

DO LESS



Accomplish More



Tired of being asked to
do more with less?



Would you like to be more productive without Working Harder, Hiring Smarter People, or retooling your Business Processes?



What if I showed you a simple way to
do less and accomplish more!



What

How

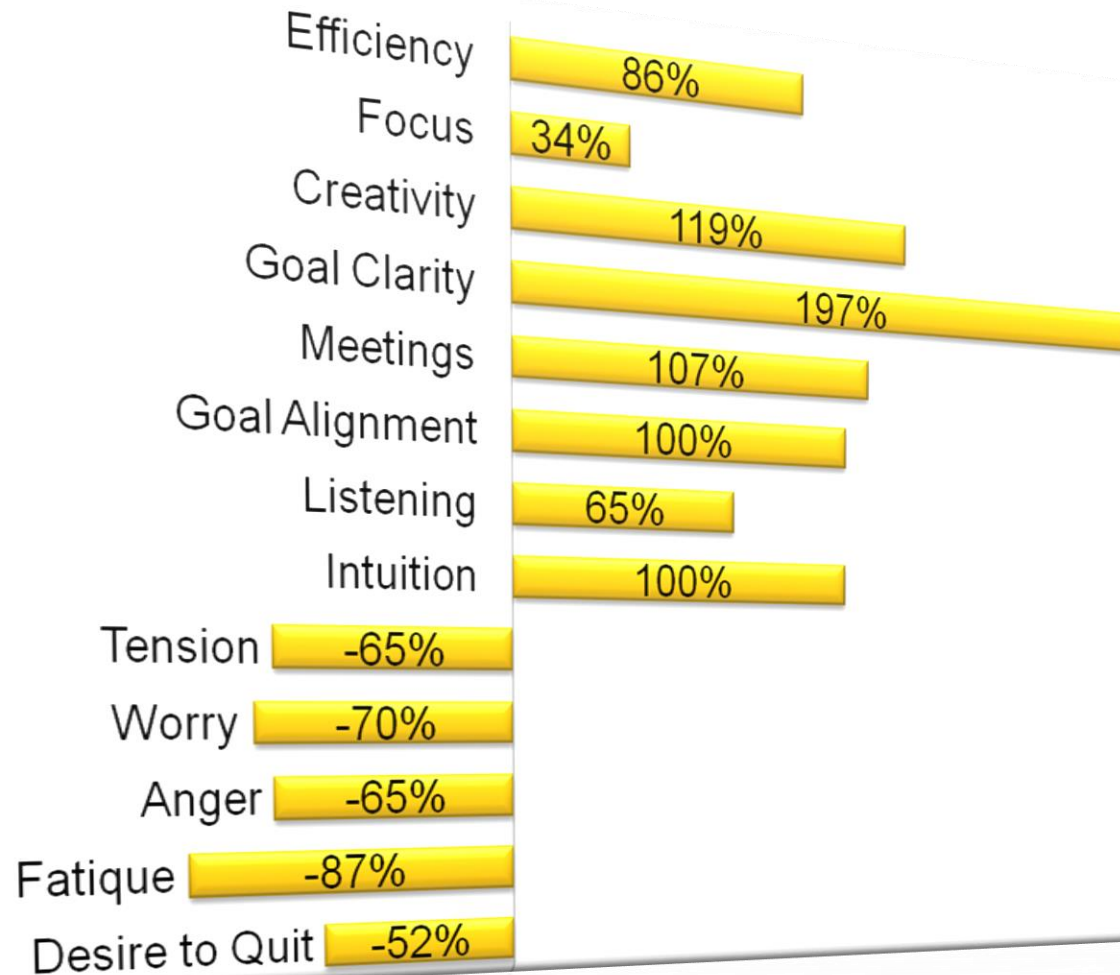
Who

Do

Watch

Benefits realized at Royal Dutch Shell Corporation:

Would you like to see these amazing results in your company?



When more is less
and less is more!



What

How

Who

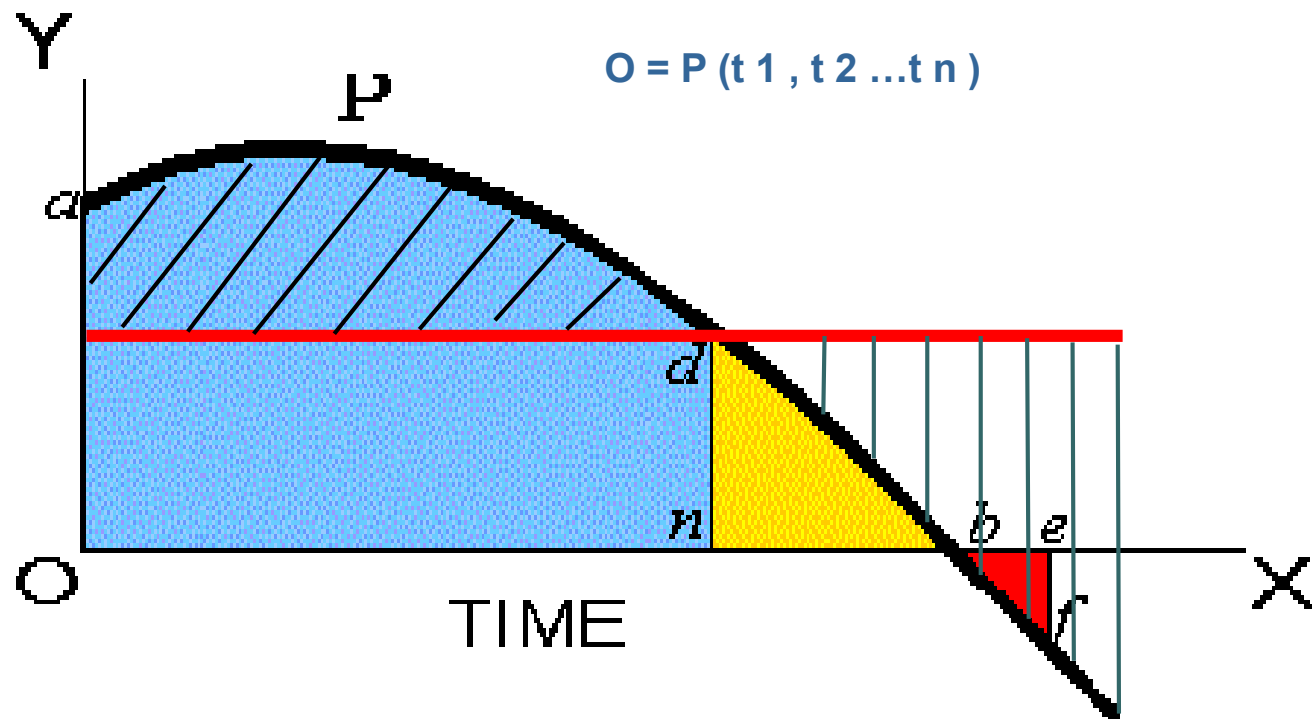
Do

Watch

100 Years of
Productivity Research Shows:
**Working harder for
extended periods
produces less, not
more!**



Productivity increases at the start of working overtime, but then decreases sharply.



The governments 'Fatigue Factor' research shows:

**Working 60 Hours per week for 8 weeks
yields the same as working 40 hours per week
for 8 weeks.**

JUNE 2009						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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7	8	9	10	11	12	13
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21	22	23	24	25	26	27
28	29	30				
<small>June Holidays Flag Day - 14 Father's Day - 21 Summer Begins - 21</small>						
60 Hr Wks						
<small>FREE PRINTABLE CALENDARS.COM</small>						

JULY 2009						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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<small>July Holidays Independence Day - 4</small>						
60 Hr Wks						
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JUNE 2009						
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40 Hr Wks						
<small>FREE PRINTABLE CALENDARS.COM</small>						

JULY 2009						
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<small>July Holidays Independence Day - 4</small>						
40 Hr Wks						
<small>FREE PRINTABLE CALENDARS.COM</small>						

The governments 'Fatigue Factor' research shows:
**Working 60 hours per week for 12 weeks
yields an average productivity of
19.5 hours per week.**

JUNE 2009						
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<small>THE PRODUCTIVITY CALCULATOR.COM</small>						

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60 Hr Wks						
<small>July Holidays Independence Day - 4</small>						
<small>THE PRODUCTIVITY CALCULATOR.COM</small>						

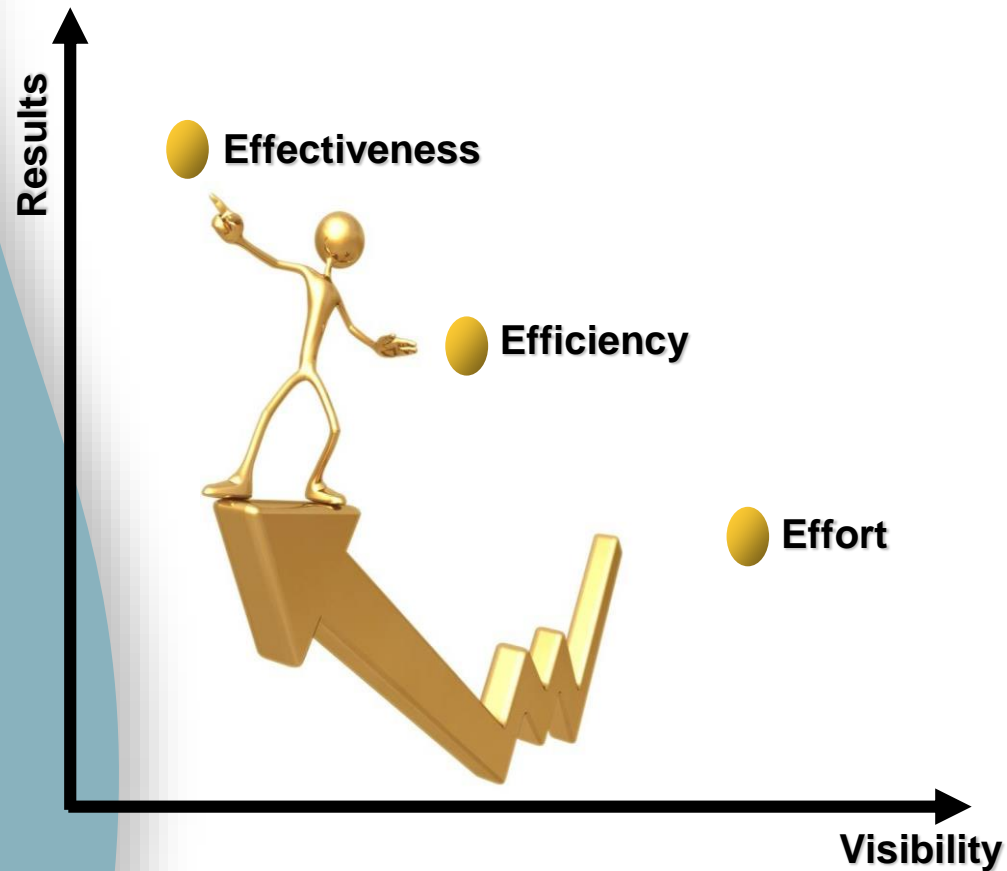
AUGUST 2009						
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30	31					
60 Hr Wks						
<small>THE PRODUCTIVITY CALCULATOR.COM</small>						

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JUNE 2009						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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40 Wks						
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<small>THE PRODUCTIVITY CALCULATOR.COM</small>						

Effort is easy to see.
Efficient is better.
Effective is best!



Effort is easily seen; therefore, it is often what is recognized and rewarded.



