What the people around me think

"They all think I'm doing nothing."

What it costs me • I pull away from the people close to me just when I need them most.



Ground the fact

Yesterday, someone close asked how the search was going. Nobody said I was doing nothing.



Look for the full

People who care about me, and who simply don't know how to help.



One step today

Tell one person close to me what I'm looking for, and what would really help.

To repeat • *They ask because I matter to them.*

Doubting the career change

"Maybe changing careers was a mistake."

What it costs me • I move forward halfway, without committing, and wear myself out hesitating.



Ground the fact

I've been in training for two months. One module appeals to me less than I expected.



Look for the full

I enjoy the other modules, and the reasons behind my choice still hold.



One step today

Spend an hour with someone already doing this work, and ask them my questions.

To repeat • *A doubt is a question, not a verdict.*

Retired or other

Retirement, life at home, volunteering: here, nobody sets your goals or reviews your performance. The glass often drains quietly: feeling invisible, days that blur together, a body that slows down. This section helps you see what you already bring, and choose one move each day that matters to you.

Common situations

The first weeks of retirement

EMPTY

No alarm, no coworkers, no reason to hurry.

FULL

For the first time, my time is my own, and I still have the energy to enjoy it.

The question · What would a good week look like, from where you stand?

The step · Set two regular weekly appointments: one activity, and one person to see.

"And what do you do?"

EMPTY

Nothing, in other people's eyes.

FULL

I keep a home, a group or a family running: organizing, caring, showing up, every day.

The question · What did you keep running this week?

The step · Prepare one simple sentence that says what I do, without apologizing for it.

The grandkids coming over

EMPTY

The fatigue, the noise, the house turned upside down.

FULL

A unique place in their lives: time, patience, and stories nobody else can tell.

The question · What do you want them to keep from these days?

The step · Pick one activity to share with them, and keep everything else simple.

A volunteer role that disappoints

EMPTY

They only give me the dull tasks.

FULL

A team that counts on me, and a role I can help shape.

The question · What skill could you offer here?

The step · Suggest one specific task to the coordinator where my experience would be useful.

A body that slows down

EMPTY

I can't do what I used to do.

FULL

A body that still carries me every day, and tells me how to look after it.

The question · What does your body still let you enjoy?

The step · Walk twenty minutes today at my own pace, and write down one thing I saw.

Together all day, as a couple

EMPTY

We're stepping on each other's toes from morning to night.

FULL

Shared time we never had before, ours to organize together.

The question · How much time of their own does each of you need?

The step · Agree together on some time alone for each of you, and one shared activity this week.

A day when nobody calls

EMPTY

Nobody thinks of me.

FULL

My phone works both ways, and several people would be glad to hear from me.

The question · Who would be happy to hear from you?

The step · Call one person today, for no particular reason.

The kids leaving home

EMPTY

The house is empty, and so is my role.

FULL

They're leaving because I made them able to leave.

The question · What would you like to take back up for yourself?

The step · Write down three things I used to love doing, and pick one back up this week.

Learning something new

EMPTY

It's too late to learn, my memory isn't what it was.

FULL

I learn with no exam and no pressure, with my curiosity intact and a lifetime of experience.

The question · What would you like to be able to do a year from now?

The step · Sign up for a workshop, a class or a club near home.

Everyone counts on me, because I have time

EMPTY

I've become everyone's backup plan.

FULL

People trust me, and I get to choose what I give.

The question · What do you say yes to gladly, and what would you rather decline?

The step · Say yes to one request I enjoy, and suggest another date for the one that weighs on me.

Everyday tools

	EMPTY	FULL	THE STEP
The calendar	Blank pages, or pages filled in by other people.	My week, which I finally get to compose myself.	Write in one moment for myself each week, in pen, like a real appointment.
The phone	It doesn't ring much anymore.	Photos, video calls, messages: a line to the people I love.	Send a photo of my day to someone I haven't seen in a long time.
The photo albums	A past that's over, and makes me nostalgic.	Proof of a full life, and stories to pass on.	Pick one photo, and tell its story to someone close or write it on the back.
The garden or the workshop	Chores that never end.	A place where my hands make something you can see.	Finish one small thing today, and show it to someone.
The community group	Meetings, friction, and always the same few doing everything.	A group where my being there makes a real difference.	Take on one small, specific task, and see it through.
The Social Security statement	Less than before, and worry about what's ahead.	A steady income, known in advance, that lets me plan.	Mark the payment dates in my calendar, and plan the month's expenses around them.
The TV	It fills the hours, and I doze off in front of it.	A window on the world, when I choose what I watch.	Choose tonight's show ahead of time, and turn it off right after.
The walking shoes	They're gathering dust by the door.	An outing available anytime, free, outdoors, at my own pace.	Set them by the door, and walk around the neighborhood today.

