

DITCH THE DRAMA AND TURN EXCUSES INTO RESULTS

cywakeman.com

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Efficiency

- Outcomes
- Process
- Teams
- Accountability
- Management

Loyalty

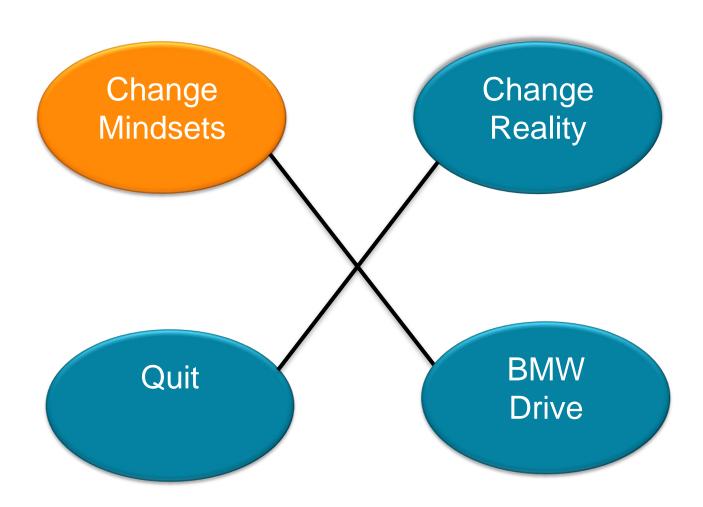
- Empathy
- Responsiveness
- Teamwork
- Resources
- Individual
- Coaching & Development
- Leadership



In changing times, lead first, manage second.



Typical Responses to Trends



Learned Helplessness



Employee Value

Current Performance

Future Potential

(3) Emotional Expense



Emotionally Inexpensive

Personal Accountability

Reality Based Thinking

Change Capitalization

Organizational Alignment

Driving for Results

Personal Accountability

Why doesn't anyone tell me anything? Why do they keep changing? When will they get it?

Personal Accountability, QBQ.com by John Miller

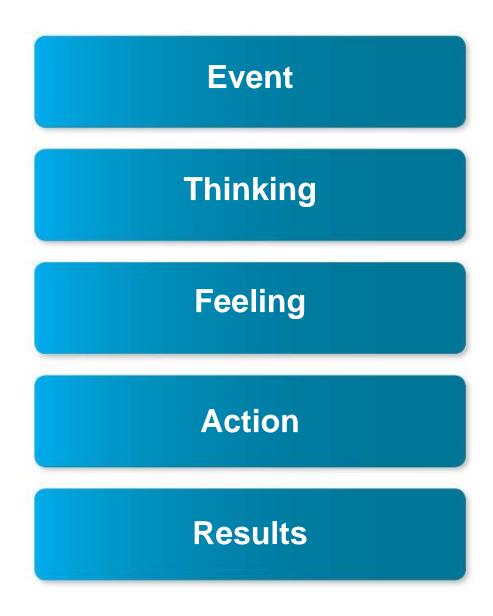


What? How? "I" Action

Personal Accountability, QBQ.com by John Miller



Reality-Based Thinking



The average person spends Two hours a day arguing with reality



Right or happy?



After the story . . .
How can I help?
What is the next right action?



The minute you start judging . . . You STOP serving You STOP leading You STOP adding value

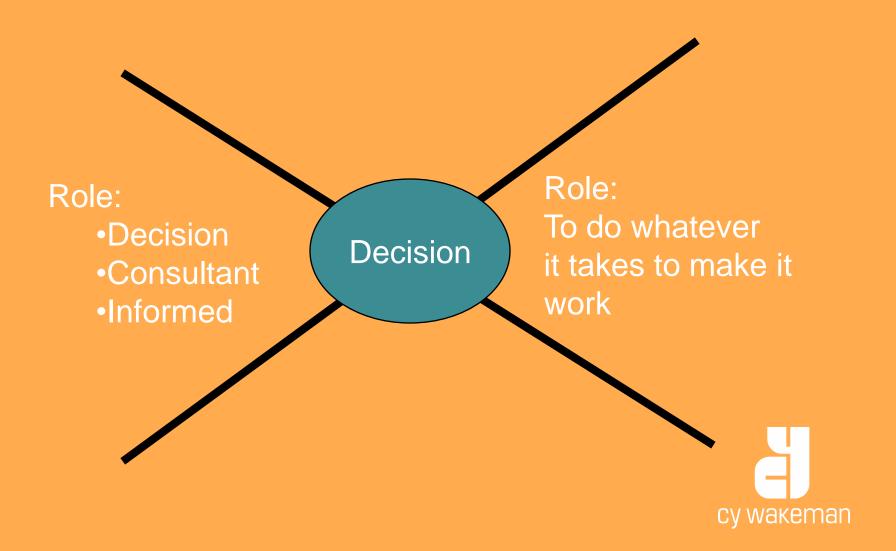


Organizational Alignment

Does my opinion count?



Does My Opinion Count?



Capitalizing on Change

Work with the Willing



Resistance

Threat Belief Reaction Past

Maintenance

Play it Safe Lacks Meaning Don't Care Past/Future

Vision

Opportunity Creativity Resource Present

Issue or Event

The Art of Reframing

Whether or not you believe something to be possible or impossible, either way you will be right.



Negative Brainstorming



Driving for Results

Results Circle

Yes or No
Account - ability
Response - ability
Ind. Contribution
Stakeholdership

Right Blame Collude Victim

Results or Learning

Reasons Stories Excuses

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