



CHARACTER QUALITIES: OPERATIONAL EFFICIENCIES

Dr Mario Denton

marden@mweb.co.za 082 882 9903

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- **M**aster in his study field. He knows where he is going and what he wants to achieve
- **A**vailable. He is available to serve it be professionally or in friendship
- **R**ight standing with God. Loves God and will seek ways to please God and want God's blessings in what he does
- **I**lluminates a servant-leadership character
- **O**bservant of what goes on around him. Identifies new ideas and challenges in his surrounding

Words from Charmaine Kapp on his 50th birthday







CHARACTER QUALITIES: OPERATIONAL EFFICIENCIES

- **Decisiveness**
- **Dependability**
- **Diligence**
- **Discipline**
- **Flexibility**
- **Orderliness**
- **Thoroughness**



DECISIVENESS

PROCESSING INFORMATION AND FINALIZING
DIFFICULT DECISIONS

Decisiveness Definition

- **Synonyms:** absolute, assured, certain, conclusive, definitive, influential, intent, resolute
- **Antonyms:** indecision, irresolute, procrastination, questioning, weak

Decisiveness Definition

- Processing information and **finalizing difficult decisions**
- **Preparation** is foundational for decisiveness.
- Know your **core values** and use them to measure your options.
- **Choose the option** that most closely matches your inner values and you will be happier and less stressed.
- Having a clear conscience, clear values, a clear perspective, and a **clear mind** (free from distraction) will help you make a sound decision.

Decisiveness: Etymology

- Decisiveness is the ability to **cut quickly to the heart of a matter**.
- It involves getting immediately to the fundamental issue and making a clear choice.
- de•ci•sive•ness *n*: 1: the quality or power of settling a dispute, question, doubt, contest, event 2: **the ability to conclude** or finalize 3: the characteristics of prompt determination

before you speak:

THINK

T ~ is it true?

H ~ is it helpful?

I ~ is it inspiring?

N ~ is it necessary?

K ~ is it kind?



DEPENDABILITY

FULFILLING COMMITMENTS EVEN IN THE FACE OF DIFFICULTY

Dependability Definition

- **Synonyms: staunch, steady, sturdy, constant, faithful, secure, stable, steadfast, sure, tried-and-true, trusty, unfailing**
- **Antonyms: inconsistency, unfaithful, unreliable, unstable, wobbly, irresponsible, unsteady**

Dependability Definition

- **Good intentions will not make you dependable.**
- **Think through the process; gather the information, supplies, and expertise needed; and get started.**
- **Take initiative to work through the difficulties you encounter along the way.**

Word Etymology: Dependability

- **De-** is the Latin prefix meaning "down" or "from."
Combine this with *pendere*, "to hang," and you have a word picture that illustrates the meaning of *dependable*.
- Dependability is keeping your word so that others can "hang" their plans on your promise.
- **De•pen•da•bil•i•ty** *n* 1: quality of that which can be counted upon; able to be leaned upon 2: reliability 3: trustworthiness

STOP
TRYING TO
FIT IN
WHEN YOU
WERE BORN TO
STAND OUT

AND LEADING-EDMARTIN.COM



DILIGENCE

FOCUSING MY EFFORT ON THE WORK AT HAND

Diligence Definition

- **Synonyms: intensity, vigor, application, briskness, exertion, industry, pertinacity**
- **Antonyms: inactivity, lethargy, carelessness, disregard, idleness, laziness, negligence, neglect**

