

Victim or Victor? It's Your Decision



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Mapping Strategies in Uncertain Times

Wake up Call ~ Are we responding?



- Unprecedented economically challenging times & 'discontinuous change'
- For years, doing more than 1 job
- Quality suffers; morale sags & who is to lead?
- It's likely to get worse before it gets better, which means... **Permanent Whitewater.**



So what to do?



- Adopt, adapt and evolve
- It's a team sport, so deal with "entropy" by intervening ...
- Strive for simplicity in all things
- Be clearly focused around a few significant, vs. the trivial many 'priorities'
- Learn again to trust



Opening exercise

- Think silently & write your answers to questions below:
- An example at work of “grace under fire” or high ethics (did ‘harder right vs. easier wrong’)





Victim or Victor?



- *Man's Search for Meaning* by Viktor Frankl

Notes:



Why worry?



- *God grant me the serenity to accept the things I cannot change, the courage to change the things that I can, and the wisdom to know the difference.*
– Reinhold Neibuhr
- How an Indian once put it to me....



Can our attitudes delay death?



- University of Calif. Study found of 1288 Chinese women studied over 24 year period: week before the Harvest Moon Festival, death rate declined by 35%; the week after the festival, rate went up 34%.
- A similar study of Jewish men found a highly correlative, similar result... hummm.

The Cookie Thief

A Poem by Anne Cox

A woman was waiting at an airport one night, with several long hours before her flight.

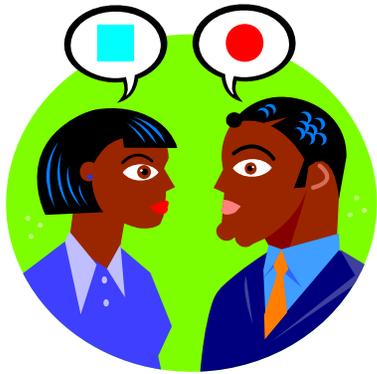
She hunted for a book in the airport shop, bought a bag of cookies, and found a place to drop.

She was engrossed in your book, but happened to see that the man beside her, as bold as could be, grabbed a cookie or two from the bag between, which she tried to ignore to avoid a scene.

She munched cookies and watched the clock as this gutsy cookie thief, demolished her stock. She was getting more irritated as the minutes tick by, thinking “If I wasn’t so Nice, I’d blacken his eye!”

With each cookie she took, he took one, too. And when only one was left, she wondered what he’d do.

And with a smile on his face, and a nervous laugh, he **TOOK** the **LAST COOKIE**, and broke it in **HALF**.....





Trust: A Factor of 4 Things

- **Competence**
- **Benevolence**
- **Keep promises & over-deliver**
- **Transparency:** *Getting Naked & Breeding Trust* chapter in...



Wake Up Moments of Inspiration
with Dr. Wayne Dyer & Brian
Tracy

So why do I feel like a Victim sometimes?

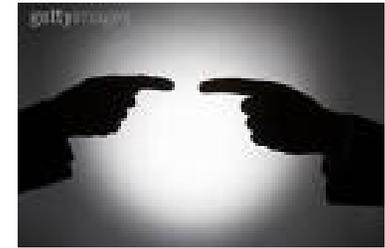
Task / Organizational Stressors

- Task Demands
- Role Demands
- Participation
- Control
- Organizational structures, policies, values
- Charlie's theory on "Entropy" and the constant need for leadership intervention



The Beer Game Simulation

- MIT: Massachusetts Institute of Technology
- Class of managers/executives
- Divided into the 3 groups: brewery, wholesaler/distributors, and retailers
- Scenario and outcome
- Conclusion:





Varieties of Victim sources



- Overwhelming workloads
 - Conflicting expectations
 - Job insecurity
 - Poor social environments
 - Loss of control..because of technology
 - And, we spend a lot of time at work thinking & worrying about
-



