

BRAIN FOOD...

Published for the clients, associates, and friends of Frank Easterly's LEGACY DEVELOPMENT GROUP who search for unique tools, tips, and techniques to improve the human side of organizations... and who yearn to leave a lasting legacy both personally and professionally.

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COMPLIMENTS OF

Frank Easterly's



Legacy
Development Group
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Management Methods: I Knew That!

In 1995, Marcus Buckingham and Curt Coffman wrote a wonderful book based on tons of Gallup research called *First, Break All the Rules*. For me, the beauty of this book was in cataloging two important organizational staples: first – what great managers do well, and second – what attracts, focuses and retains talented employees. In case you've never read this book, let me summarize using the authors' words:

Great Managers:

- 1) Select for talent...not simply experience, intelligence or determination.
- 2) Set expectations by defining right outcomes...not the right steps.
- 3) Motivate by focusing on strengths...not on weaknesses.
- 4) Develop someone by helping to find the right fit...not simply the next rung on the ladder.



Do I hear you saying, I KNEW THAT! GREAT – Now here's a way to use this excellent information:

Top organizations attract, focus and keep talented employees when employees answer in the affirmative to the following 12 questions:

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best every day?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor, or someone at work, seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had opportunities at work to learn and grow?

1. Stop thinking of great managing as transforming each employee into some ideal version of an organizational role and start figuring out how to release the unique God-given talents and styles of each person within roles and responsibilities that have clearly determined, challenging outcomes.
2. Use the 12 questions as an anonymous survey among your staff to determine a baseline of how well your team is doing now. Then take improvement action on the low-rated questions and re-test every 4-6 months to see if the results are better.
3. And if you think you have an honest rapport with your staff members, have them individually and confidentially review their ratings of the 12 questions with you. Then customize an improvement plan with each person.

In 6 to 12 months, as you're having a lunch time discussion with a friend about the great success you're experiencing, be prepared to hear your friend say: I KNEW THAT! Just smile and pass on these three improvement strategies.

For a survey version of the 12 questions, write us at info@LegacyDG.com.

ARTICLES:

MANAGEMENT METHODS

I KNEW THAT!

MANAGING MOTIVATIONS

I LOVE ACRONYMS!

MUSINGS

ON BECOMING AN INVERSE PARANOID

MULTIPLICATIONS

DVD COLLECTIONS AND MANAGING PROGRESS

LEARNING SUMMARY

EMAIL INFO@LEGACYDG.COM FOR A FREE SUBSCRIPTION TO BRAIN FOOD!

“But it did something more than that. It put her last year in perspective. By giving my friend a better perspective, her boss gave her a profound sense of her progress.”

MULTIPLICATIONS: DVD Collections and Managing Progress

I just finished watching season one and two of *Smallville*. Call me caveman, but other than hearing the name, I never really knew what this TV show was about. Fact is, I like it, but this isn't a review of *Smallville*. Rather, by watching season one and then season two in close proximity, the story line and character development (even the foreshadowing of things to come) became very apparent.



And this reminded me about the important role managers play in giving perspective to progress! Here's what I'm getting at by way of a true story...

Recently a friend of mine told me about how her boss called her up one day and

told her he had been thinking about her and the last year. He recounted several of her major work achievements, put them in perspective of the challenges faced and conquered, recalled a few personal accomplishments he knew about in her life and then shared what and how much that meant to him. (WOW! Where do I sign up for the management school this guy went to?!?) Of course, it made my friend feel good, appreciated and important. But it did something more than that. It put her last year in perspective. By giving my friend a better perspective, her boss gave her a profound sense of her progress.

When I was a boy, I desperately wanted to be tall like my dad. Height, as we all know, just doesn't occur fast. So, my dad did what a lot of parents do and measured me every six months, put a mark on the same wall each time so I could see I was making progress. He gave me the perspective by using a form of objective

feedback.

The great thing is that it's not just managers or parents that can offer this important gift. If you care enough about the journey of others, you can offer the gift of perspective on their progress.

P.S. The haunting theme song of *Smallville* repeats the phrase "save me." By offering perspective to others, you just might be doing that!

I sure hope she's giving me some perspective...