What

How

Who

Do

Watch

Efficiency is harder to recognize but accomplishes more than effort.



What

How

Who

Do

Watch

Effectiveness is the least recognized
but is the most productive.



What

How

Who

Do

Watch

Efficiency is doing things right.
Effective is doing the right thing!



“Nothing is less productive than to make more efficient what should NOT be done at all.”

Peter Drucker



What

How

Who

Do

Watch

The Lesson of Working Hard



It's easy to reward
the wrong behavior.

(effort is the most visible, but
produces the least results)

Stop rewarding
negative behaviors!



Employees can cause negative work which is a killer to productivity.



What

How

Who

Do

Watch

People behave according to
how they are rewarded.
Start rewarding the right behaviors!



What

How

Who

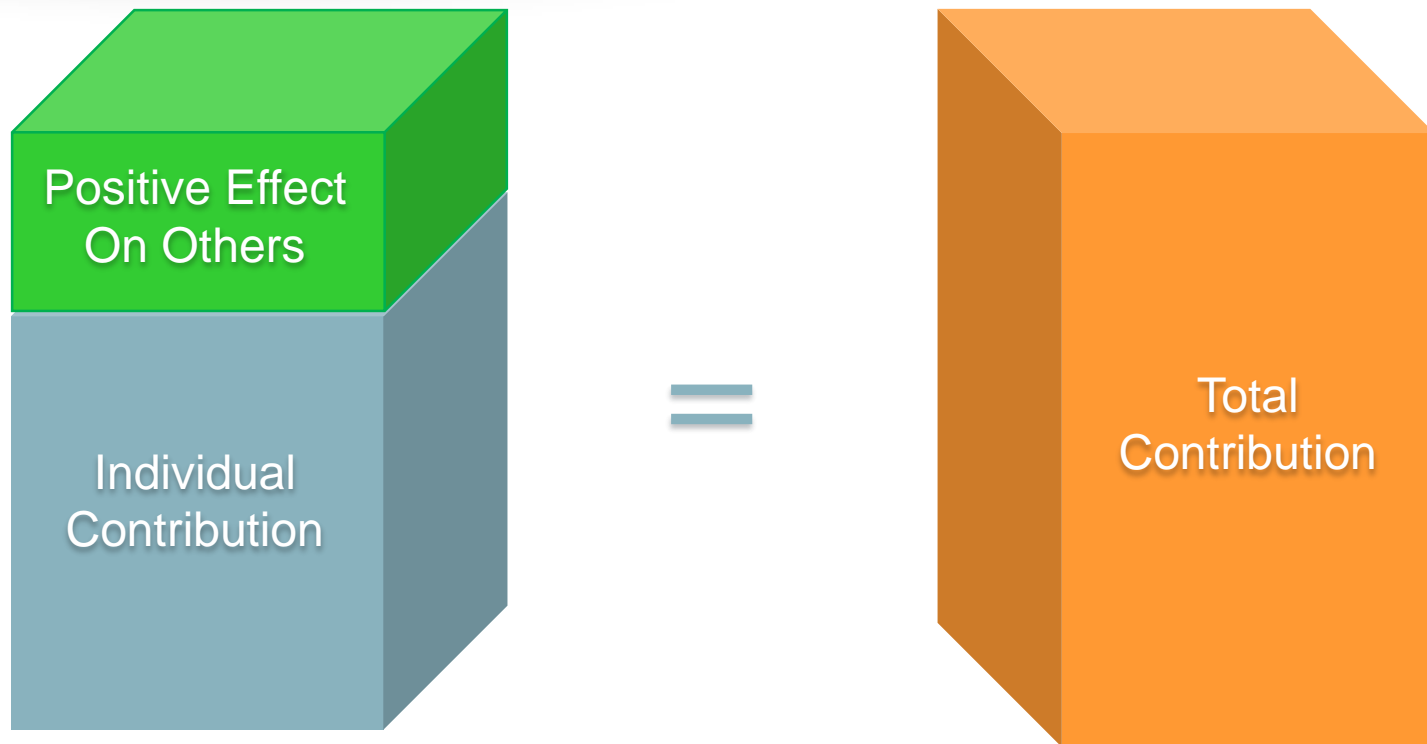
Do

Watch

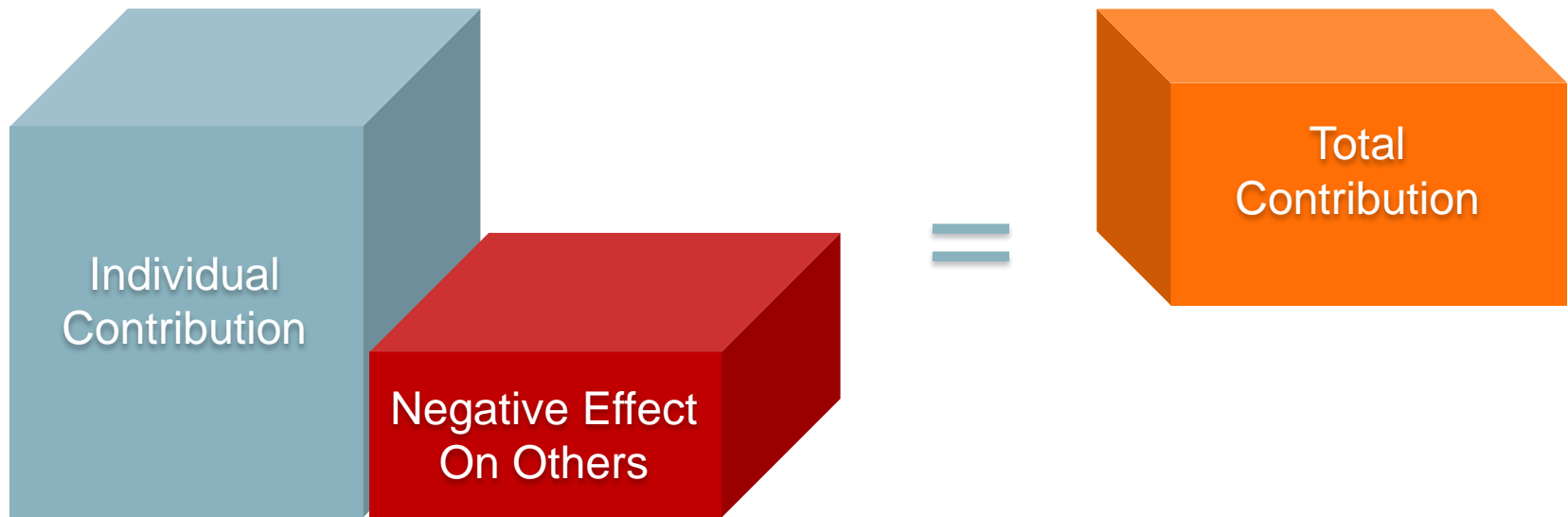
An Employee's Individual Contribution
plus or minus their impact on others
is their Total Contribution.



A positive effect
on other employee's productivity yields a
higher Total Contribution.



A negative effect
on other employee's productivity yields
a lower Total Contribution.



The Lesson of Rewards

Know what you are
doing so you don't
reward the wrong thing!

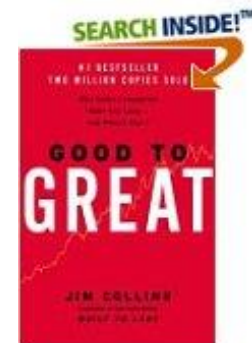


Effectiveness Step 1: *Clearly identify 'what' you want to achieve*



- *Objective / Purpose:*
Determine *what* you want to achieve

The Right Purpose Inspires:



Your most productive employees have high Emotional Intelligence (EQ).

An iceberg floating in the ocean. The tip of the iceberg is above the water line and is labeled 'IQ' in orange text. The much larger, submerged part of the iceberg is below the water line and is labeled 'EQ' in yellow text. The sky is blue with some clouds, and the water is a deep blue.

IQ

EQ

EQ (not IQ)
is proving to be
the best correlator and key
for success!

Unlike IQ,
EQ can be developed.



Studies show Harvard graduates from the 1940's with the highest test scores were no more successful than their lower scoring peers!



What

How

Who

Do

Watch

Research showed only 1 in 4 Valedictorians and Salutatorians were more successful than their peers 10 years after graduation!



What

How

Who

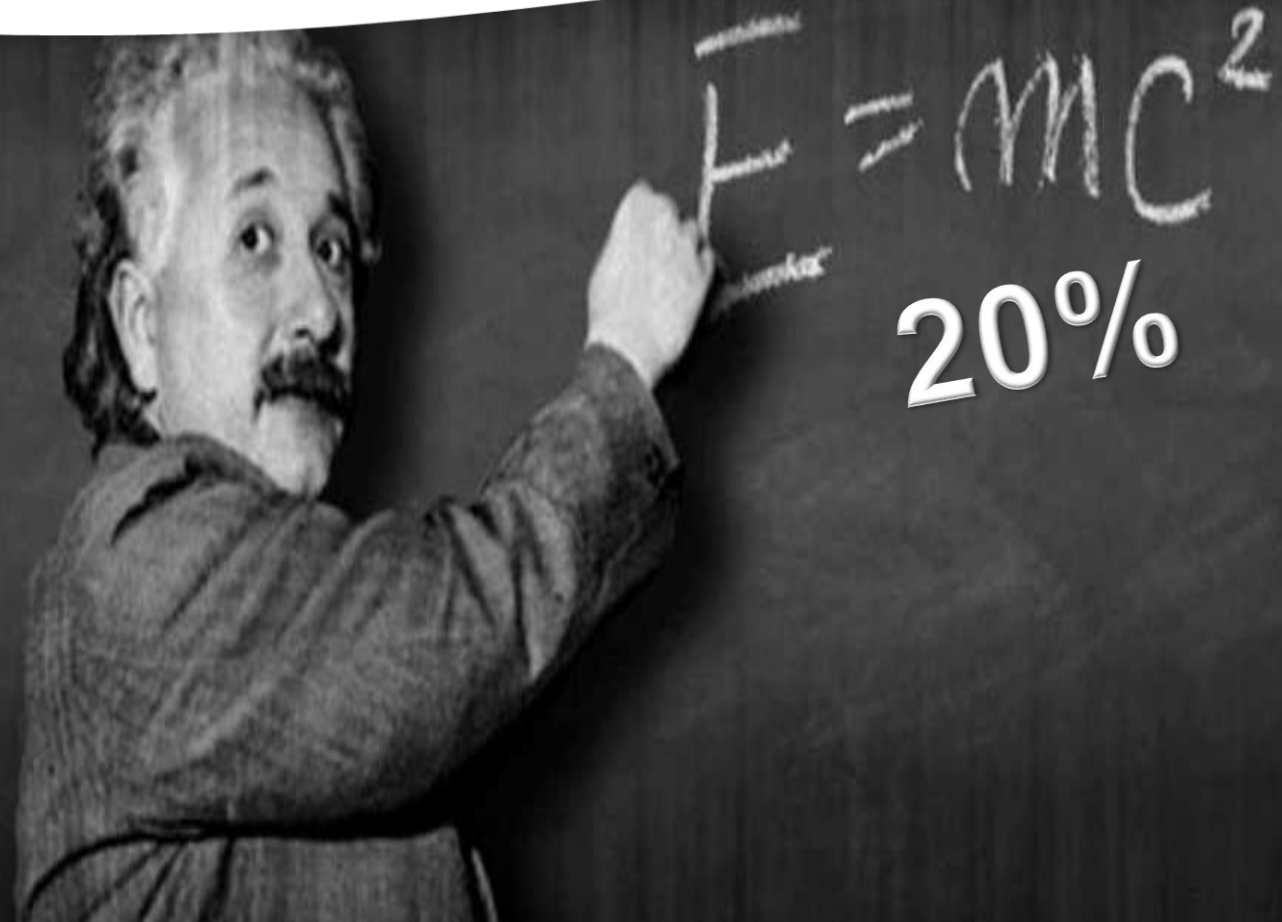
Do

Watch

EQ is the common trait among your higher performing employees.