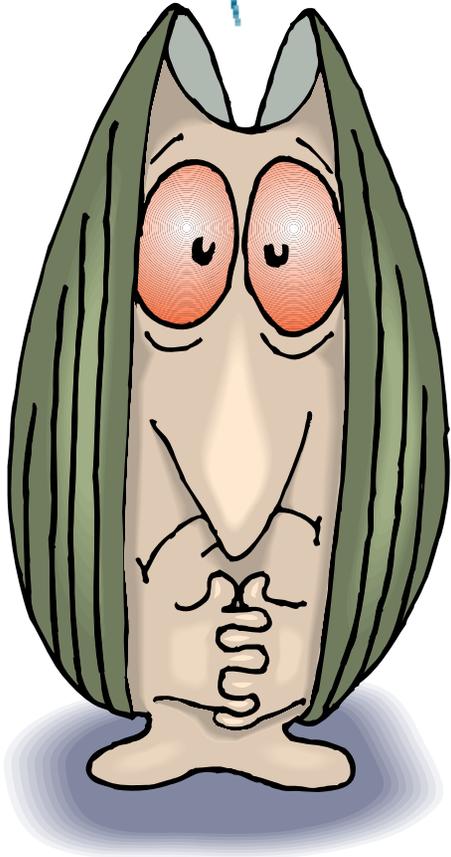


Be the Victor



- Go ABCD (above & beyond call of duty) even though you likely won't see a raise this year (like the movie, 'pay it forward')
- Rise above the fray; be the advocate (with ?'s) for the best interest of the citizen/customer, dept., team or organization
- Serve citizens, constituencies and stakeholders with a new enthusiasm
- Get focused yourself; get organized & declutter
- Start working on long-term or complex goals, projects or priorities Now.
- Get balance in your life; update your resume; decide what's important in the quality of your life
- Expect ingratitude. And remember that unjust criticism is often a disguised compliment. 😊

Uncertainty, Vagueness & Ambiguity



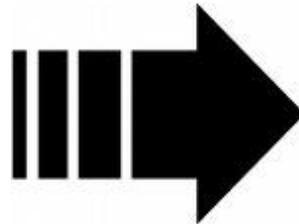
- Not having a clear idea of what the future holds
- No performance feedback
- No company direction
- Vague or inconsistent instructions

ASK for the information you need



Welcome "Pressure"

"The only difference between a diamond and a lump of coal is that the diamond had a little more pressure put on it over time." - anon



Focus Foils the World's Speed Bumps

- ✓ Goals clarity
- ✓ Clear, specific, measurable, meaningful goals
- ✓ Vision – a blank canvas waiting for you to paint
- ✓ Why in writing?
- ✓ How often updated?
- ✓ The plan to implement the plan
- ✓ Measure and adjust



Discussion Exercise

- Incidents from work or personal life that showed dealing with conflict –
- One good manner or outcome

- One bad manner or result

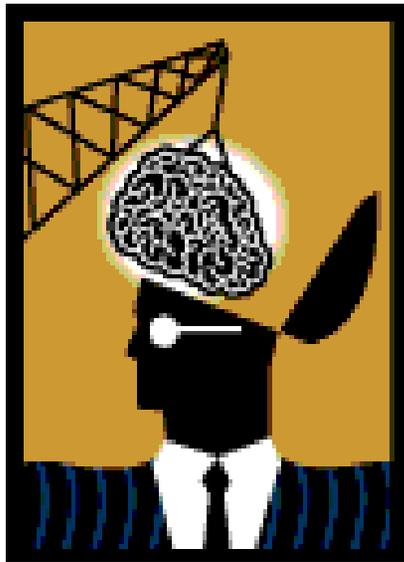


Yes, some conflict is good and never should be avoided



- The chance to bring about CHANGE
- Opportunity for personal development
- Chance to “shake things up”
- May energize people toward creative breakthroughs that solve an old problem

Be Emotionally Intelligent



- Controlling our Own Emotions
- Dealing with Other's Emotions
- Admitting Mistakes
- No Excuses
- Listening to Understand
- Discovery & Asking Questions
- Focused on Future
- Positive Mental Attitude



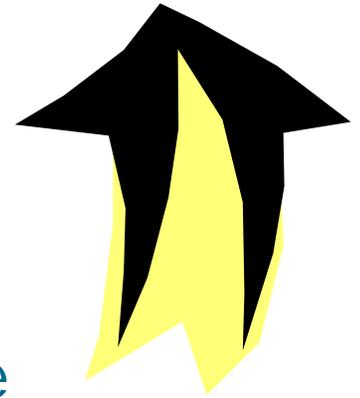
Power vs. Force

Recognize that your source of power as a Victor is not force, but virtue.