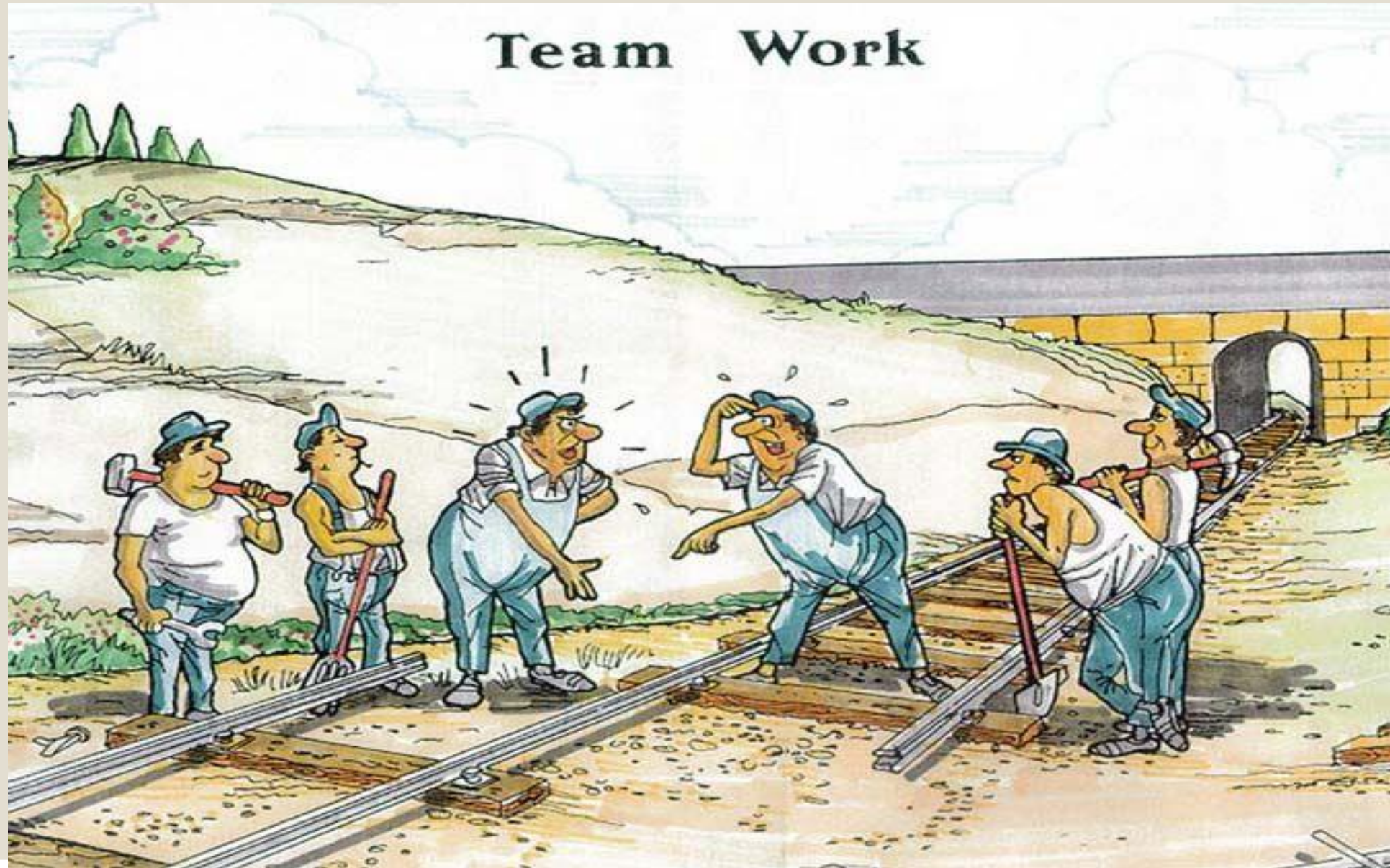
Diligence Definition

- **Definition: Focusing my effort on the work at hand**
- **Sometimes the most difficult part of a project is getting started..**
- **It can be helpful to break your project down into smaller, more manageable steps.**
- **Create a step-by-step plan to achieve your goal.**
- **After you have a plan, take that first step.**
- **Getting a good start builds momentum and gives you energy to make progress**

Word Etymology: Diligence

- ***Diligence*** descended from the Latin *diligere*, meaning "to value highly; to love, esteem, prize; to choose." *Diligere* combined *dis* ("apart") and *legere* ("to pick out, choose"). Thus, *diligere* referred to choosing one task or object apart from the others.
- **Diligence** requires putting one's whole effort into a particular task.
- **di•li•gence** *n* 1: steady application of effort to accomplish a task 2: exerting oneself to fulfill what is undertaken without unnecessary delay 3: acting with great care and effort

Team Work



A close-up photograph of two teddy bears in a snowy environment. The bear in the foreground is wearing a red and black plaid hat and has a thick layer of snow on its head and back. The bear behind it is dark-colored and also covered in snow. The background is a soft-focus scene of falling snow and bare tree branches.