High IQ people outperform
average IQ people 20% of the time!



Average IQ people outperform
high IQ people 70% of the time!

70%



High Emotional Intelligence is the common trait of these 90% of high performing individuals!





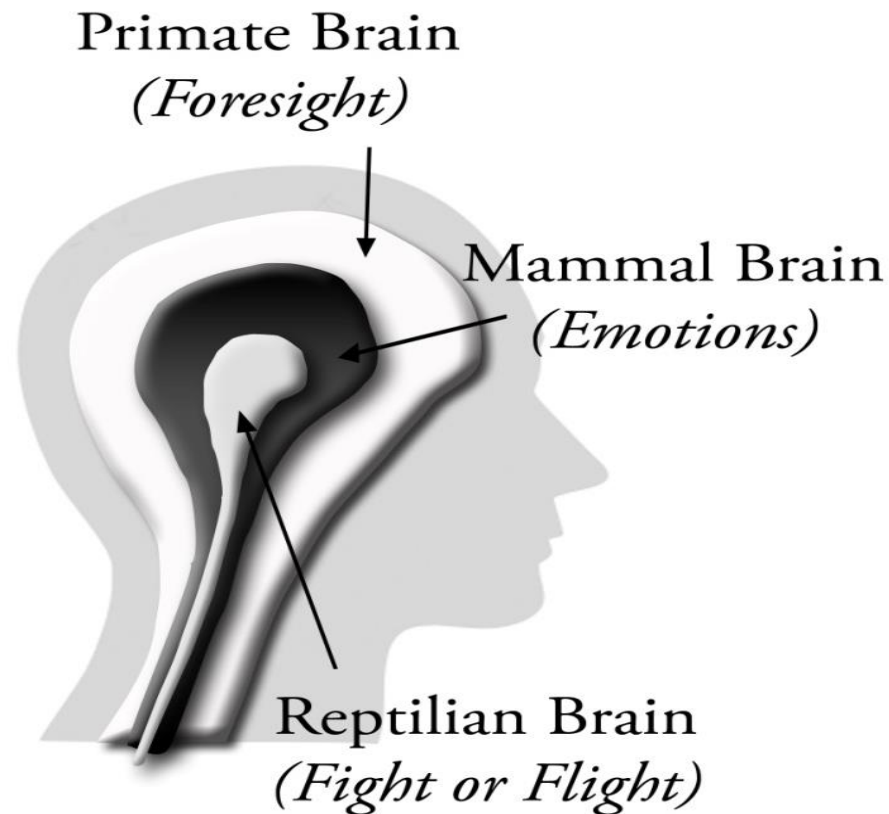
Your emotional brain
switches energy

to your
'fight or flight'
brain

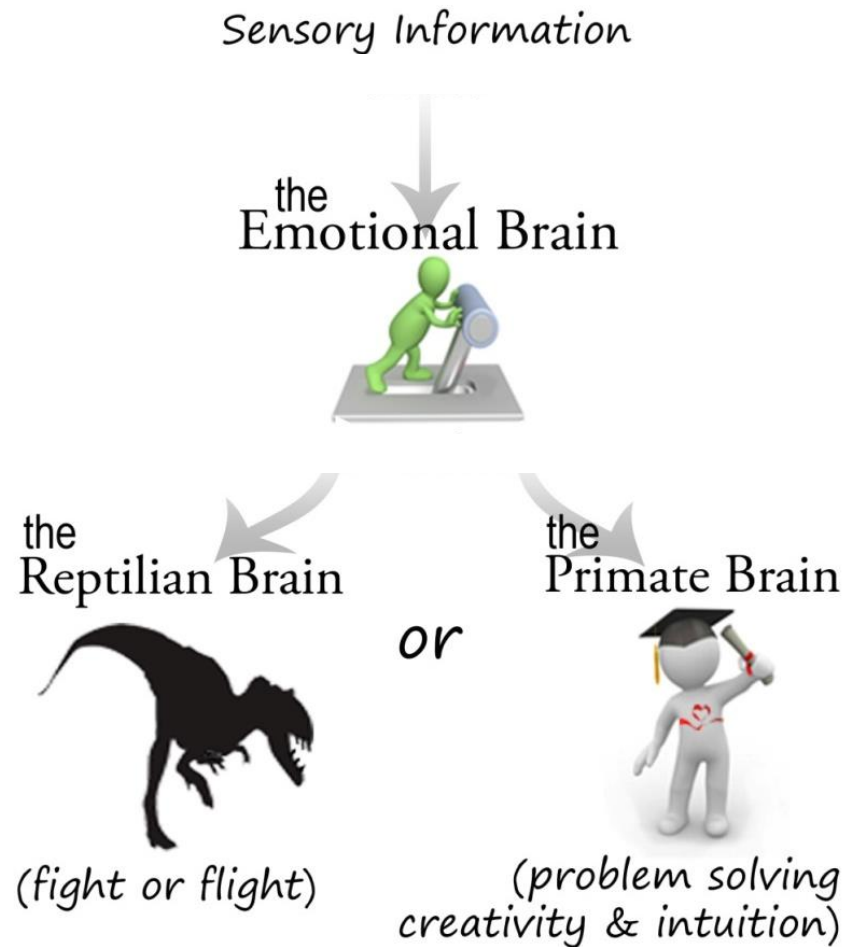
OR

to your
cognitive thinking
brain.

Your emotional brain controls your cognitive and reptilian brains.



Our emotional brain switches energy to either our reptilian brain or our primate brain.



Our emotional brain activates our Autonomic Nervous System for ACTION or THINKING.

Sensory Information



the
Reptilian Brain



*Sympathetic
Nervous System*

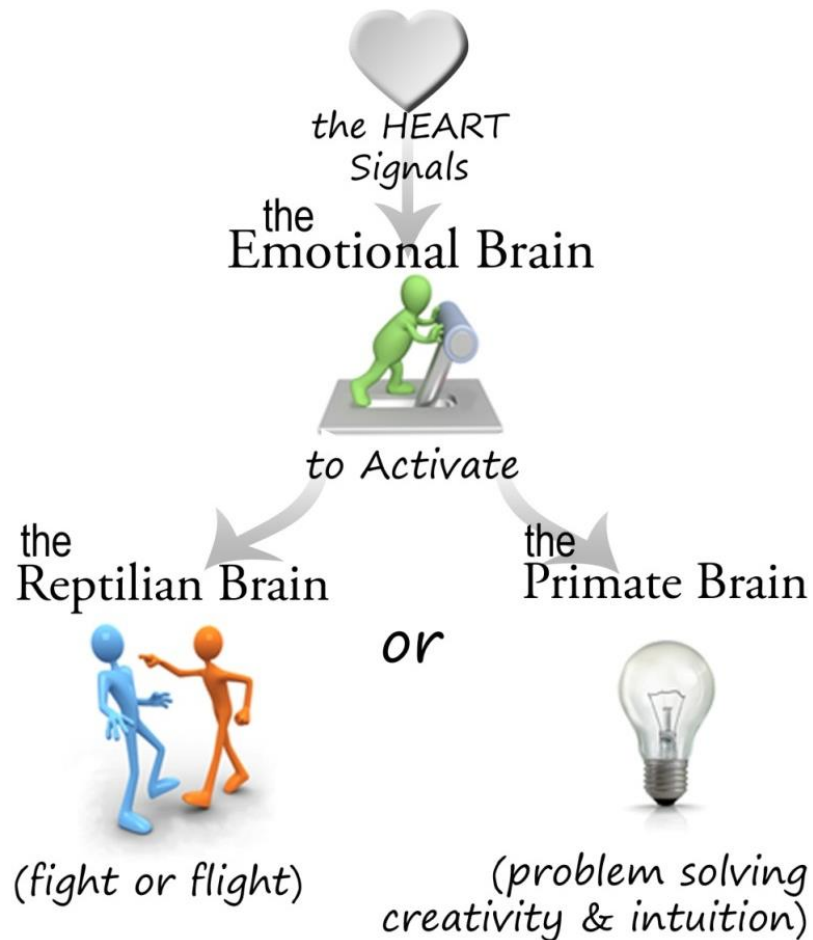
or

the
Primate Brain



*Parasympathetic
Nervous System*

Your feelings are the key to controlling the switch!



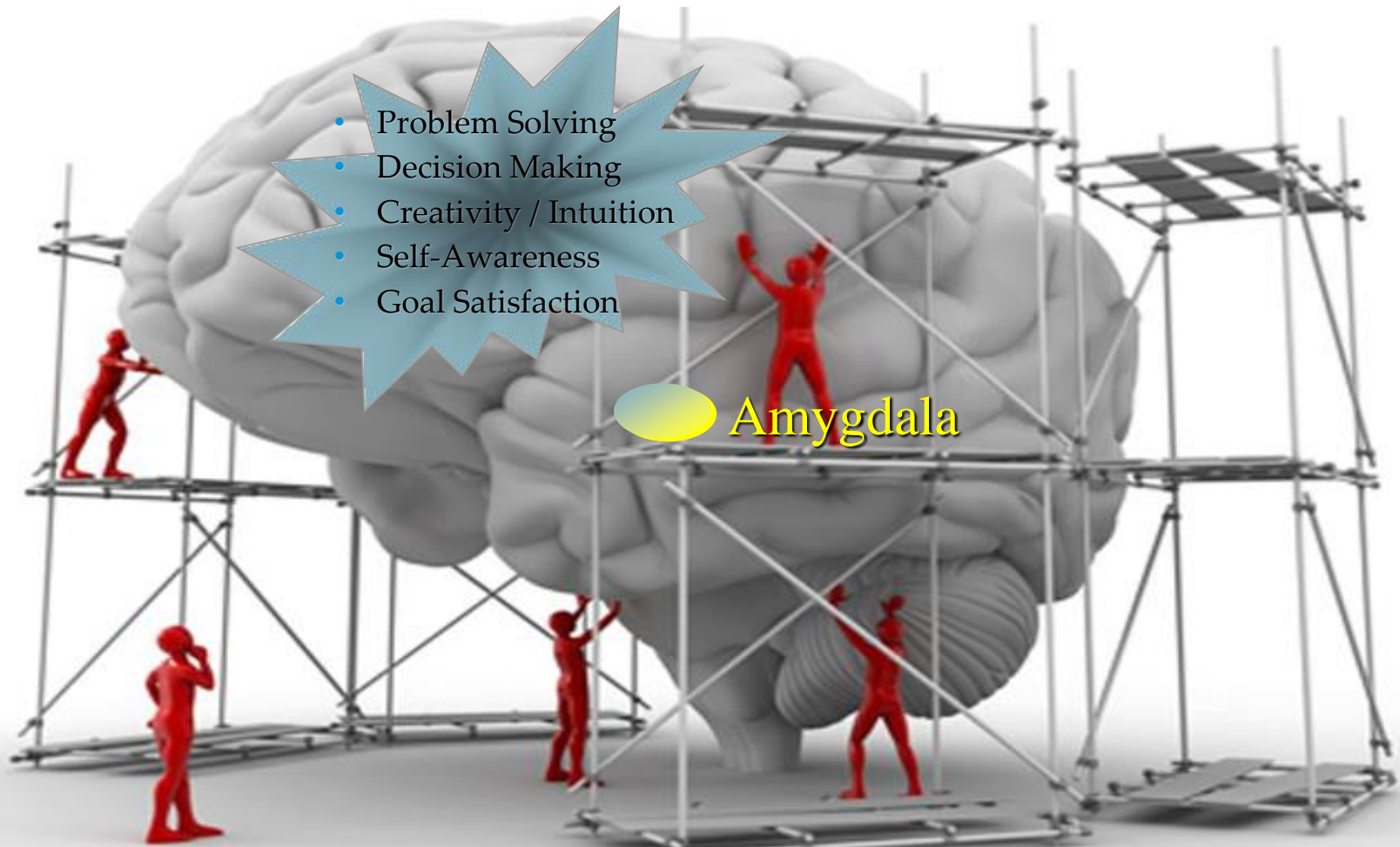
Positive emotions stimulate the cognitive brain increasing problem solving, decision making, creativity and intuition.



