

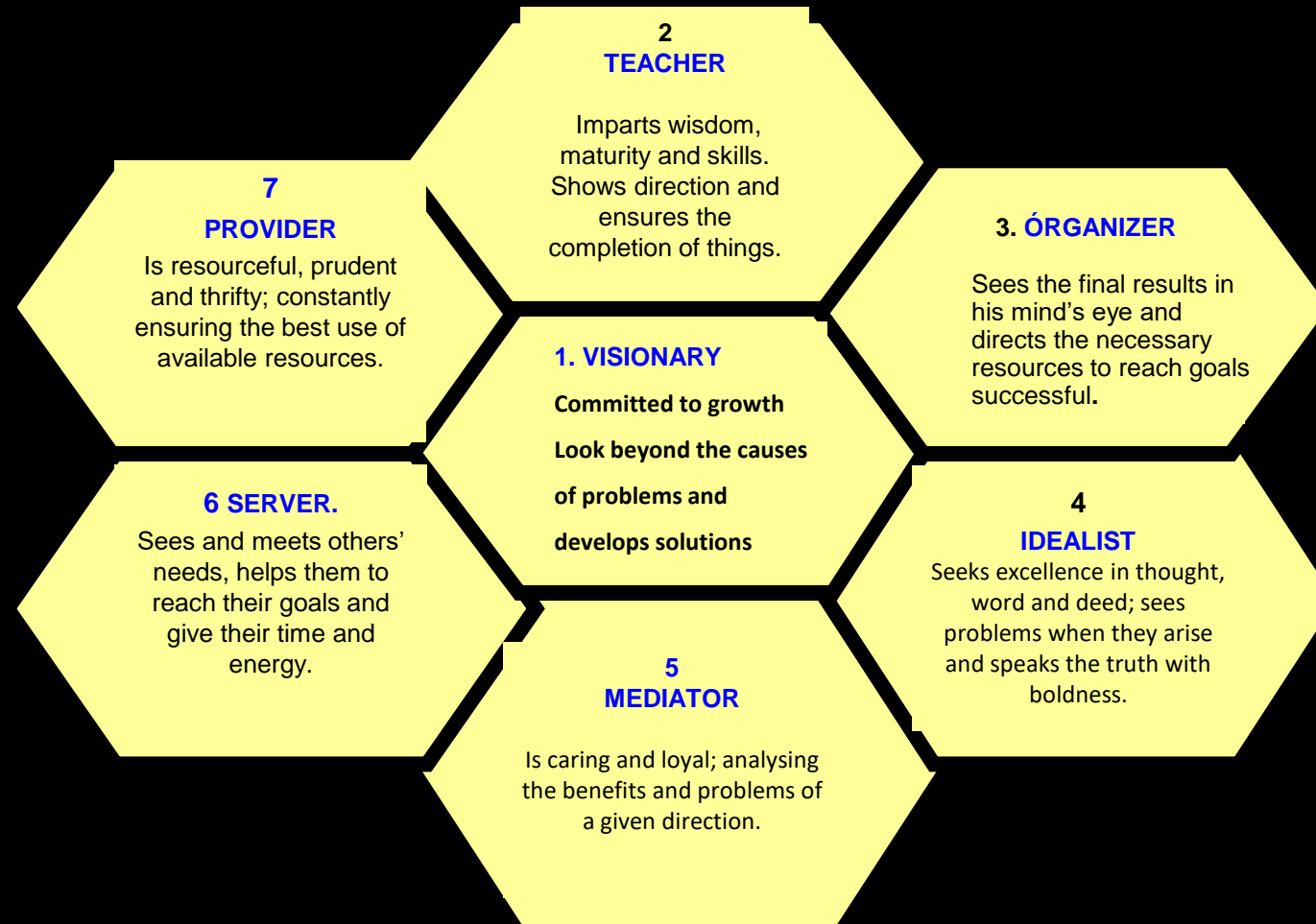


iKnow
MyDesign[®]
Character

VISIONARY DREAMER (VISIONARY)