DISCIPLINE

CHOOSING BEHAVIORS TO HELP ME REACH MY GOALS

Discipline Definition

- **Synonyms: control, method, practice, preparation, regulation, cultivation, exercise, self-command**
- **Antonyms: agitation, ignorance, chaos, confusion, disorder, permissiveness**

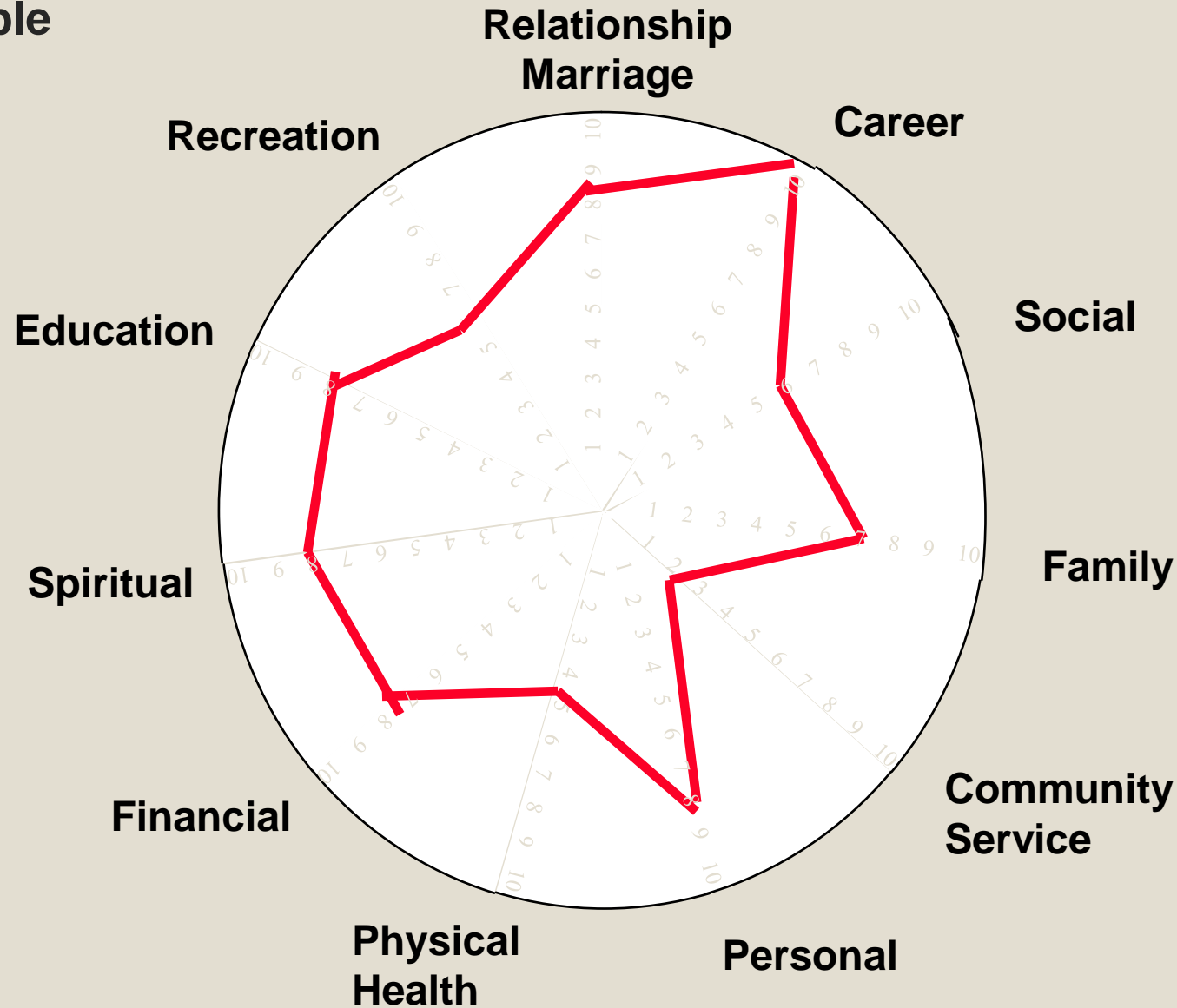
Discipline Definition

- **Consider the long-term effects of every decision.**
- **Recognize that today's wants often lose their ability to satisfy by tomorrow.**
- **It is not worth losing your job, your family, or your reputation for temporary satisfaction.**
- **Focus on something greater than your immediate wants, and do what is best in the long-run.**

Word Etymology: Discipline

- The word *discipline* comes from the Latin words *discipulus*, meaning “pupil” and *disciplina*, meaning “instruction, knowledge, teaching, learning and military discipline.”
- They refer to a specific field of study or developing habits while in the military.
- Dis•ci•pline *n* 1: training that corrects, molds, or perfects the mental faculties or moral character 2: a rule or system of rules governing conduct or activity

Exercise The Balance Wheel — a complex example



Ref: Whole Life Resilience: The Changing Face of Leadership



FLEXIBILITY

ADJUSTING TO CHANGE WITH A GOOD ATTITUDE

Flexibility Definition

- **Synonyms: adjustable, ductile, elastic, formative, lithe, stretchable**

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Antonyms: rigid, resistant, brittle, stern, stiff, unadaptable

Flexibility Definition

- **Recognize the new opportunities that changes bring.**