- Pride
- Anger
- Desire
- Fear
- Apathy
- Guilt
- Shame



- Joy
- Love
- Reason
- Acceptance
- Willingness
- Confidence
- Courage
- Patience, Prudence, Humility, Self-control





The Easier Wrong

Attitude	Life-View	Emotion	Process
Pride	Demanding	Scorn	Inflation
Anger	Antagonistic	Hate	Aggression
Desire	Disappointing	Craving	Enslavement
Fear	Frightening	Anxiety	Withdrawal
Apathy	Hopeless	Despair	Abdication
Guilt	Evil	Blame	Destruction
Shame	Miserable	Humiliation	Elimination



The Harder Right

Attitude	Life-View	Emotion	Process
Courage	Feasible	Affirmation	Empowerment
Confidence	Satisfactory	Optimism	Intention
Willingness	Hopeful	Trust	Release
Acceptance	Harmonious	Forgiveness	Transcend
Reason	Meaningful	Understanding	Abstraction
Love	Benign	Reverence	Revelation
Joy	Complete	Serenity	Transfiguration



You have to decide; to commit

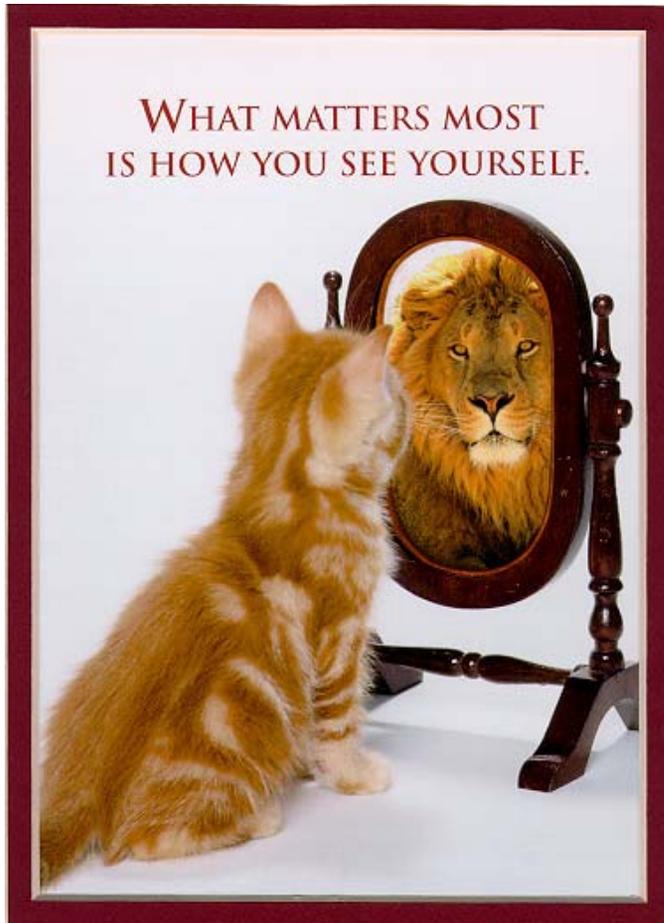
~ A word about the word “*try*”

Notes:

One thing I’ll stop doing:

One thing that I’ll start doing:

One thing that I’ll do differently





Inspiration = Latin "origien" *breathe in or spirit within*



- The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.
--- Marcel Proust
- He who hunts flowers will find flowers; he who hunts weeds will find weeds. — Henry Ward Beecher
- Vision is the art of seeing things invisible. — Jonathan Swift
- Keep your face to the sunshine and you cannot see the shadow. -- Helen Keller
- Become the change you wish to see in the world. – M. Gandhi

Thanks for your time, attention and effort today!
We end with a video clip from the movie, Gandhi.