What drains your energy, and how to transform it

Feeling useless

"I'm no use to anyone anymore."

What it costs me • I turn down offers and stay home, which only deepens the feeling of being useless.

G Ground the fact

I stopped working six months ago.
This week, I helped a neighbor carry her groceries.

L Look for the full

My experience, my availability and my listening matter to people I can name.

S One step today

Write down three people I was useful to this month, and call one of them.

To repeat • *My usefulness has changed shape, not value.*

Feeling invisible

"Nobody sees what I do."

What it costs me • I keep doing more in silence, and resentment sets in.

G Ground the fact

Yesterday, I made three meals, did two drop-offs and took care of some paperwork.

L Look for the full

Everything held together thanks to me: that's real, even with no witness.

S One step today

Tonight, write down three things I kept running, and share one with someone close.

To repeat • *What I do is real, even when no one sees it.*

Loneliness

"The days are long, and that won't change now."

What it costs me • My energy drops, and leaving the house gets harder every day.

G Ground the fact

I haven't talked to anyone in two days.

L Look for the full

There are people and groups within reach, among those I know and in my neighborhood.

S One step today

Call someone close today, or look up a local activity; if this weight lasts, talk to my doctor.

To repeat • *One call is enough to open the door again.*

Getting older

"I'm going downhill, everything is getting harder."

What it costs me • I skip outings out of worry, and move even less.

G Ground the fact

I climb the stairs more slowly than I did five years ago.

L Look for the full

I still climb them, and I know my limits and my resources better.

S One step today

Go out today at my own pace, and write down what it gave me.

To repeat • *I work with the body I have, and it still carries me.*

A tighter budget

"We'll have to go without everything."

What it costs me • I say no to outings by reflex, and the worry spoils the simple moments.

G Ground the fact

My monthly income is lower than before, and I haven't listed my fixed expenses yet.

L Look for the full

A steady income, and plenty of pleasures that cost nothing: walking, hosting, passing things on.

S One step today

List my fixed expenses for the month, and spot one purchase to put off.

To repeat • *I know what I have, and I choose what I do with it.*

Having set my career aside

"I put my life on hold, and I've fallen behind."

What it costs me • I keep comparing myself, and I no longer dare to imagine a project of my own.

G Ground the fact

For four years, I haven't held a job, by choice, for my family.

L Look for the full

I've built up organization, patience and negotiation: skills I use every single day.

S One step today

List five skills I use at home or volunteering, and keep that list in writing.

To repeat • *My life wasn't on pause, it was somewhere else.*

Personal life and family

Home is where the glass fills the most, and sometimes where it drains the fastest: fatigue, mental load, tension, the end of the month. Whatever shape your household takes, living alone, as a couple, with or without kids, blended, this is not about being perfect. This section helps you look for the full in ordinary moments, and take one simple step, today.

Common situations

The morning rush, everyone running late

EMPTY

I say the same thing ten times, and we leave yelling.

FULL

A routine that already partly works: everyone ends up out the door on time, or close to it.

The question · What one step could you get ready the night before?

The step · Lay out bags and clothes tonight, and save one kind sentence for the moment you leave.

A tense family dinner

EMPTY

The same touchy subjects, the same old roles.

FULL

People who made the effort to be there, around the same table.

The question · What shared topic could bring everyone together?

The step · Have two light topics ready, and step into another room for a few minutes if things heat up.

Splitting the chores

EMPTY

I'm always the one who notices what needs doing.

FULL

A home that runs, and people who can take on more if someone tells them what.

The question · What specific task could you hand off?

The step · Hand off one whole task, start to finish, without redoing it afterward.

The teenager who shuts the door

EMPTY

My teen doesn't talk to me anymore, I'm losing them.

FULL

A young person building their own space, who comes back when my door stays open.

The question · When do they open up most easily?