- **Though these benefits might not immediately appear, changed circumstances can help you find new methods and refine your goals.**
- **Discern the benefits and opportunities each development brings, and continue to pursue worthwhile purposes.**

Word Etymology: Flexibility

- The Latin word *flexibilis* comes from *flexus*, past participle of the verb *flectere*, “to bend.”
- *Flexibility* is the strength to flourish amid constant change and pressure. A flexible person accepts new direction even when it means changing personal plans or ideas for the sake of a greater goal.
- **flex•i•bil•i•ty** *n* 1: the ability to make needed adjustments. 2: the capability of responding to change. 3: a disposition of openness to new instructions. 4: adaptability.

Speak Life!

I Matter • I Am Loved • I Can Make It
I'm Hanging In There • I Will Not Give Up

I Am Blessed • I Am A Winner

I Am More Than A Conqueror

I Have Favor With God and With Man

God's Gonna Get The Glory Out of This

I Am Strong • I Am Healed • I Am Whole

I Can Do This • Yes I Can • Read: Proverbs 18:21



ORDERLINESS

ORGANIZING MY THOUGHTS AND SURROUNDINGS
FOR GREATER ACHIEVEMENT

Orderliness Definition

- **Synonyms: organization, planning, classification, structure, regulated, neat, tidy**

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Antonyms: confusion, disorganization, chaotic, sloppy, slovenly

Orderliness Definition

- **If you think you are too busy to develop a plan you probably really need one.**
- **Take time at the beginning of each year, month, week, and day to plan what you need to accomplish. Write down your goals so you can stay on course.**

