



## Seven Keys to Engaging People for Service Excellence Key 2 - Belonging: Celebrate What Unites Us

### The 12 Facets of Intimacy

People are multi-dimensional beings and so to are the ways by which we connect. We all have thick, thin and broken relationships in our lives. One of our greatest challenges to strengthen our connections may be to expand the concept of intimacy beyond the stereotype that our primary expression or experience of love or closeness is either emotional or sexual. The many facets of intimacy are offered to support your journey as human to build relationships and value others. You may find this list refreshing in the face of media stereotypes that put us in a box. Let us always remember that we are naturally interdependent beings that grow and thrive best when we connect with others. Maybe that's why it's called, "In-to-me-see."

1. AESTHETIC Intimacy (sharing experiences of beauty)
2. COMMITMENT Intimacy (mutually derived from common self-investment)
3. COMMUNICATION Intimacy (talking and sharing, the source of all types of true intimacy)
4. CONFLICT Intimacy (facing and struggling with differences)
5. CREATIVE Intimacy (sharing acts of creating together)
6. CRISIS Intimacy (closeness in coping with problems and pain)
7. EMOTIONAL Intimacy (being tuned to each other's wavelength)
8. INTELLECTUAL Intimacy (closeness in the world of ideas)
9. SEXUAL Intimacy (erotic or orgasmic closeness)
10. SPIRITUAL Intimacy (the we-ness in sharing the meaning of life)
11. RECREATIONAL Intimacy (relating in the experiences of fun and play)
12. WORK Intimacy (the closeness of sharing common tasks)

### DISCUSSION STARTERS

Each facet of intimacy contains an invitation to explore a richer depth of relating.

Q. What combination of intimacies are important for a parent-child relationship to be healthy?

Q. What ways of sharing are important when dealing with others in the workplace?

Q. What are the intimacies that are needed to nurture strong friendships?

Q. What facets of intimacy are necessary for a marriage or life-long partnership to thrive? Why?

The Next Step: What facets of intimacy are you now celebrating? Which new ways do you want to explore? Who would you like to share this list with?

## Sharing the 12 Intimacies

Instructions: List all the people in your life that you share the following intimacies with. If you include yourself then list how or when you share this intimacy. Thank them the next time you get a chance.

1. AESTHETIC Intimacy (sharing experiences of beauty)  
I share AESTHETIC Intimacy with:
2. COMMITMENT Intimacy (mutually derived from common self-investment)  
I share COMMITMENT Intimacy with:
3. COMMUNICATION Intimacy (talking and sharing, the source of all types of true intimacy)  
I share COMMUNICATION Intimacy with:
4. CONFLICT Intimacy (facing and struggling with differences)  
I share CONFLICT Intimacy with:
5. CREATIVE Intimacy (sharing acts of creating together)  
I share CREATIVE Intimacy with:
6. CRISIS Intimacy (closeness in coping with problems and pain).  
I share CRISIS Intimacy with:
7. EMOTIONAL Intimacy (being tuned to each other's wavelength)  
I share EMOTIONAL Intimacy with:
8. INTELLECTUAL Intimacy (closeness in the world of ideas)  
I share INTELLECTUAL Intimacy with:
9. SEXUAL Intimacy (erotic or orgasmic closeness)  
I share SEXUAL Intimacy with:
10. SPIRITUAL Intimacy (the we-ness in sharing the meaning of life)  
I share SPIRITUAL Intimacy with:
11. RECREATIONAL Intimacy (relating in the experiences of fun and play)  
I share RECREATIONAL Intimacy with:
12. WORK Intimacy (the closeness of sharing common tasks)  
I share WORK Intimacy with

## The Four Loves

STORGE: Affection love between parents their children

PHILIA: Friendship love of friends and family

AGAPE: Charity love from self-giving, altruistic and compassion

EROS: Love caused by desire and passion for another.

[Learn more](#)

## Celebrating Connections

Q1. What is the name of a teacher or role model who believed in you? \_\_\_\_\_

Q2. What are three personality traits or virtues of character that you appreciate about them?

- 1.
- 2.
- 3.

Q3. When or where in the last month would others have observed these same traits and virtues of character in you? Describe in detail the situation where you had the opportunity “Pay it Forward” with the same traits you appreciated in your teacher or role model.

- 1.
- 2.
- 3.

Q4. Who are four friends who have helped you most through difficult times?

- 1.
- 2.
- 3.
- 4.

Q5. Name five influential people in your past who taught you something important. Note their role may be judged as either negative or positive as both can inspire life lessons.

Person 1. \_\_\_\_\_ Life lesson \_\_\_\_\_

Person 2. \_\_\_\_\_ Life lesson \_\_\_\_\_

Person 3. \_\_\_\_\_ Life lesson \_\_\_\_\_

Person 4. \_\_\_\_\_ Life lesson \_\_\_\_\_

Person 5. \_\_\_\_\_ Life lesson \_\_\_\_\_

Q6. Who was your hero as a kid? What are three personality traits that you admired in them.