The step · Offer some side-by-side time, in the car or in the kitchen, with no interrogation.

Aging parents

EMPTY

I watch them slow down, and I never do enough.

FULL

Time still together, and a chance to offer them presence, not just logistics.

The question · What would make them happy this week?

The step · Call for a light reason, not to plan an appointment, and ask them for a memory.

A friend drifting away

EMPTY

We don't call anymore, it's over.

FULL

Years of friendship that don't just vanish, and a bond one message can restart.

The question · What would you like to tell them today?

The step · Send a short message with a shared memory, without any blame.

The weekend slipping away

EMPTY

Errands, cleaning, and it's already Monday.

FULL

Two days that can hold moments for me, if I choose them before they fill up.

The question · Which moment this weekend is yours alone?

The step · Block two hours with no chores, and protect them like an appointment.

An unexpected expense at home

EMPTY

Another expense, we'll never get ahead.

FULL

A specific problem, with a cost I can put a number on and several options.

The question · What are your three options, from simplest to cheapest?

The step · Compare three fixes, repair, used, new, before deciding, and postpone one non-urgent purchase.

A vacation that doesn't go as planned

EMPTY

It's raining, we're bickering, it's all ruined.

FULL

Time together, away from routine, and memories that often come from the unexpected.

The question · What is still possible today?

The step · Change the day's plan, and ask everyone for one idea.

Evening on the couch, scrolling

EMPTY

I scroll until midnight, and go to bed drained.

FULL

An evening still open, and a body clearly telling me it wants rest.

The question · What would truly rest you tonight?

The step · Pick something truly restful: reading, calling someone close, or going to bed earlier.

Everyday tools

	EMPTY	FULL	THE STEP
The family calendar	Boxes crammed full, and nobody looks at it.	Proof of a lively household, and a tool to coordinate without repeating everything.	Go over it together for ten minutes on Sunday, and add one enjoyable moment.
The fridge	Nearly empty by Thursday, and the question: "What's for dinner?"	Meals already possible with what's inside, if I look before I shop.	List three meals I can make with what's there, before going grocery shopping.
The family group chat	Endless notifications, and misunderstandings in writing.	A thread that keeps everyone connected, even far apart.	Share good news or a photo there, and save sensitive topics for a phone call.
The kitchen table	It's buried under papers, mail and homework.	The place where we come together, at least once a day.	Clear it tonight, and share a meal with no phones on the table.
The household budget	Numbers that make me anxious, so I don't look.	A clear map: knowing where I stand is already taking back control.	Write down this week's expenses on one sheet, no judging, just to see.
The chore chart	A list nobody else checks off.	A visible agreement, so I don't have to repeat everything or keep it all in my head.	Redo it together, with one task chosen by each person, even the youngest.
The car	Drives, traffic, and I'm the family chauffeur.	A quiet shared space, where conversations start on their own.	On the next drive, turn off the radio and ask one open question.
The evening routine	A battle over bedtime, or a screen until late.	The last moment of the day, the one that sets the tone for the night.	Keep the same move every night: a story, a warm drink, or three proofs written down.

What drains your energy, and how to transform it

The mental load

"If I don't think of everything, nothing gets done."

What it costs me • I wear myself out, sleep badly, and get short with the people I love.

G Ground the fact

This week, I handled the appointments, the groceries and the sign-ups with no help.

L Look for the full

The house runs thanks to this organizing, and other people can take on part of it.

S One step today

Write down everything in my head, then hand one whole line to someone else.

To repeat • *I don't have to carry it all for it all to hold.*

Parent guilt

"I'm not doing enough for my child."

What it costs me • I overcompensate, give in on everything, and stop enjoying our time together.

G Ground the fact

This morning, I raised my voice, and I couldn't make it to the school show.

L Look for the full

My child is fed, loved and cared for, and tonight I can repair things and be there.

S One step today

Tonight, simply apologize for this morning, and share ten minutes of real presence.

To repeat • *A present parent beats a perfect one.*

Tension in the relationship

"We don't get each other anymore, we're drifting apart."

What it costs me • We only talk logistics now, and each of us withdraws into our own corner.

G Ground the fact

We argued twice this week, both times about logistics.

L Look for the full

We both care about our home, and we can still laugh together.

S One step today

Suggest twenty minutes together, no screens and no schedules, to talk about something else.