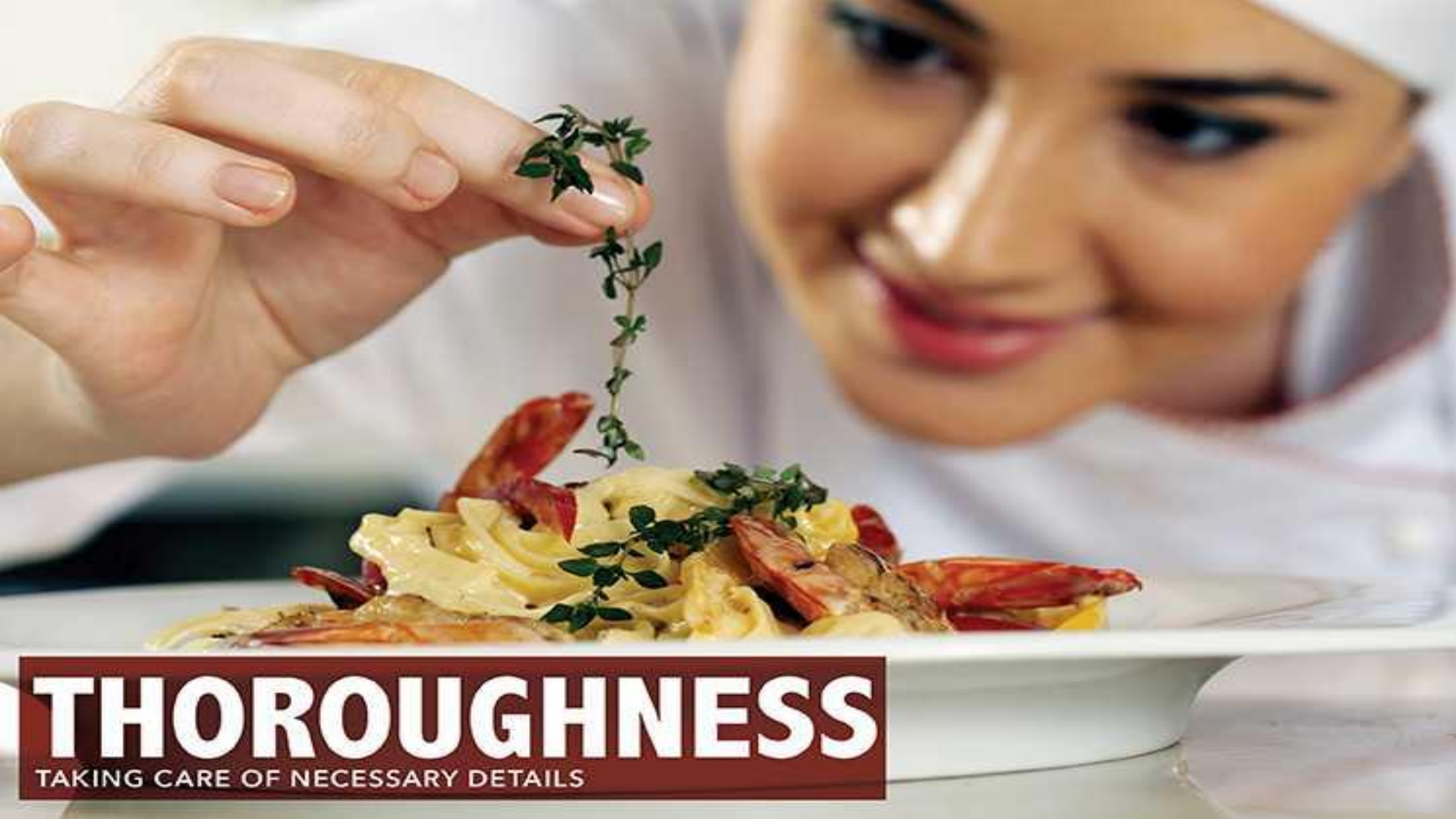
Word Etymology: Orderliness

- ***Order*** comes from the Latin word *ordo*, meaning “row; series.” In the late 1500s, the word *order* was a military term describing the formation of an army.
- The term came into use as a verb when troops were *ordered* into battle formation or *ordered* to carry out a particular task.
- **or•der•li•ness** *n* 1: the state or quality of being orderly 2: the disposition of things in sequence 3: the harmonious arrangement of objects 4: the observance of law, rule, or discipline

Success seems to be connected with action. ***Successful people keep moving.*** They make mistakes, but they don't quit.