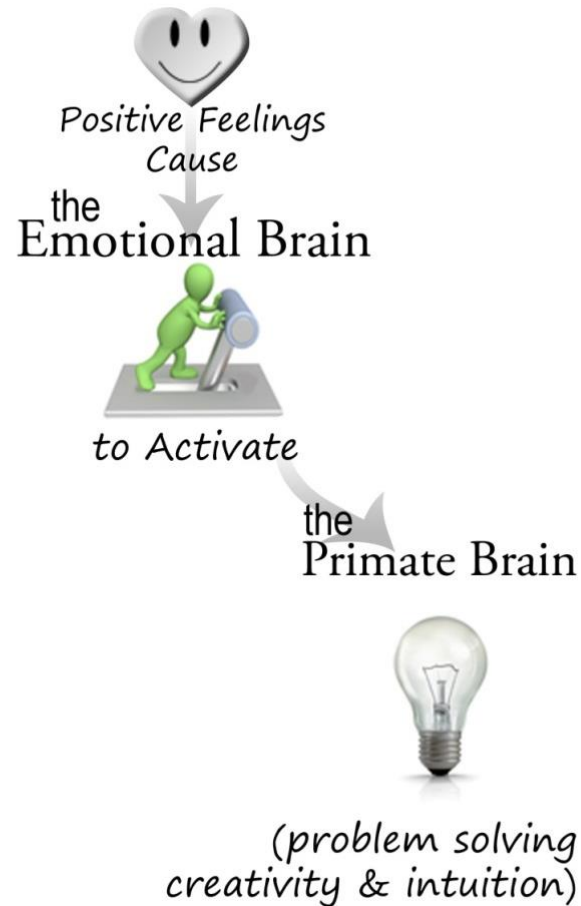
Electrical stimulation of the front of the amygdala activates your brain's foresight areas.

- Problem Solving
- Decision Making
- Creativity / Intuition
- Self-Awareness
- Goal Satisfaction

 Amygdala



Positive feelings also activate your brain's foresight areas.



Negative emotions stimulate
the reptilian brain:
your 'fight or flight' brain.
(consumes 65% to 70% of our daily brain energy)



What

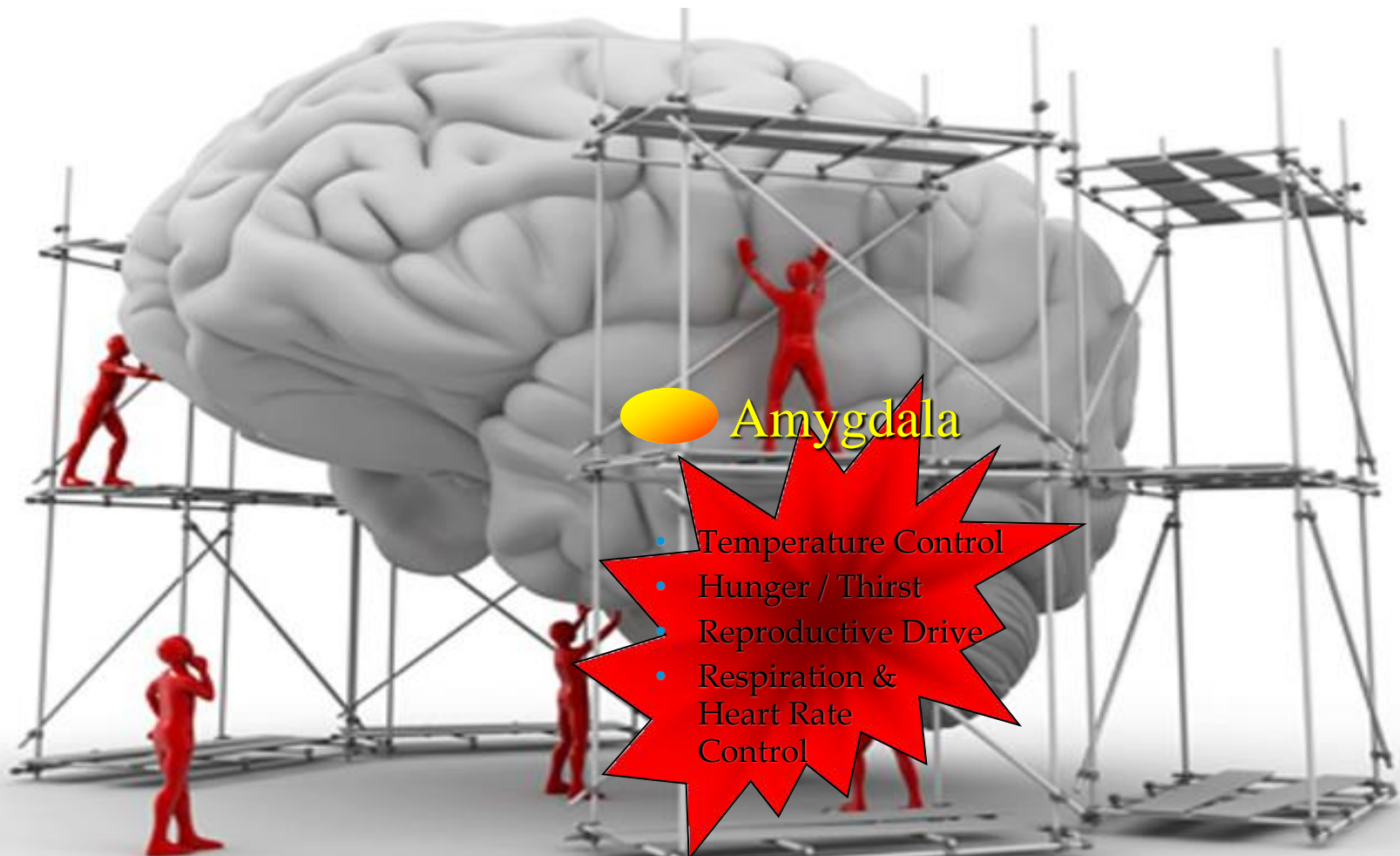
How

Who

Do

Watch

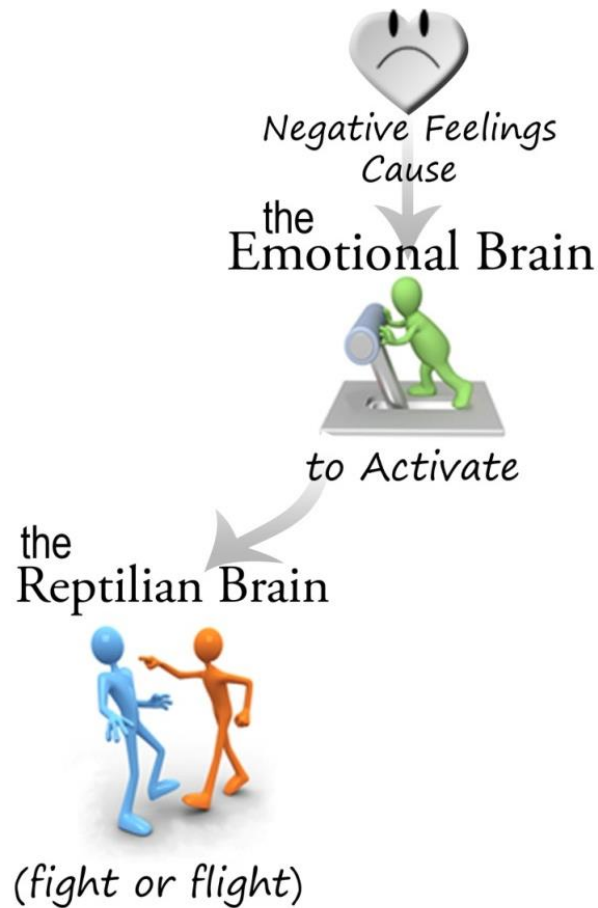
Electrical stimulation of the rear of the amygdala activates your brain's fight or flight areas.



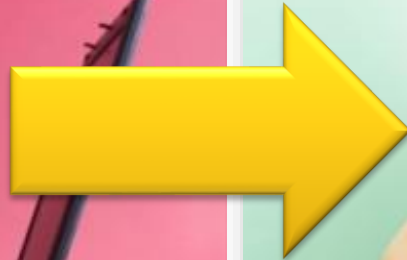
Amygdala

- Temperature Control
- Hunger / Thirst
- Reproductive Drive
- Respiration & Heart Rate Control

Negative feelings activate your brain's fight or flight areas.



How to easily shift brain energy to the cognitive areas of the brain.



