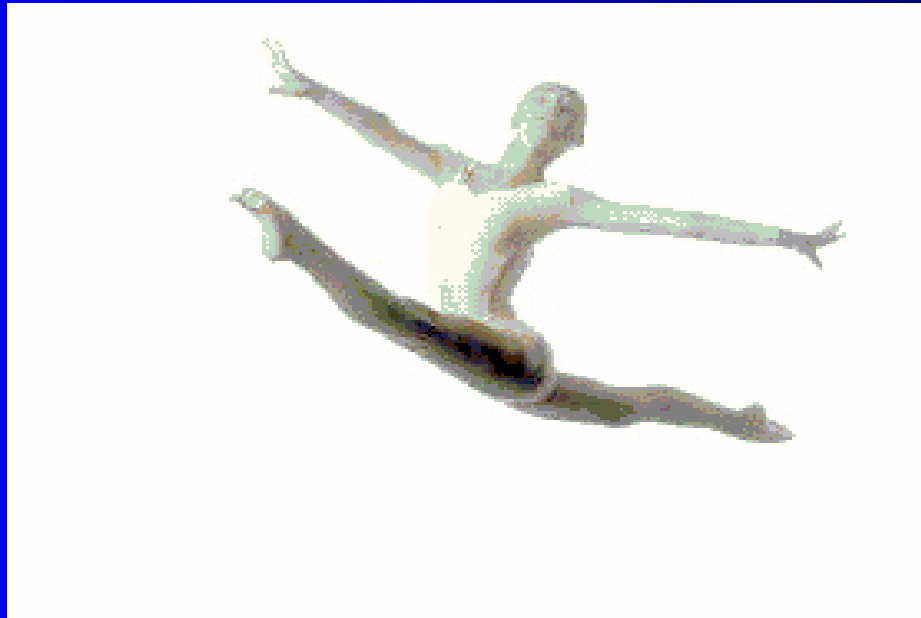


Personal Growth

Lighting our own fires



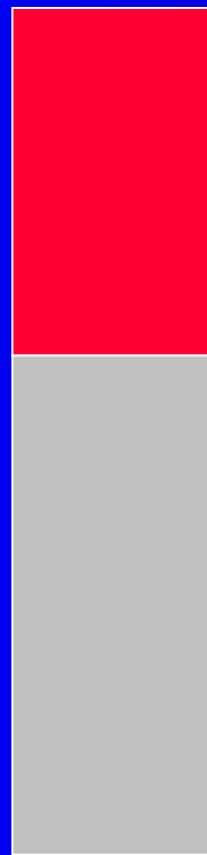
Accounting methods getting obsolete

- *2/3 of corporate value is intangible*
- *Building good will and brand value more important than short term profit*
- *Fix your eyes not on what is seen but what is unseen, because what is seen is temporal but what is unseen is eternal*
- *Brand means image and soul of the organization*

Three performance measures, keep it simple

- *Staff satisfaction*
- *Client satisfaction*
- *Financials*

Capture discretionary energy



discretionary
energy

applied energy

Happy staff, happy customers; keys for happiness

- Effort
- Balance
- Positive Thinking
- Diversity

Love – genuine interest in and care for all we interact with

- The most precious gift is to give of yourself, to give of your life.
- Love is not primarily a relationship between two persons; it is an attitude, an orientation of character, which determines relatedness.

The Art Of Loving by Erich Fromm

- Love is the most powerful god to assist man in the acquisition of merit and happiness. Love is the gift of goodwill and never of ill will.

/ Symposium by Plato /

Humour

- People who don't laugh regularly cannot be taken seriously
- Even the devil can't get at you as long as you're laughing
- Victor Frankl on humour for survival
- Waratte ii Tomo

How Can I Help?

- We must feel joy for ourselves
- If our Flowers don't grow well, we don't blame them or argue with them...
- Don't be afraid to love
- I don't ask you to be perfect, I ask you to be loving....