MANTRAS: Quotable Quotes You can Use Immediately

Good relationships are more than just the icing on the cake. They are the cake.
~ John Maxwell

“A candle loses nothing when it lights another candle.”
~ Thomas Jefferson

“You can do what I cannot do. I can do what you cannot do. Together we can do great things.”
~ Mother Teresa

“Seeing is believing. No...believing is seeing.”
~ Anonymous

“Talent is cheaper than table salt. What separates the talented individual from the successful one is a lot of hard work.”
~ Stephen King

Self-knowledge is best learned, not by contemplation, but by action. Strive to do your duty and you will soon discover of what stuff you are made.
~ Johann Goethe

“Talent is cheaper than table salt.”

~Stephen King



Musings: On Becoming an Inverse Paranoid

I was just reading that W. Clement Stone, America's premier success guru in the 70s and a self-made millionaire, was referred to as an 'inverse paranoid' because he chose to believe the world was plotting to do him **good!** Now there's a contrarian's approach to life almost diametrically opposed to what most of us see, hear and believe today.

Many of you know I've been into the self-improvement literature for over thirty years. I can remember boring my kids when they were teenagers about the power of self-talk long before it became a mainstay in the fourth wave of personality development called Positive Psychology (stay tuned over the next ten years about this movement spearheaded by sound research and the likes of highly-regarded clinician/authors like Martin Seligman). But today, it got personal! Even warm and fuzzy! And the light bulbs went off in my head (for most folks, one light bulb is sufficient, but for me it takes more wattage to see clearly).

You see, I dutifully went to the dry cleaners today. The woman who kindly serves me each time I deliver and pick up my stuff asked me, out of nowhere, if I gave motivational talks.

"I do", I responded, "but why would you even ask me that question?"
 "You're always so positive when you come in here...whether you have to wait or not, whether we messed up on your order or not, whether it's raining outside or not. You just have great energy."

Wow! I don't mind admitting I was flattered. And then I thought...Don't kid yourself, Frank. If you're really that way it's because of all the inverse paranoids who have shared their secrets of optimism with you.

If you are an inverse paranoid (and could use a little boost), or if you'd like to become an IP, here's a very, very, very short course:

Lesson One: The roots of the eyes are in the heart. (You experience life only indirectly. Your eyes see what your heart most deeply believes and feels.)

Lesson Two: Refer back to Lesson One!

It all flows from that one lesson. And here's the great news...we may not always be able to change our life circumstances (although a lot we can), but we have great power over what we believe about life...and therefore how we see life...and therefore how we feel and respond to life...and in many, many situations, the way we respond to life shapes our life circumstances.

And here's when the second light bulb went off. I remembered the words of two spiritual heroes of mine:

The Buddha: "Look within, you are the buddha!"

The Christ: "Happy are the pure of heart for they shall see God."

MANAGING MOTIVATIONS: I Love Acronyms!

Just ask anybody who knows me and they'll tell you I have an acronym for every plan, process and program I've ever created. Most folks think I'm trying to be clever or cutesy. Fact is, acronyms are the easiest way for me to remember the important words, elements or steps in each presentation. Here are a few you can use to manage yourself and assist others in managing themselves:

Plan your work week using **OATS**:

Objectives – the results you want for the week

Actions – the activities you need to do to achieve the result

Time – the amount of time each activity will take

Schedule – marking off the time in your calendar

Boost workplace morale through **FUN**:

Flicks at noon time (I recommend Frasier, Seinfeld, Everybody Loves Raymond)

Ugly clothes day contest once per week or month

Nooners (get your mind out of the gutter!) – periodic meetings at a restaurant or brown bag it outside on the lawn or park!

Make work more intrinsically rewarding by knowing and sharing **POWER**:

Purpose – What's so important about this project or change initiative?

Outcome – What are the results we need to accomplish?

What-Ifs – What happens if we succeed; what if we don't?

Energy – What will it take in terms of time, focus, and talent?

Rewards – What's in it for us?

Hmmm.....



We wonder if...

Frank

Relies on

Acronyms for

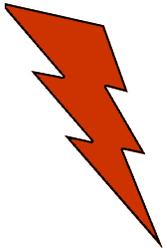
Normal

Know-how!

~ LDG office staff

LEARNING SUMMARY

- Great managers discover what is unique about each employee and capitalize on it.
- Perspective on Progress = Continued Motivation
- Acronyms can be FUNDamental to success.
- Seeing is believing. No...believing is seeing!



Inspirational Resources:

Marcus Buckingham and Curt Coffman, *First, Break All the Rules*
The Manager's Intelligence Report

Jack Canfield, *The Success Principles*

Join Legacy's Mentor Program

**Six months of unlimited
access to your own
performance partner (that
would be Frank), focused on
your most important
personal and professional
development challenges.**

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Propelling Progress