- 1.
- 2.
- 3.

Revisit Question 3 to explore their legacy in your life today.

# FACING FEELINGS



AGGRESSIVE



AGONIZED



AMUSED



ANGRY



ANXIOUS



APATHETIC



APOLOGETIC



ARROGANT



ASHAMED



BASHFUL



BLISSFUL



BOASTFUL



BORED



CAUTIOUS



COLD



COMPETITIVE



CONCENTRATING



CONFIDENT



CONFUSED



CONNIVING



CONTEMPT



CONTENTED



CRANKY



CREATIVE



CURIOUS



DELIGHTED



DEMURE



DEPRESSED



DETERMINED



DISAPPOINTED



DISAPPROVING



DISGUSTED



DISTASTEFUL



DOMINEERING



EAGER



EAVESDROPPING



ECSTATIC



EFFICIENT



EGOTISTICAL



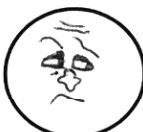
EMBARRASSED



ENRAGED



ENTHUSIASTIC



ENVIOUS



EXASPERATED



EXERCISED



EXHAUSTED



EXPECTANT



FIENDISH



FORGETFUL



FRIGHTENED



FRUSTRATED



GOSSIPY



GRATEFUL



GREEDY



GRIEVING



GUILTY



HAPPY



HELPFUL



HELPLESS



HOMESICK



HOPEFUL



HORRIFIED



HOT



HUNGOVER



HURT



HYSTERICAL



IDIOTIC



IMPRESSED



INDIFFERENT



INFATUATED

# FACING MORE FEELINGS



IRRESISTIBLE



INNOCENT



INSECURE



INSIGNIFICANT



INSPIRED



INTERESTED



JEALOUS



KIND



LAZY



LOADED



LONELY



LOVABLE



LUSTFUL



LOVESTRUCK



MARTYRED



MEDITATIVE



MELLOW



MISCHIEVOUS



MISERABLE



NAUSEATED



NEGATIVE



NERVOUS



NOBLE



NONCHALANT



NOSTALGIC



OBSTINATE



OPTIMISTIC



OVERWORKED



PAINED



PASSIVE



PARANOID



PERPLEXED



PRESSURED



PRUDISH



PUZZLED



REGRETFUL



RELIEVED



RESENTFUL



SAD



SATISFIED



SKEPTICAL



SCHEMING



SEDUCTIVE



SHEEPISH



SICK



SHOCKED



SMUG



SOPHISTICATED



SUCCESSFUL



SULKY



SURLY



SURPRISED



SUSPICIOUS



SYMPATHETIC



TALKATIVE



TEMPTED



TENDER



THOUGHTFUL



THREATENED



TIMID



TIRED



TRANSCENDED



TRIUMPHANT



TURNED-ON



TWO-FACED



UNDECIDED



UNEASY



VULNERABLE



WITHDRAWN



WORRIED

## The Invitation

It doesn't interest me what you do for a living. I want to know what you ache for, and if you dare to dream of meeting your heart's longing.

It doesn't interest me how old you are. I want to know if you will risk looking like a fool for love, for your dreams, for the adventure of being alive.

It doesn't interest me what planets are squaring your moon. I want to know if you have touched the center of your own sorrow, if you have been opened by life's betrayal or have become shriveled and closed from fear of further pain!

I want to know if you can sit with pain... mine or your own, without moving to hide it or fade it or fix it.

I want to know if you can be with JOY... mine or your own, if you can dance with wildness and let the ecstasy fill you to the tips of your fingers and toes without cautioning us to be careful, be realistic, or to remember the limitations of being human.

It doesn't interest me if the story your telling me is true. I want to know if you can disappoint another to be true to yourself. If you can bear the accusation of betrayal and not betray your own soul. I want to know if you can be faithless and therefore trustworthy.

I want to know if you can see beauty even when it is not pretty every day, and if you can source your life from it's presence.

I want to know if you can live with failure... yours and mine, and still stand on the edge of a lake and shout to the silver of the full moon...."YES!"

It doesn't interest me to know where you live or how much money you have. I want to know if you can get up after a night of grief and despair, weary and bruised to the bone and do what needs to be done for the children.

It doesn't interest me who you are, how you came to be here. I want to know if you will stand in the center of the fire with me and not shrink back.

It doesn't interest me where or what or with whom you have studied. I want to know what sustains you from the inside when all else falls away.

I want to know if you can be alone with yourself, and if you truly like the company you keep in those empty moments.