What

How

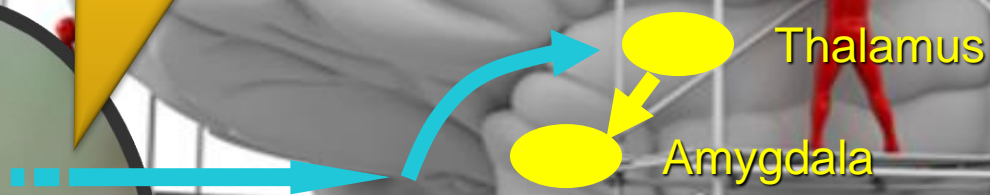
Who

Do

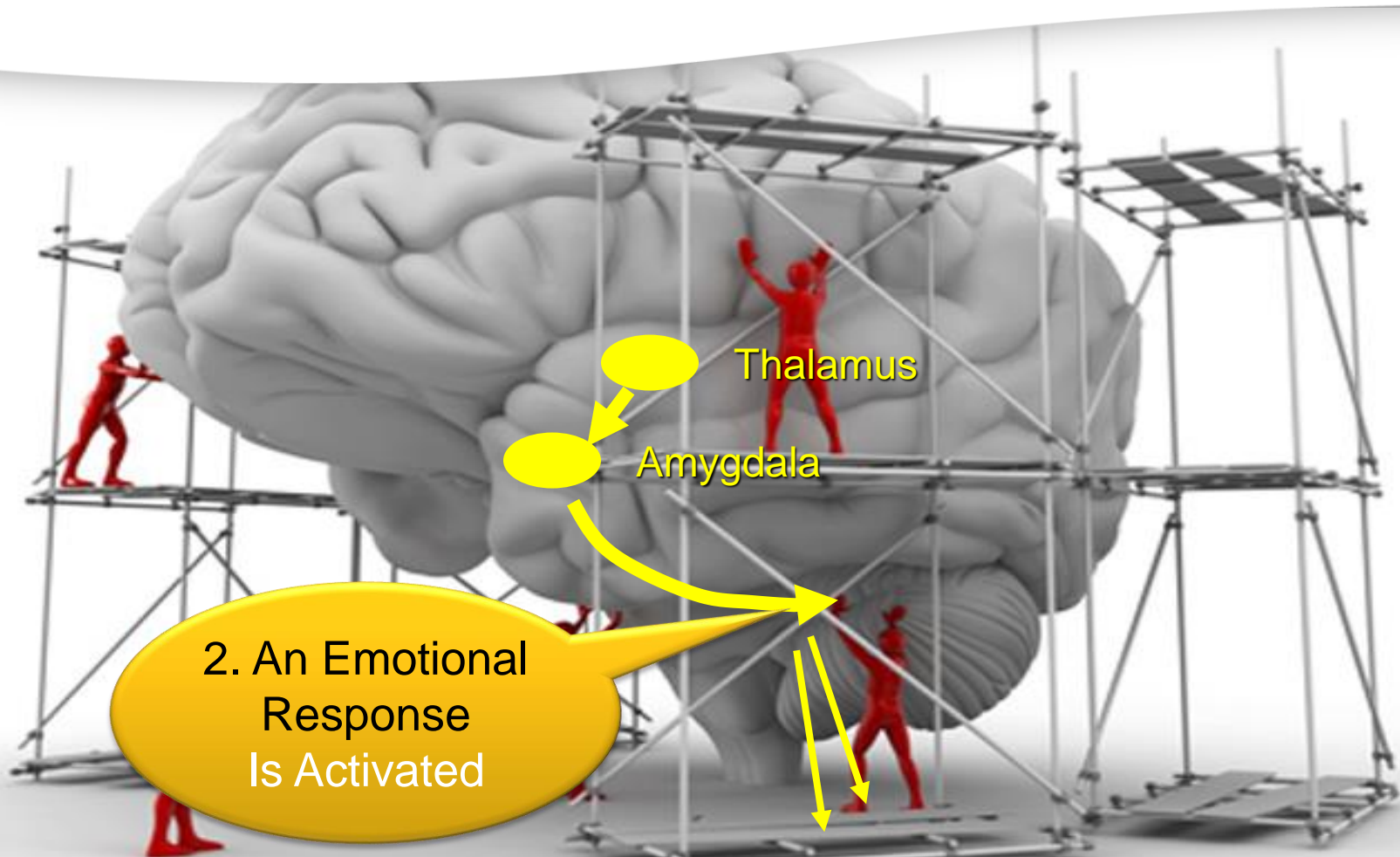
Watch

Your brain short-circuits your ability to think about your emotions as they happen!
So how do you develop EQ?

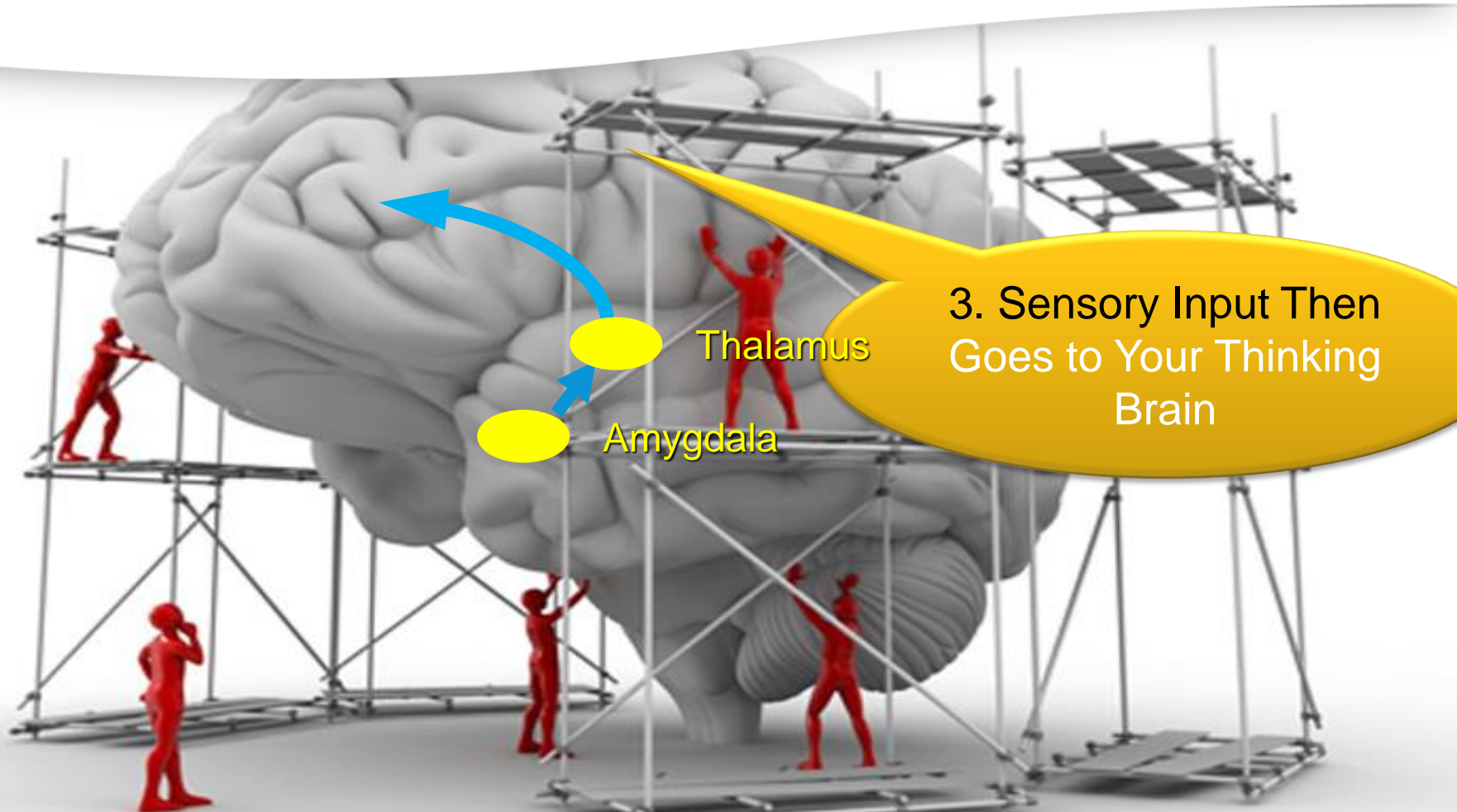
1. Sensory Input
Goes to Your
Emotional Brain First



Your brain short-circuits your ability to think about your emotions as they happen!
So how do you develop EQ?



Your brain short-circuits your ability to think about your emotions as they happen!
So how do you develop EQ?



What

How

Who

Do

Watch

Retraining your emotional brain (limbic system) requires developing new habits, not cognitive memorization or concepts!



What

How

Who

Do

Watch



The Lesson of How Your Brain Works

Increasing productivity is simple:
**Keep your employees in
their cognitive brain.**



- Problem Solving
- Decision Making
- Creativity / Intuition
- Self-Awareness
- Goal Satisfaction

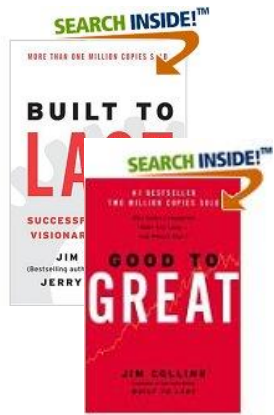


Effectiveness Step 2: *Determine 'How' to accomplish your 'What'*



- *Strategy*: Determine *how* to accomplish your Objective / Purpose

- *Objective / Purpose*: Determine *what* you want to achieve



Strategy Is How You Accomplish Your Purpose.

Company	Purpose	Strategy
Mary Kay:	To give unlimited opportunity to women	Create a cosmetics based company in which women can excel
Walt Disney:	To make people happy	Through the media of entertainment provide products (movies, TV, theme parks, etc.) that enrich & promote family values
Red Skelton:	To make people happy	Make people laugh by becoming a comedian.

High EQ employees
accomplish more

because they
build healthier and
more productive
working
relationships!



Hire and train employees to be leaders and followers, not rulers and slaves.



Leaders inspire others to achieve greatness,
followers gladly follow leaders.

LEADERS

Caring, Encouragement, Kindness
Compassion, Inspirational

FOLLOWERS

Belonging, Caring, Supporting
Sharing, Freedom

Which activates the THINKING BRAIN.

Increased Foresight / Cognitive Brain Activity

LEADERS

Caring, Encouragement, Kindness
Compassion, Inspirational



FOLLOWERS

Belonging, Caring, Supporting
Sharing, Freedom



Rulers create fear and anger,
slaves fear and lack hope for their future.

RULERS

Greed, Control, Fear,
Exploitation, Dominance

SLAVES

Dread, Apprehension, Sorrow, Fear
Hatred, Victims, Anger,
Need to Escape & Overthrow

Which activates the “FIGHT or FLIGHT” brain.



RULERS

Greed, Control, Fear,
Exploitation, Dominance



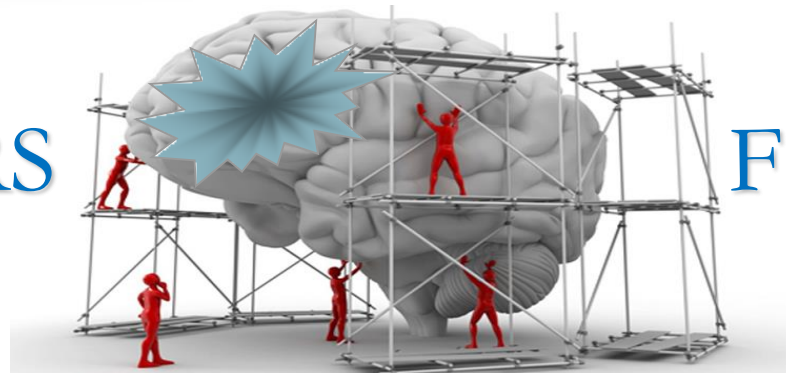
SLAVES

Dread, Apprehension, Sorrow, Fear
Hatred, Victims, Anger,
Need to Escape & Overthrow

Increased Flight or Fight Brain Activity

Leaders & Follows activate the thinking brain,
Rulers & Slaves activate the reptilian brain.

LEADERS



FOLLOWERS

RULERS



SLAVES

Change what produces the most effect—
your employee's attitude.



Because a single attitude can change multiple behaviors that create numerous consequences.



Attitude →

Behaviors

→ Consequences

Studies show a reduction in crime when less than 1% of a city's population participated in peaceful meditation.



What

How

Who

Do

Watch

University of Michigan found doing regular volunteer work dramatically increased life expectancy.



What

How

Who

Do

Watch

Crystallized water molecules reflect positive or negative words (or pictures) when taped to water container.



Negative

Polluted and toxic
Water from Fujiwara Dam



Photos by Dr. Emoto
by Dr. Emoto

Positive

Same water sample
after positive words

School children's daily positive or negative statements to fermenting rice.



Creating new behaviors
does shape new attitudes!