Conrad Hilton – 1887-1979, Hotelier





THOROUGHNESS

TAKING CARE OF NECESSARY DETAILS

Thoroughness Definition

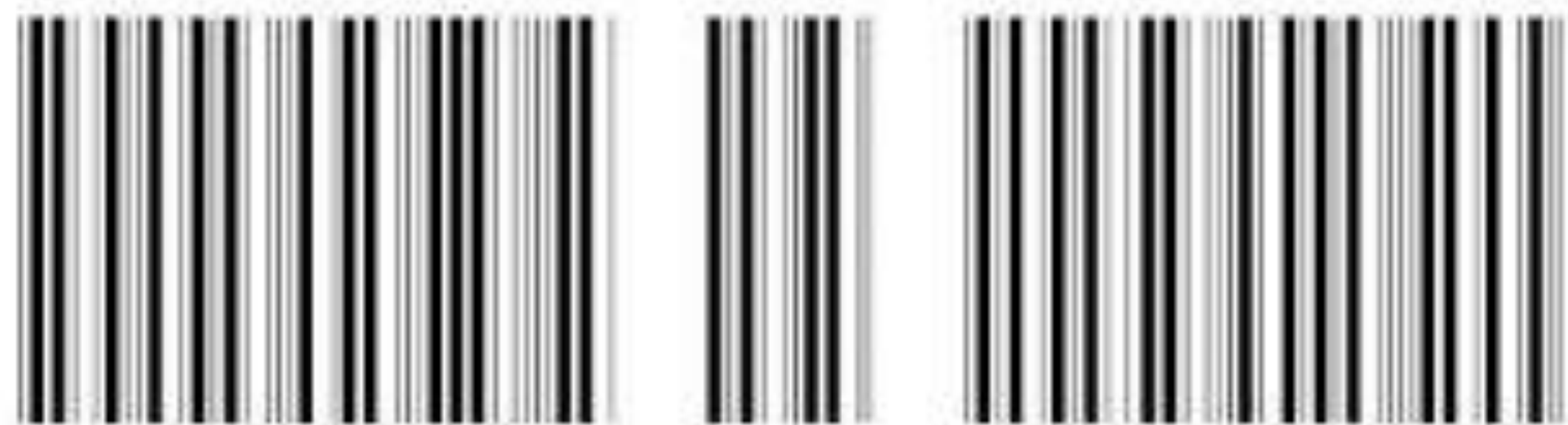
- **Synonyms: awareness, care, carefulness, consciousness, meticulousness**
- **Antonyms: ignorance, unconsciousness, incompleteness**

Thoroughness Definition

- **Planning ahead reduces the number of surprises later.**
- **Think through each project, including the time it will take, the materials you need, the people involved, and how much it will cost.**
- **Try to anticipate challenges that may arise and potential roadblocks you may encounter. If you are prepared to deal with these issues, delays and mistakes will be minimal.**

Word Etymology: Thoroughness

- About 1,000 A.D., the adjective *thuruh* meant "from side to side; from end to end." The modern derivatives *door* and *thorough* actually come from the same linguistic root referring to a passage or a hole. Thus, thoroughness carried the idea of passing completely through.
- Thor•ough•ness *n* 1: the quality of completeness 2: not overlooking important details 3: exhaustive in fulfilling a task