— [Oriah Mountain Dreamer](#)

## What Love is...

"When my grandmother got arthritis, she couldn't bend over and paint her toenails anymore. So my grandfather does it for her all the time, even when his hands got arthritis, too. That's love." – Rebecca, age 8

"When someone loves you, the way they say your name is different. You know that your name is safe in their mouth." – Billy, age 4

"Love is when a girl puts on perfume and a boy puts on shaving cologne and they go out and smell each other." – Karl, age 5

"Love is when you go out to eat and give somebody most of your French fries without making them give you any of theirs." – Chrissy, age 6

"Love is what makes you smile when you're tired." – Terri, age 4

"Love is when my mommy makes coffee for my daddy and she takes a sip before giving it to him, to make sure the taste is OK." – Danny, age 7

"Love is when you kiss all the time. Then when you get tired of kissing, you still want to be together and you talk more. My Mommy and Daddy are like that. They look gross when they kiss." – Emily, age 8

"Love is what's in the room with you at Christmas if you stop opening presents and listen." – Bobby, age 5

"If you want to learn to love better, you should start with a friend who you hate." – Nikka, age 6

"When you tell someone something bad about yourself and you're scared they won't love you anymore. But then you get surprised because not only do they still love you, they love you even more." – Matthew, age 7

"Love is when you tell a guy you like his shirt, then he wears it everyday." – Noelle, age 7

"Love is like a little old woman and a little old man who are still friends even after they know each other so well." – Tommy, age 6

"During my piano recital, I was on a stage and scared. I looked at all the people watching me and saw my daddy waving and smiling. He was the only one doing that. I wasn't scared anymore." – Cindy, age 8

"Love is when mommy sees daddy smelly and sweaty and still says he is handsomer than Robert Redford." – Chris, age 8

"Love is when your puppy licks your face even after you left him alone all day." – Mary, age 4

"I know my older sister loves me because she gives me all her old clothes and has to go out and buy new ones." – Lauren, age 5

"I let my big sister pick on me because my Mom says she only picks on me because she loves me. So I pick on my baby sister because I love her." – Bethany, age 4

"Love is when mommy sees daddy on the toilet and she doesn't think it's gross." – Mark, age 8

"Love cards like Valentine's cards say stuff on them that we'd like to say ourselves, but we wouldn't be caught dead saying." – Mike, age 8

"When you love somebody, your eyelashes go up and down and little stars come out of you." – Karen, age 7

## Resources for Deepening Engagement

Books/Self-Study Guides	Price	Quantity
<p><b>Leadership and Self Deception: Getting Out of the Box</b> <i>How self-deception kills performance and what you can do about it.</i></p>	<b>\$19.95</b>	_____ <i>Leadership</i>
<p><b>The Anatomy of Peace: Resolving the Heart of Conflict</b> <i>See people as people and stop perpetuating the problems we are trying to solve.</i></p>	<b>\$19.95</b>	_____ <i>Anatomy of Peace</i>
<p><b>Healthy Relationships Program</b> <i>A critically-acclaimed violence-prevention guide featuring over 50 activities.</i></p>	<b>\$69.95</b>	_____ <i>Healthy Relationships</i>

### Audio CD's

<p><b>How to Wake Up Happy and Do What You Love! – Audio CD with Study Guide</b> <i>Your days are your life in miniature, rise and shine!</i></p>	<b>\$19.95</b>	_____ <i>Wake Happy CD</i>
<p><b>How to Deal With Difficult People for Good! – Audio CD with Study Guide</b> <i>What if other people are not failed attempts at being me?</i></p>	<b>\$19.95</b>	_____ <i>Difficult People CD</i>
<p><b>Disk 1: Inspired Living – Disk 2 Fulfilling Work</b> <i>A double disk set featuring the infamous chocolate meditation and other insights!</i></p>	<b>\$19.95</b>	_____ <i>Inspired Insights CD</i>

### Video DVD's

<p><b>Dreamweavers: A Guide to Awakening Intentional Living – DVD with Study Guide</b> <i>The easiest way to realize your dreams is to wake up...</i></p>	<b>\$19.95</b>	_____ <i>Dreamweavers DVD</i>
<p><b>The Quest for Inclusive Workplaces – DVD</b> <i>Each of us has an instrument to play in the vast orchestra of humanity</i></p>	<b>\$19.95</b>	_____ <i>Inclusive Work DVD</i>
<p><b>Energizing Work for Professionals – DVD</b> <i>Revitalizing the four dimensions of energy for big-hearted givers</i></p>	<b>\$19.95</b>	_____ <i>Energizing DVD</i>
<p><b>Seven Keys to Unlocking Employee Engagement – DVD</b> <i>Strategies to maximize the culture of human potential</i></p>	<b>\$19.95</b>	_____ <i>Engagement DVD</i>

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***Success Formula: Valuing Self, Others and Service = Healthy Emotional Connections = Fulfilling Employee Engagement = Service Excellence = Individual, Organizational & Community Prosperity...***

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