To repeat • *Two people who care about the same thing, each in their own way.*

Money at home

"We'll never make it, and it's my fault."

What it costs me • I sleep badly, avoid checking my account, and tension rises at home.

G Ground the fact

I have an exact amount in the account, and a set number of days until the next paycheck.

L Look for the full

The essentials are paid, and I get to choose what happens with part of what's left.

S One step today

List the planned expenses until the end of the month, and postpone one non-urgent purchase.

To repeat • *I look my numbers in the eye, and choose the next step.*

Fatigue and taking care of myself

"I never have time to take care of myself."

What it costs me • I run on coffee and screens, and my energy drops week after week.

G Ground the fact

This week, I turned off the light after midnight five nights out of seven.

L Look for the full

The other two nights, I went to sleep earlier, and I felt it the next day.

S One step today

Tonight, leave the phone outside the bedroom thirty minutes before sleep.

To repeat • *Taking care of myself is also taking care of my people.*

Comparing my home to others

"Everyone else seems to have it easier."

What it costs me • I undervalue my own life, and miss what's going well.

G Ground the fact

Tonight, I saw friends' vacation photos, and my mood shifted.

L Look for the full

We have our own high points: a fit of laughter, a good meal, a win nobody posted.

S One step today

Tonight, write down three moments from our week that did me good.

To repeat • *I look at our life, not their highlight reel.*

PART 3

Worksheets

Print these pages as often as you need, or copy them into a dedicated notebook.

GLASS review

The situation: _____

Date: _____

G Ground: the facts, in one sentence (camera test)

L Look: what already works, what is already gained

A Amplify: if this full part doubled...

S Step in: my step today (concrete, small, in my control)

S Save: the proof, tonight

All is, and flows.

GLASS review

The situation: _____

Date: _____

G Ground: the facts, in one sentence (camera test)

L Look: what already works, what is already gained

A Amplify: if this full part doubled...

S Step in: my step today (concrete, small, in my control)

S Save: the proof, tonight

All is, and flows.

Proof journal · one week

Every evening, three things that worked thanks to you. Not what you did: what it changed.

Monday

1
2
3

Tuesday

1
2
3

Wednesday

1
2
3

Thursday

1
2
3

Friday

1
2
3

Saturday

1
2
3

Sunday

1
2
3

My Level over 90 days

Every evening: energy, focus and intention from 0 to 10, then your proofs (0, 1, 2 or 3). Level = energy × 3 + focus × 3.5 + intention × 2 + proofs (0, 6, 10.5 or 15). Write the total in the day's box. Low glass: 0 to 39 · half glass: 40 to 69 · full glass: 70 to 100.

D1	D2	D3	D4	D5	D6	D7	D8	D9	D10
D11	D12	D13	D14	D15	D16	D17	D18	D19	D20
D21	D22	D23	D24	D25	D26	D27	D28	D29	D30
D31	D32	D33	D34	D35	D36	D37	D38	D39	D40
D41	D42	D43	D44	D45	D46	D47	D48	D49	D50
D51	D52	D53	D54	D55	D56	D57	D58	D59	D60
D61	D62	D63	D64	D65	D66	D67	D68	D69	D70
D71	D72	D73	D74	D75	D76	D77	D78	D79	D80
D81	D82	D83	D84	D85	D86	D87	D88	D89	D90

Loosening a belief that drains the glass

The sentence: "I'll never be able to..."

Is it a fact or an interpretation? (camera test)

What does this thought cost me?

What more useful thought can take its place?

A first step in the direction of the new thought

Intuition log

Fear pushes, desire flatters, intuition observes. Listen, then check: two facts for, one fact against, a first step you can undo.

Date	The intuition, in one sentence	2 facts for · 1 fact against	First step	What came of it

Letter to your future self

Write from where you will be in a year, with a full glass: what changed, what you built, what you are proud of.
Date it, seal it, open it in twelve months.

Answer key

1 Answer: A fact

It's a fact: a camera could film the change in the calendar. No judgment, no guessing at intentions.

2 Answer: An interpretation

It's an interpretation: a camera can't film "bad at math." Factual version: "I lost half the points on the probability problems."

3 Answer: An interpretation

It's an interpretation: "nobody" and "ever" are absolute words, and a camera can't film them. Factual version: "This week, I did the dishes six nights out of seven."