What

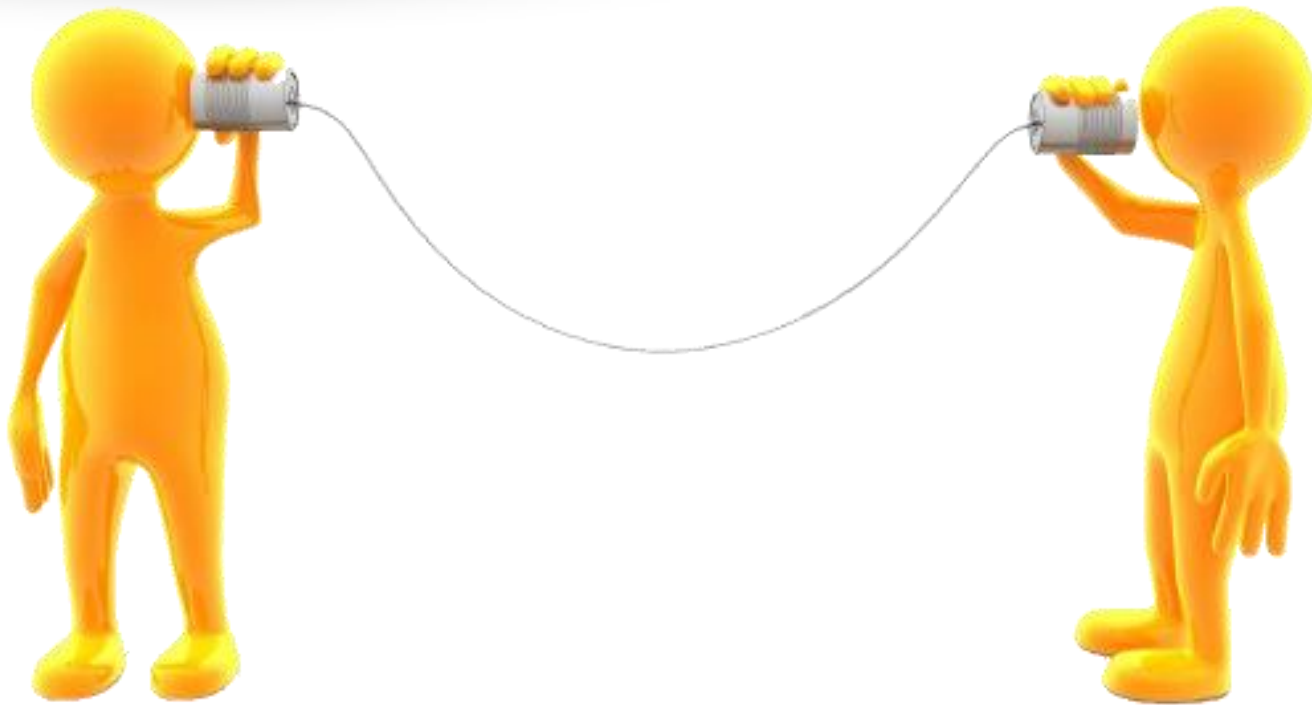
How

Who

Do

Watch

The best attitude:
empathy because it drives
effective listening and communication!



Awareness of self and of others (empathy)
is a critical foundation of EQ.



What

How

Who

Do

Watch

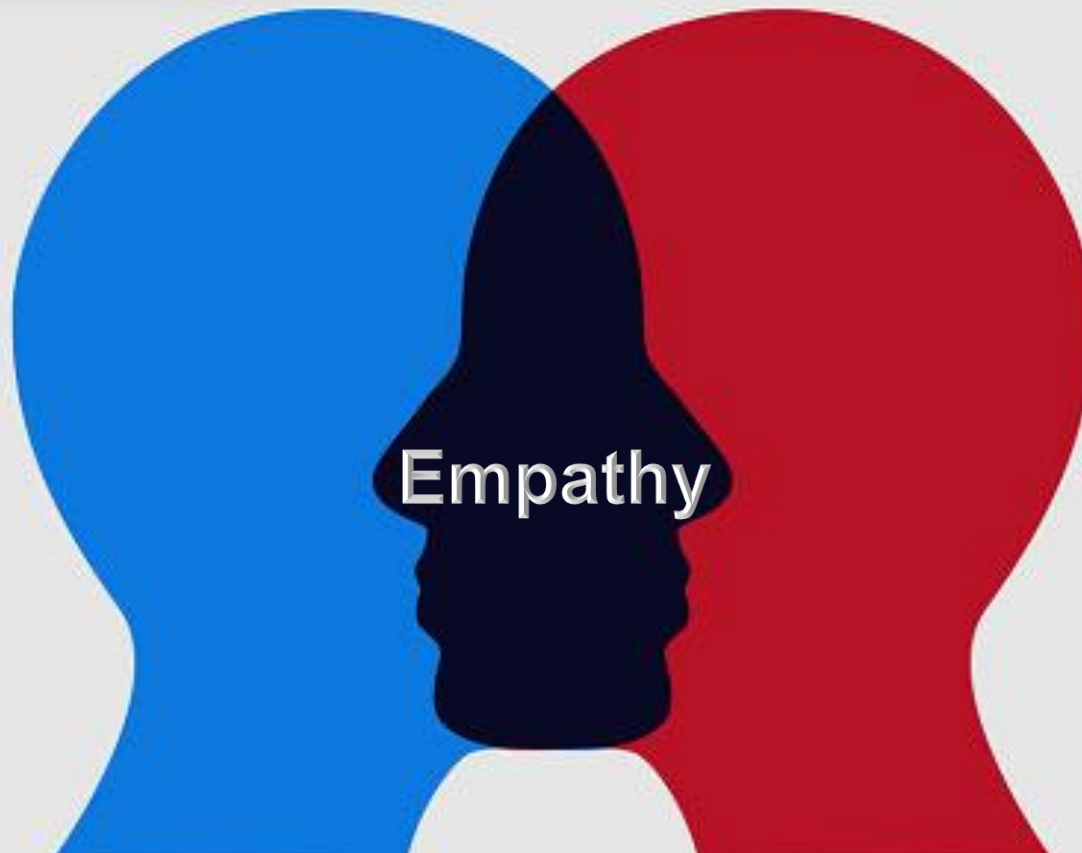
EQ's Self-Awareness & Self-Management Aspects:
Limits damage from
out-of-control emotions!



Potential for Damage

ANGER	FEAR	SADNESS
Fury	Terror	Suicide
Rage	Panic	Gloom
Anger	Horror	Grief
Annoyance	Fear	Misery
Irritation	Alarm	Sorrow
	Trepidation	Sadness
	Apprehension	Melancholy

EQ's Social Awareness & Management Aspects Allows:
Understanding other people's perspectives to
create win-win scenarios.



What

How

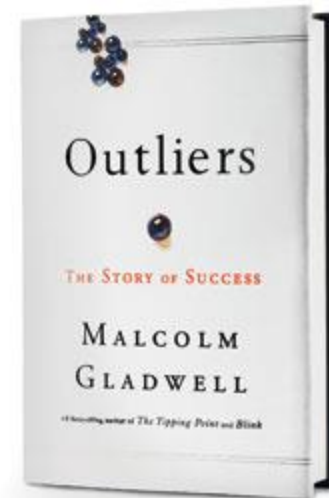
Who

Do

Watch

Most all of the other job skills needed to
excel can be learned!

(10,000 hours of practice to become an expert)



What

How

Who

Do

Watch

The Lesson of Empathy



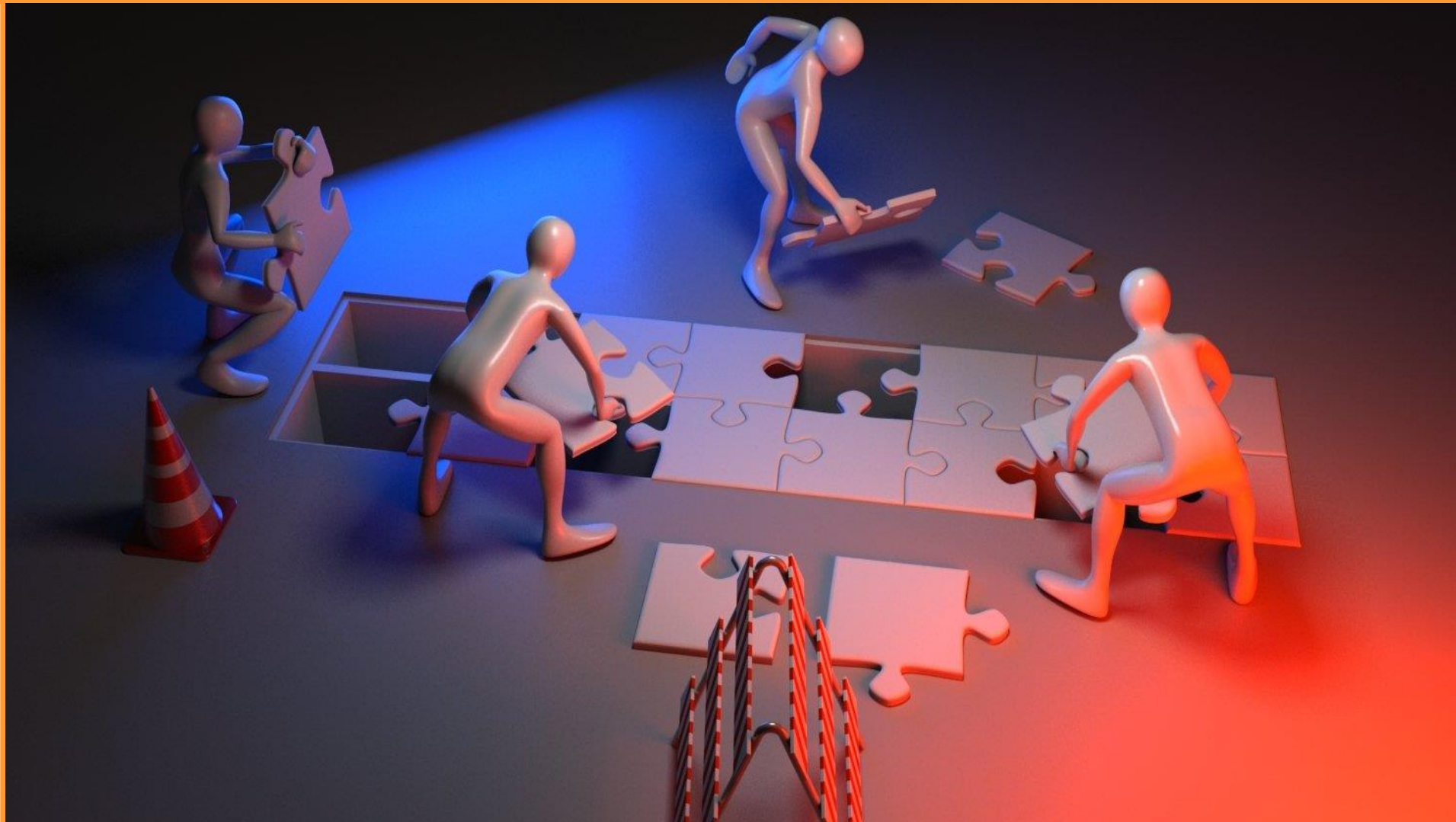
Understanding the
views and needs of others
allows you to
more easily sell
your views and ideas.

Effectiveness Step 3: *Identify 'Who' and Get Buy-in for the Plan*



- *Leadership*: Assemble & rally the right people
- *Strategy*: Determine *how* to accomplish your Objective / Purpose
- *Objective / Purpose*: Determine *what* you want to achieve

Organizational Intelligence (OQ) builds your foundation—your human processes!




What

How

Who

Do

Watch



Our human processes
are the key to
increasing productivity!