/ Teachings on Love by Thich Nhat Hanh /

Psychology of Happiness

- Competition - to seek together
- Companion - with bread
- Most people happier at work...
- Reach your own goals, your own dream

A Better Way to Think About Business

- Success in business should align with success in life, success as a person, success as a citizen.
- True self interest is intimately tied up with serving the interest of other
- It is always desirable in any interpersonal setting, to tune in to the other person's perspective and feelings

The sun of the world

- There is no true wealth but life including all its powers of love, of joy and of admiration.
- That man is richest, who has the widest helpful influence.
- No small misery is caused by overworked and unhappy people

John Ruskin, Selected Writings

Annual Staff Interviews

1. What are the most enjoyable aspects of work?
2. Least enjoyable aspects of work?
3. What training have you completed this year?
4. Is this a good place to work? Why?
5. What needs to change to make it a great place to work?

Show you care

6. Anything you want your manager to do to improve things?
7. Anything that stands in your way for success? Anything I can do?
8. Any suggestions on how we can do things better?
9. Communication – do you get enough – and is it the right things?
10. Any other comment or question?

What do you enjoy most ?

- Colleagues
- Customers
- Sense of achievement
- Meeting deadlines
- Doing my job well
- Being appreciated
- Personal growth
- Fun, humor, laughter
- Care & affection
- Making money
- No fear, politics or infighting

Intangible value

- When employing people, give character 60% and skills 40 % weighting
- When marketing, Character to Character is often more effective and important than Skills to Needs
- The ultimate good and energy is in the soul and spirit and people who can nurture others on this level are the best leaders and relationship builders.

Intangible value (continued)

Flowers are always fit presents because they are a proud assertion that a ray of beauty out-values all the utilities in the world.

Emerson's Essay on Gifts.

The value of a whole army – a mighty host of a million men – is dependent on one man alone: such is the influence of the spirit.

The Art of War by Sun Tsu

Key success questions

- *Are you learning?* If not - move on.
- *If your job were open, would you get it?*
Benchmark your skills regularly.
- *Do you know what you contribute?*
Can you give a two minute summary of what you do and why it matters?
- *Are you having fun?*
Is your heart in it?

I have a dream

- Cherish your visions; cherish your ideals; cherish the music in your heart.
- Dream of better things, of intelligence, of refinement, of grace and beauty
- Vision must enchant all

Light your own fire

- We cannot wait for great visions from great people for they are in short supply. It is up to us to light our own little fires in the darkness.
- People need to be allowed space to grow

Charles Handy

Show that you are human and not perfect

- Guilt and fear don't bring out the best in anyone. They drain the joy out of life and make us unpleasant companions.
- People like you more when you are less perfect, less obsessed with perfection and more human.

Absolutely everybody!

- Infinite degrees of luster there must be, but the weakest among us has a gift, however seemingly trivial, which is peculiar to him, and which, worthily used, will be a gift to his race forever.
- All have a potential to grow and improve

Fronde Agrestes by John Ruskin

Complementing each other

- All things taken together is better than superior things by themselves. Confessions by St Augustine.
- Think of yourself with sober judgement. We have different gifts, according to the grace given to us. *John 12: 6*

Mediocre is the one in the middle

- Only bad managers complain over bad staff
- If you don't treat each other well, why should customers believe that you will treat them well
- Say thank you!
- Be grateful, generous and appreciative.
- Find good things to say about people
- Smart meetings
- Bend the rules

Build Goodwill

- Every great person is always being helped by everybody, for his gift is to get the good out of all things and all persons
- Your greatest asset is the credit you have with friends and others

John Ruskin

Be Gracious

- Let us criticize no more, let us only exhibit.
- Let us admit then that we owe a good deal to everybody and that the public is our collaborator.

Anatole France

Concepts that build good-will

- Philanthropy - effort to promote human welfare
- Generosity – the act of being generous
- Tolerance - marked by forbearance or endurance
- Spirit – an animating or vital principle
- Elan – vigorous spirit or enthusiasm
- There are no circumstances when one may deal with human beings without love.

Leo Tolstoy, Resurrection

A few words in closing...

- Keen and happy staff drive customer loyalty and brand value.
- Being kind, co-operative and helpful is as important as high skills levels.
- Measure your wealth in number of solid friendships
- Focus on adding value, creating real benefits for real people

Love and Care

- Extend your care and love as widely as you can.
- Every human is precious and infinitely valuable.
- Every human encounter offers a chance to build good-will
- No life is forever. Don't delay or put off

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