Don't Let People Label You



**Opportunities
are never lost;
they're just
found by
someone else.**

Declutter

*your mind,
your heart,
your home.*

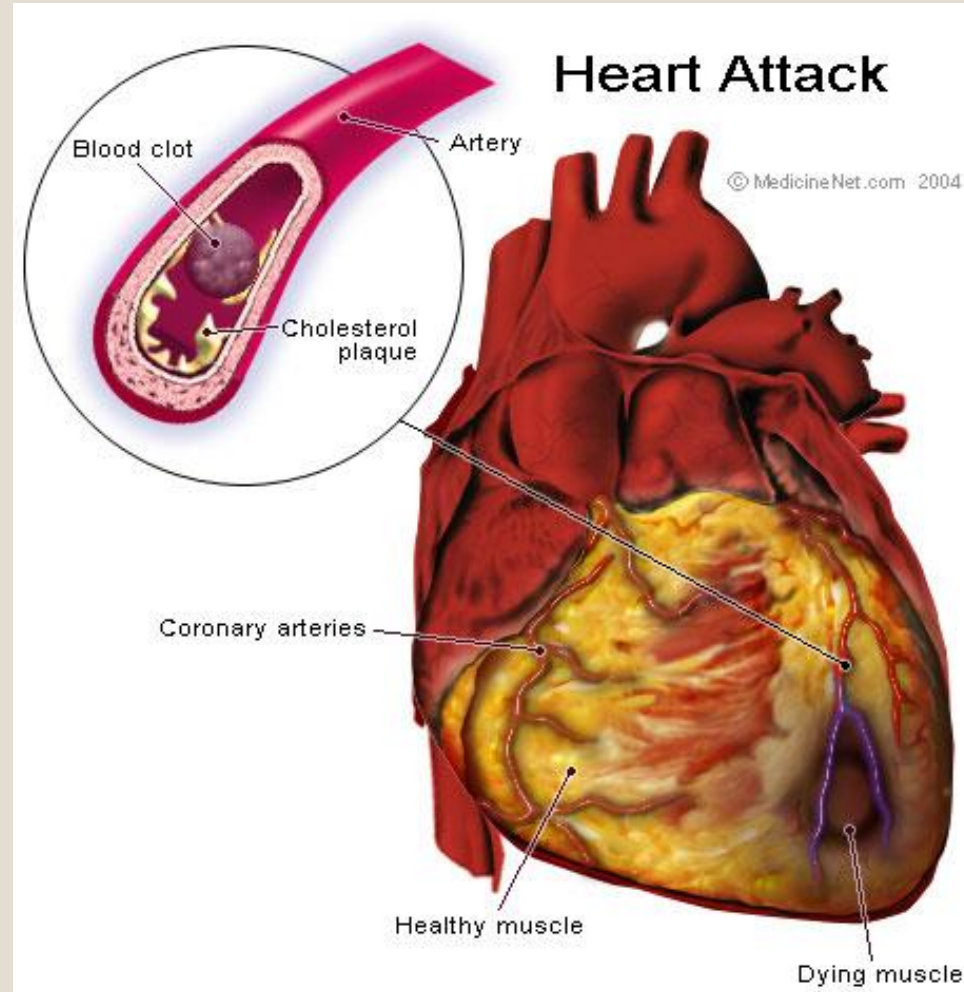
*Let go of the heaviness
that is weighing you down.*

*Make your life simple,
but SIGNIFICANT.*

~Maria Defillo

Mystic Sounds
Facebook/MysticSounds 

EXERCISE: YOUR HEARTBEAT



YOUR HEARTBEAT CONVERSATION

What is complicating your life right now?

What keeps you awake (at night)?

What inspires you/makes you tick?

What are some of the indicators of high vitality in your life?

What gives your spirit, mind, heart and body energy?

What are your dreams/ fears?

What would you like to be remembered for?

Discuss your unfolding strategy.

What are the things (top priorities) you need to:

Let go? Stop? Maintain? Initiate?

If you could change anything, what would it be?

(Yourself, team, organisation)

Example

4	Enthusiastic	Energetic, eager, or zealous
2	Loyal	Faithful, dependable or steadfast
3	Detailed	Particular, meticulous, pays careful attention
1	Commanding	Directs others with authority, exercises dominating influence
1	Lenient	Not strict nor harsh, merciful or generous
4	Expressive	Easily communicates thoughts, feelings, ideas or moods
3	Decisive	Conclusive, firm, comfortable in decision making or problem solving
2	Particular	Concerned with and attentive to details , meticulous