What

How

Who

Do

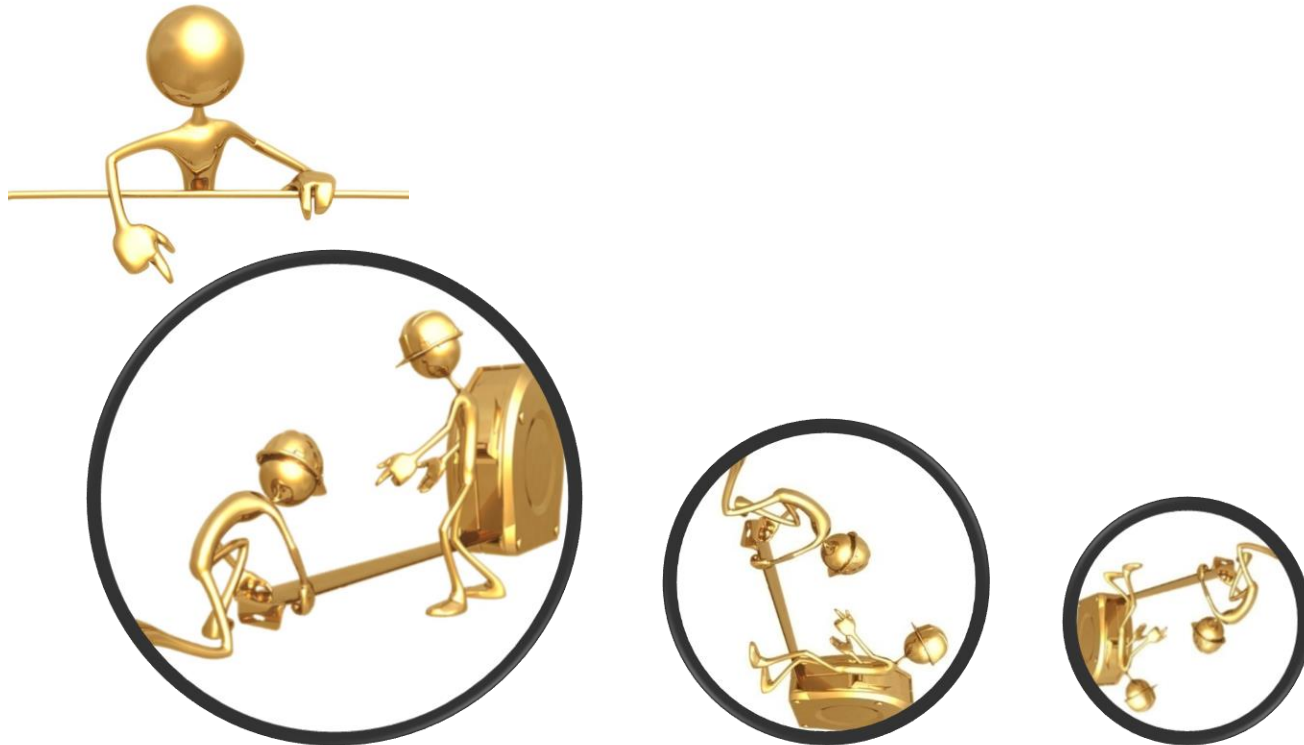
Watch



Human processes are the foundation that supports our business processes.



Bad human processes can turn well defined business process implementations upside down.



What

How

Who

Do

Watch

Practice makes ~~perfect~~ permanent.
Don't practice the wrong behaviors!



What

How

Who

Do

Watch

Eliminate
bad behaviors
and
create
good behaviors!



What

How

Who

Do

Watch

Identify your organization's
“bad” behaviors and its “desired”
behaviors!



What

How

Who

Do

Watch

Practicing the *'wrong'* behavior
doesn't get you better,
only the *'right'* practice makes you better!



Educate and set expectations with your staff on EQ, human process, and how they are key to optimizing productivity.



What

How

Who

Do

Watch

Build rewards into your infrastructure that map to your desired behaviors!



Goals and Objectives



Reviews



Salary & Bonus



The Lesson of Practice

Practicing the
wrong behavior
doesn't get you
better!



Effectiveness Step 4: *'Do' Activities that Map To Your Strategy*



- *Management*: Implement activities that map to your strategy

- *Leadership*: Assemble & rally the right people

- *Strategy*: Determine *how* to accomplish your Objective / Purpose

- *Objective / Purpose*: Determine *what* you want to achieve

The secret to
successful
behavioral change is
creating a
'watching'
mechanism.



Different organizations
need different behaviors and attitudes.



What

How

Who

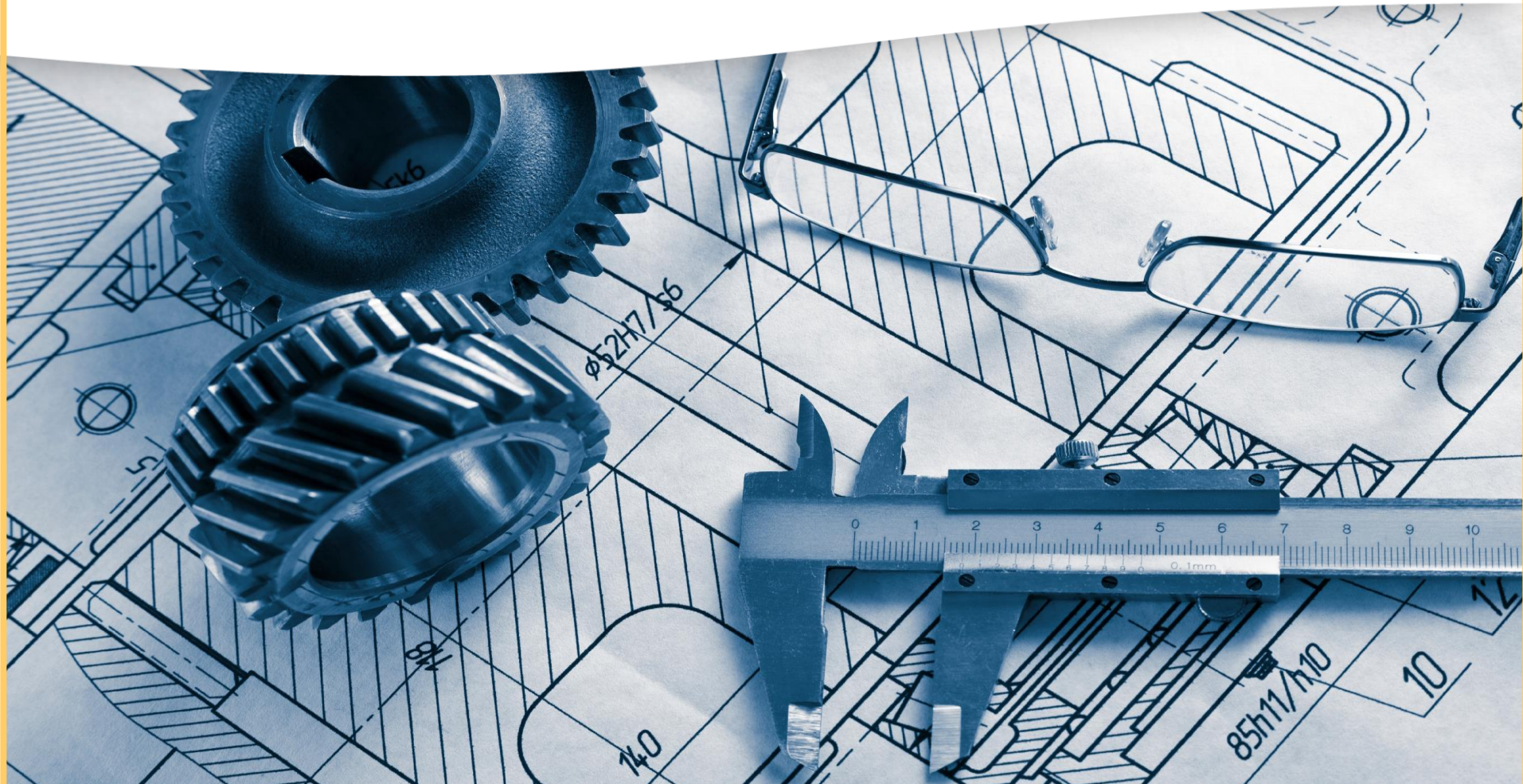
Do

Watch

Designing and inventing organizations are often characterized by independence, learning, & enjoyment.



Producing & manufacturing organizations often reflect stability and discipline.



What

How

Who

Do

Watch



Delivery and product supply organizations show order, safety, and stability.



Customer service organizations stress flexibility, purpose and caring.



What

How

Who

Do

Watch

Organizational intelligence creates behavioral awareness & management.



What

How

Who

Do

Watch

EQ is about how to
create successful relationships.



What

How

Who

Do

Watch

Organizational intelligence is about changing the attitudes and behaviors of an organization!



What

How

Who

Do

Watch

Attitudes and behaviors create culture.



What

How

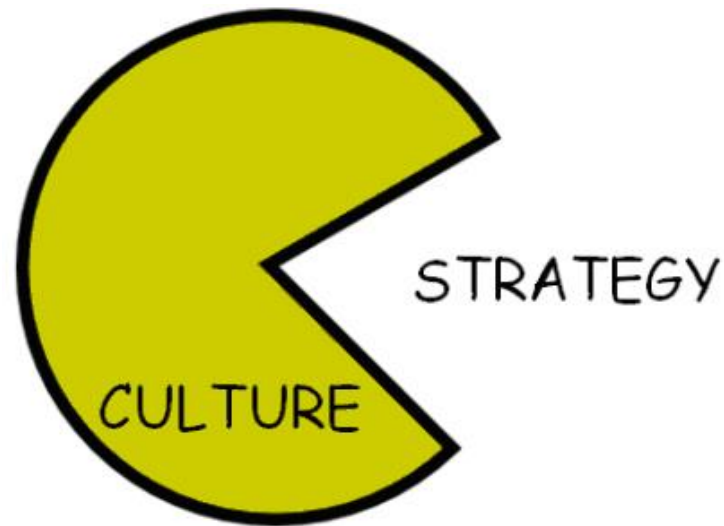
Who

Do

Watch

“Culture eats strategy
for breakfast, operational excellence for
lunch and everything else for dinner.”

Peter Drucker



A 'watching' mechanism is the missing piece to successfully change behaviors!

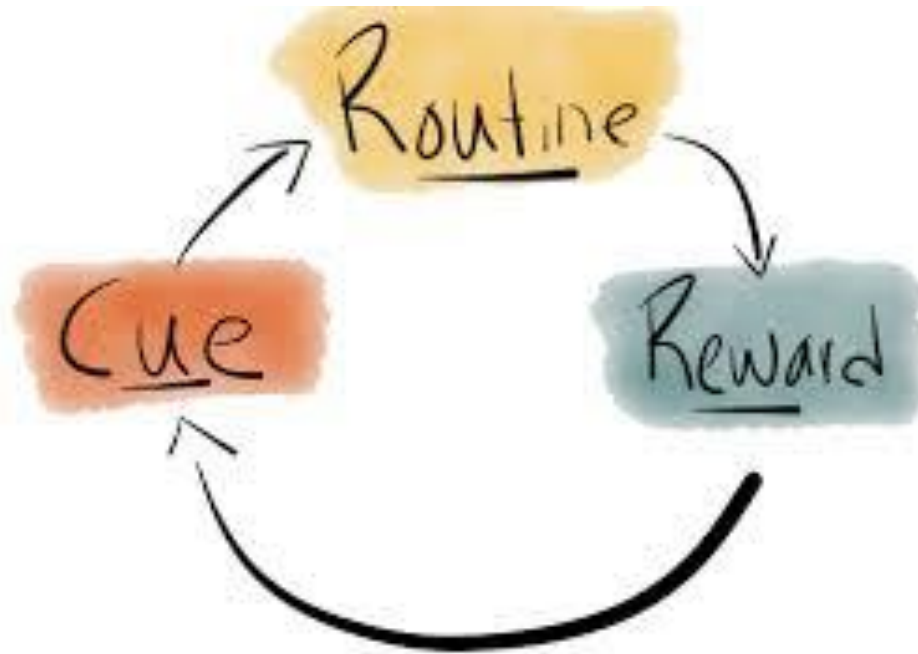


86% of new year's resolutions are broken before the end of January.

