BECOMING HIGHLY EFFECTIVE WHEN YOU CAN’T BE PERFECT

Prepared for C-OM-O Groups

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Based on “7 Habits” by, Stephen R. Covey
IN THE LAST 30 YEARS WE HAVE TRANSITIONED FROM THE INDUSTRIAL AGE TO THE INFORMATION AGE...

...life is more complex, more stressful, more demanding. So, how do we remain highly effective and relevant in our personal lives, our families, and our organizations?

Many people are gripped with a sense of fear (for the future) or vulnerability (losing their job or not able to provide for their family)

FEAR AND INSECURITY
I WANT IT NOW

- People want things and want them now. Our culture and Wall Street scream for results today.

BLAME AND VICTIMISM

- It’s the “if only game” blaming everyone and everything else for our problems and challenges – taking responsibility and showing initiative is the supreme power of choice.
Cynicism and hopelessness leads to stagnation – discouragement - depression

HOPELESSNESS

The problem is not our work, not the complexity or change...the problem is our modern culture says “go in earlier, stay later, be more efficient, live with the sacrifice for now” – this does not produce balance and peace of mind.

LACK OF LIFE BALANCE
The greatest opportunities and boundless accomplishments are reserved for those who master the art of “we” – working selflessly with mutual respect, for mutual benefit.

WHAT'S IN IT FOR ME?

Influence is having a voice that is heard, respected, and valued

The real beginning of influence comes as others sense you are being influenced by them – when they feel you have listened deeply and sincerely

THE HUNGER TO BE UNDERSTOOD
People are magnificently different
What a waste to fail to unleash the principle of creative cooperation in developing solutions to problems that are better than either party’s original notion/idea

CONFLICT AND DIFFERENCES

> PROACTIVE MEANS MORE THAN MERELY TAKING INITIATIVE
> PROACTIVE MEANS WE ARE RESPONSIBLE FOR OUR OWN LIVES
> PROACTIVE MEANS OUR BEHAVIOR IS A FUNCTION OF OUR DECISIONS, NOT OUR CONDITIONS

Effective people are PROACTIVE (not reactive)
Reactive Language

- There's nothing I can do.
- That's just the way I am.
- He makes me so mad.
- They won't allow that.
- I have to do that.
- I can't.
- I must.
- If only....

Proactive Language

- Let's look at our alternatives.
- I can choose a different approach.
- I control my own feelings.
- I can create effective presentations.
- I will choose an appropriate response.
- I choose.
- I prefer.
- I will.

EFFECTIVE PEOPLE ARE PROACTIVE (NOT REACTIVE)

"WHAT LIES BEHIND US AND WHAT LIES BEFORE US ARE TINY MATTERS COMPARSED TO WHAT LIES WITHIN US."

Oliver Wendell Holmes

Effective people begin with the end in mind
EFFECTIVE PEOPLE BEGIN WITH THE END IN MIND

- We get caught up in the “activity trap” - the busyness of life, working harder and harder climbing the ladder of success only to discover the ladder is leaning against the wrong wall

- START with a clear understanding of your destination

- To KNOW where you are going you better UNDERSTAND where you are now

- We may be very busy, we may be very efficient, but we will also be truly effective only when we begin with the end in mind

When someone tells you to "Expect the Unexpected" Slap them in the face & Ask them... If they expected it...!!
LEADERSHIP DECIDES WHAT “FIRST THINGS” ARE; MANAGEMENT PUTS THEM FIRST - MANAGEMENT IS DISCIPLINE, CARRYING THINGS/ IDEAS/ GOALS OUT.

Put first things…First

“THE COMMON DENOMINATOR OF SUCCESS”   E.M. GRAY

NOT HARD WORK, GOOD LUCK, ASTUTE HUMAN RELATIONS - BUT, PUTTING FIRST THINGS FIRST (STRENGTH OF PURPOSE)

Put first things…FIRST
THINK WIN-WIN – IT’S NOT YOUR WAY OR MY WAY, IT’S BETTER OR HIGHER

6 paradigms of interaction:

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<tr>
<th>Win/Win</th>
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- ALWAYS SEeks mutual benefit
- All parties are committed
- Cooperative, not competitive
- There is plenty for everyone

Win/Win is a frame of mind and heart
4 Levels of “listening”
- Ignoring OR Pretending to listen
- Selective listening
- Attentive listening (focusing on the words)
- Empathic Listening – intent to understand

Seek first to understand, then to be understood

When we seek first to understand, then to be understood...

Our differences are no longer stumbling blocks.
We open the door to creative solutions.
Differences become stepping stones to synergy.
"I TAKE AS MY GUIDE THE HOPE OF A SAINT: IN CRUCIAL THINGS, UNITY - IN IMPORTANT THINGS, DIVERSITY - IN ALL THINGS, GENEROSITY"

Inaugural address of President George H. W. Bush

SYNERGY - the essence of principle-centered leadership

- The essence of synergy is to value differences - to respect them, to build on strengths, to compensate for weaknesses
- Synergy could create a generation more geared to service and contribution, and less protective, less adversarial, less selfish
- Synergy is teamwork, team building, the development of unity and creativity

SYNERGY MEANS THE WHOLE IS BETTER THAN THE SUM OF ITS PARTS
SHARPEN THE SAW: PRINCIPLES OF BALANCED SELF-RENEWAL

4 DIMENSIONS OF RENEWAL

- Physical
- Social/Emotional
- Mental
- Spiritual

SHARPENING THE SAW - WE ARE THE INSTRUMENTS OF OUR OWN PERFORMANCE; TO BE EFFECTIVE, WE MUST SHARPEN THE SAW IN ALL FOUR AREAS

PERSONAL
- Physical – exercise, nutrition, stress management
- Social – service, empathy, synergy, intrinsic security
- Mental – reading, visualizing, planning, writing
- Spiritual – value clarification & commitment, Study & Meditation

BUSINESS
- Physical – the economic
- Social – how people are treated
- Mental – how people are developed and used
- Spiritual – the service, the job, the contribution the organization gives
SEVEN WAYS TO BE HIGHLY EFFECTIVE WHEN YOU CAN’T BE PERFECT