4 Answer: A fact

It's a fact: a camera could film the grade on the paper. What you think about it comes afterward.

5 Answer: A fact

It's a fact: dates and numbers a camera could film. It's a solid basis for talking it over with the team.

6 Answer: An interpretation

It's an interpretation: a camera can't film what people think. Factual version: "Three reports out of eight came in after the deadline."

7 Answer: A fact

It's a fact: a camera could film the line and count the people in it.

8 Answer: An interpretation

It's an interpretation: "everyone" and "hostile" are an absolute word and a judgment. Factual version: "Two people raised their voices at the counter this morning."

9 Answer: The client said quality wasn't the issue, and our other three major clients are staying with us.

Yes: this full is true, verifiable and usable. The problem is still there, but there's something to build on.

10 Answer: I got 7 out of 10 on the theory questions; it's the problems that cost me points.

Yes: it's true, specific, and it already shows where to work.

11 Answer: I was one of the last two candidates, and the recruiter pointed out my hands-on experience.

Yes: a true full, based on what happened, and useful for the next interview.

12 Answer: She's leaving in two months, and two coworkers already know a good part of her work.

Yes: time and skills already in place. It's true, and it's something you can build on.

13 Answer: The group work took off, and two quiet students asked questions.

Yes: two true, specific things that tell you what to do again next time.

14 Answer: Before 11 a.m., I send my manager the list of the two missing documents.

Yes: a verb, an object, a time. It's small and in your control.

15 Answer: Tonight, I redo the three problems from chapter 4 in thirty minutes.

Yes: specific, short, doable tonight. And you'll know if it's done.

16 Answer: I invite him for coffee tomorrow at 10 a.m. to talk about the schedule.

Yes: a simple offer, at a set time, that depends only on you.

17 Answer: Before noon, I email a former coworker to ask for a ten-minute chat.

Yes: one message, one person, before noon. Small, and already a step.

18 Answer: This morning, I ask each person what's slowing them down most this week.

Yes: a concrete question, today, that will give you facts.

19 Answer: The office is adopting this software; I choose to learn the three features I need this week.

The facts stay the same, and "I choose to" gives you back a move.

20 Answer: I have eleven open files; I choose to ask my boss which ones come first.

The facts stay the same, and "I choose to" gives you back a move.

21 Answer: I have two exams Monday; I choose to study Saturday morning and keep Sunday afternoon free.

The facts stay the same, and "I choose to" gives you back a move.

22 Answer: Customers often ask the same questions; I choose to write up a standard answer.

The facts stay the same, and "I choose to" gives you back a move.

23 Answer: Mornings are tense; I choose to get things ready the night before with them.

The facts stay the same, and "I choose to" gives you back a move.

24 Answer: Fear

That's fear: it pushes, creates urgency and talks in disasters. Sleep on it before you answer.

25 Answer: Desire

That's desire: it flatters and promises everything will be wonderful. Go back to the facts of the job before deciding.

26 Answer: Intuition

That's probably intuition: calm, brief, and it comes back the same. Next: write it down, look for two facts for it and one against, then take a first reversible step.

27 Answer: Fear

That's fear: it says "run" and imagines the worst. It deserves to be heard, not obeyed.

28 Answer: Desire

That's desire: superlatives and promises. It's strong at first, then fades. Let a few days pass and look at the numbers.

29 Order: G = c, L = e, A = a, S = d, S = b

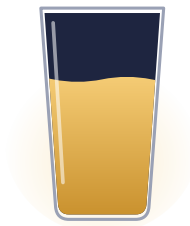
30 Order: G = c, L = e, A = a, S = d, S = b

What's next

A workbook ends, a practice begins. Three ways to keep going:

- **The DNP Letter** · every week, one idea, one review and one practice (you already receive it if you downloaded this workbook).
- **The DNP app** · the Evening Level, guided reviews and more than a hundred exercises with feedback, on your phone: dnp.me/en/app
- **The 90-day program** · observe, establish, radiate, in a group: dnp.me/en/program

If the book helped you, a review on Amazon helps other readers find it. Thank you.



All is, and flows.

BISSIL KING

DNP is a personal development method, not treatment. If you are going through a very hard time, talk to a doctor. If you have thoughts of suicide, call or text 988 (Suicide & Crisis Lifeline), free, 24/7. In an emergency, call 911.

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