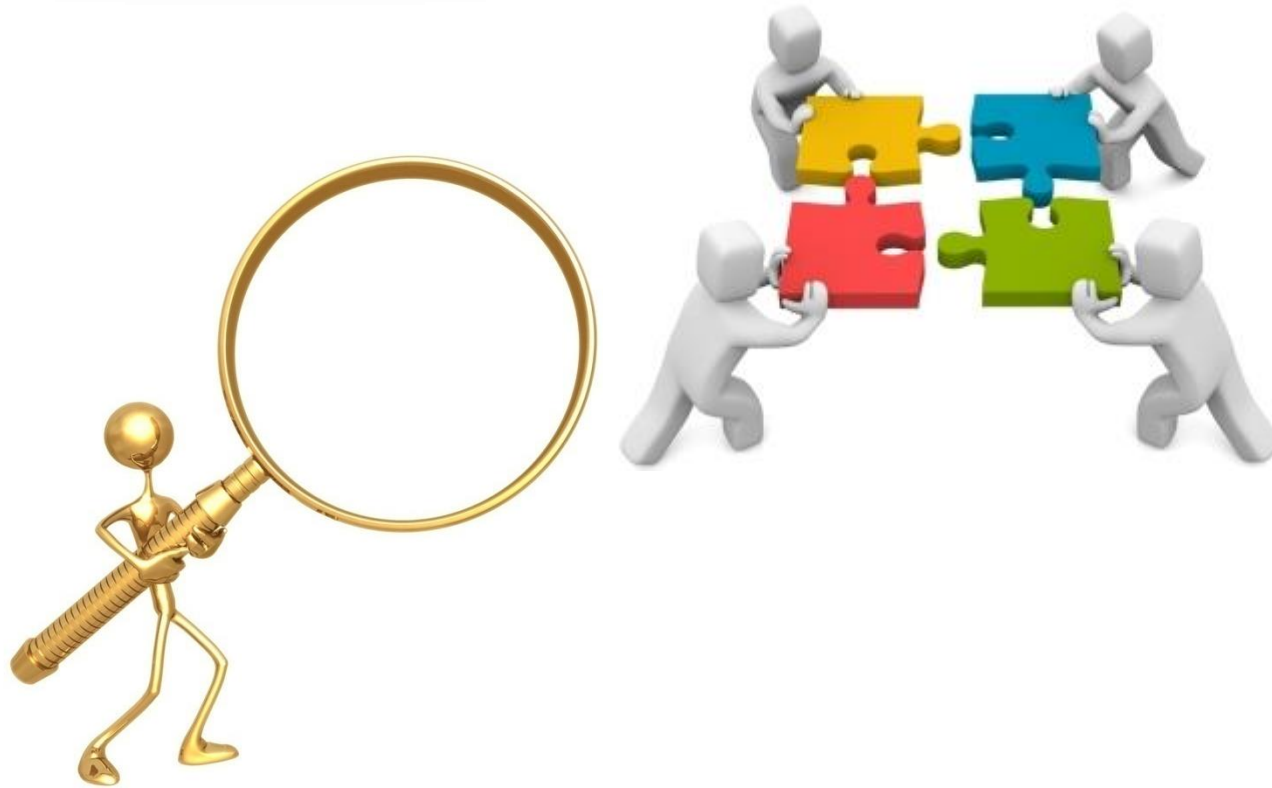
A 3D rendering of the words "Happy New Year" in a bold, red, sans-serif font. The letters are thick and have a slight shadow, giving them a three-dimensional appearance. They are set against a white background with a curved top edge. The scene is filled with numerous small, red, diamond-shaped confetti pieces scattered throughout the air and on the ground. The ground is a light gray surface that reflects the text and the confetti.

Happy
New
Year

Habits take 21 days of repeated behavior to become permanent!



A 'watching' mechanism is the constant reminder needed to successfully repeat a behavior for 21 days.



What

How

Who

Do

Watch

The *right* practice comes from *watching* & *feedback* so bad actions can be corrected.



What

How

Who

Do

Watch

The Lesson of Habits



Observation and
feedback
(watching)
Is key to creating
new behaviors.

Effectiveness Step 5: *Monitor & Reward on a Continuous Basis*



- *Culture*: Monitor, reward & improve on a continuous basis

- *Management*: Implement activities that map to your strategy

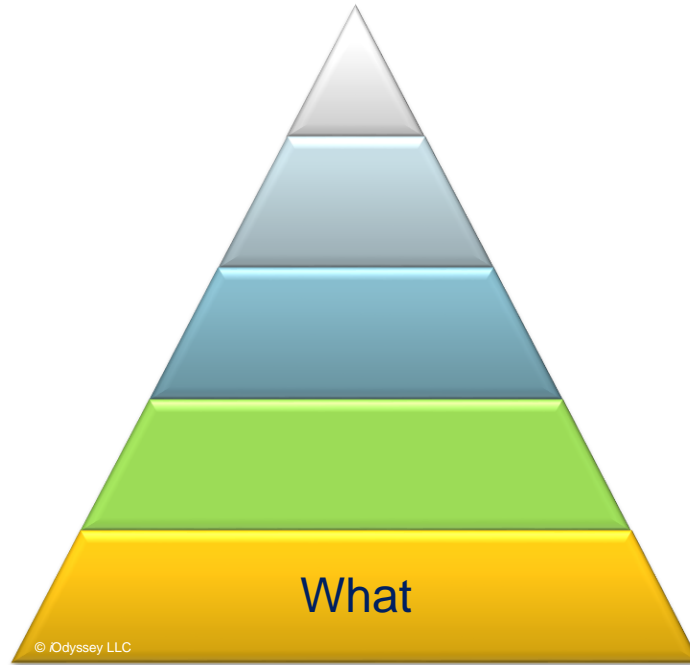
- *Leadership*: Assemble & rally the right people

- *Strategy*: Determine *how* to accomplish your Objective / Purpose

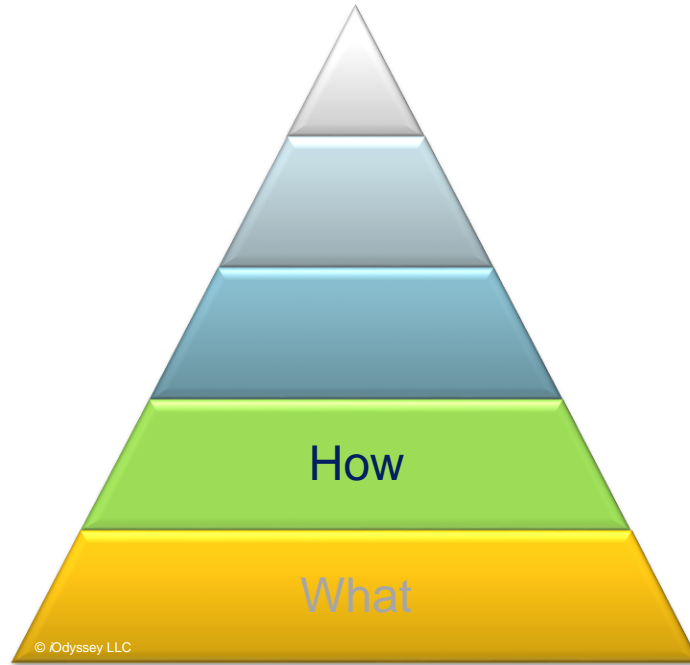
- *Objective / Purpose*: Determine *what* you want to achieve

What: (we want to achieve)

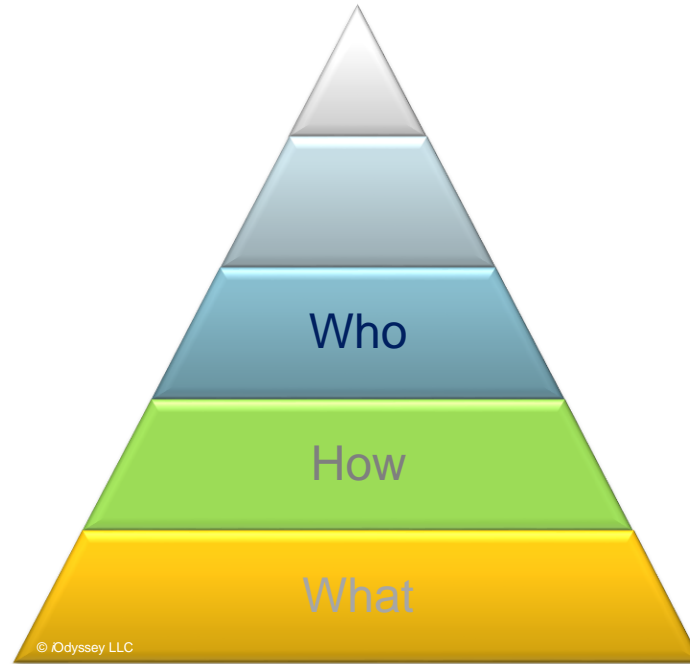
Create behaviors that will promote an 'efficient & effective' oriented company.



How: (are we going to achieve our goal)
Keep employees in their cognitive brain.



Who: (will accomplish our plan)
Develop Leaders and Followers, Not Rulers
and Slaves.

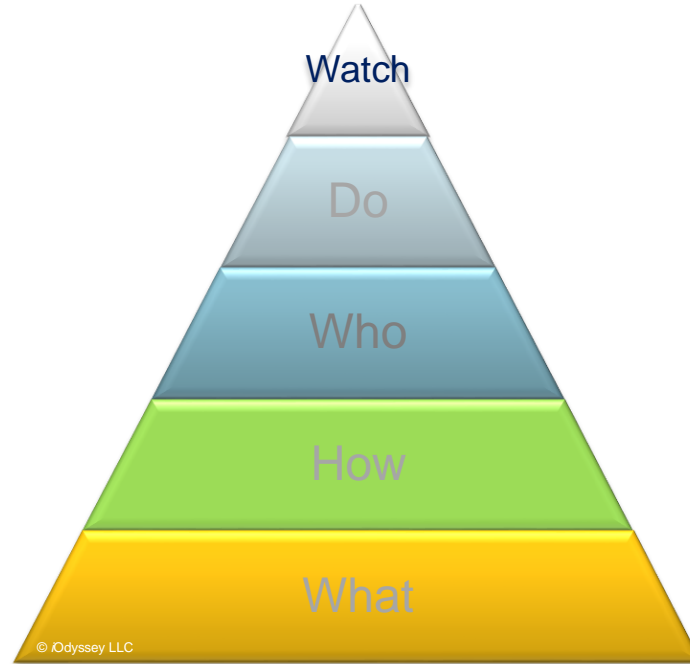


Do: (what maps to our strategy)

Identify and reward 'desired' behaviors.
Identify and quit rewarding 'bad' behaviors.



Watch: (to see what's working)
Build feedback mechanisms into your daily
infrastructure.



Question

A 3D rendering of the word "Question" in a bold, sans-serif font. The letters are white with a slight shadow underneath. The final letter, "n", is replaced by a large, vibrant red question mark. The entire scene is set against a plain white background with a subtle reflection on the surface below.