Dr Mario Denton

UNDERSTANDING THE CONCEPTUAL FRAMEWORK OF THE MY DESIGN CHARACTER





DETERMINING YOUR LEADERSHIP PERSPECTIVE

1. Visionary Dreamer (Visionary)

2. Wise Coach (Teacher)

3. Responsible Finisher (Organizer)

4. Optimistic Analyzer (Idealist)

5. Harmonious Mediator (Mediator)

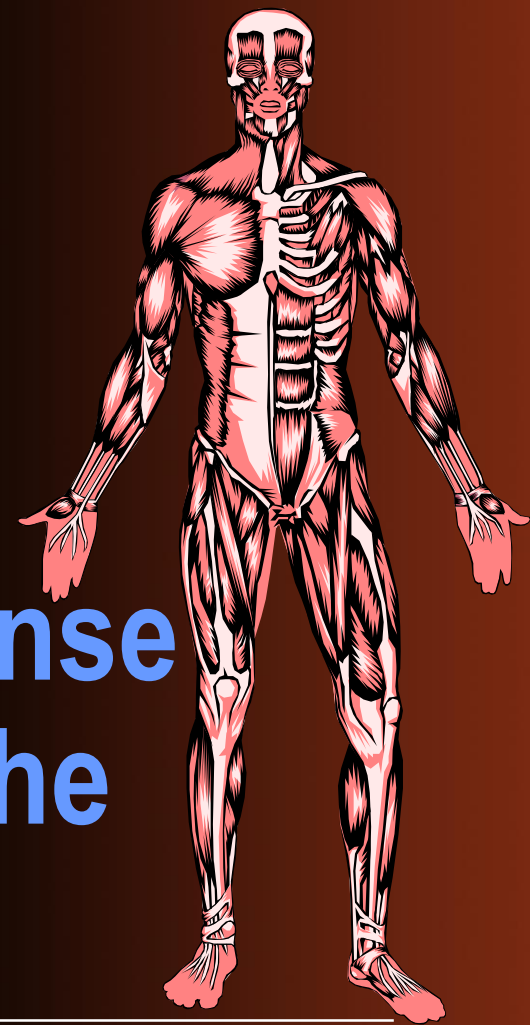
6. Dependable Helper (Server)

7. Resourceful Supporter (Provider)



RAISE THE BAR OF EXCELLENCE: SEVEN PERSPECTIVES

- 1. Visionary Dreamer (Visionary)**
- 2. Resourceful Supporter (Provider)**
- 3. Optimistic Analyzer (Idealist)**
- 4. Dependable Helper (Server)**
- 5. Harmonious Mediator (Mediator)**
- 6. Wise Coach (Teacher)**
- 7. Responsible Finisher (Organizer)**



The Seven Sense Detectors of the Human Body

How they correspond to the seven leadership
perspectives

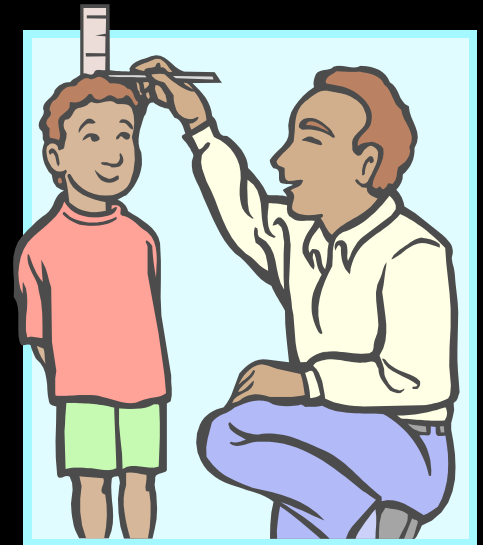


UNDERSTANDING PERSPECTIVES

- ***A leadership perspective*** is the viewpoint from which a leader sees life, analyzes problems, negotiates issues, makes decisions, and interacts with others.
- Just as a globe appears different from varying vantage points, so circumstances appear different from varying leadership perspectives.
- Each individual has one of the seven leadership perspectives. A wise leader will learn to work with the strengths and weaknesses of each perspective, greatly reducing difficulties in relationships.

STRETCH DETECTORS

- These detectors register the amount of stretching which takes place when skin is in the process of growth or use.
- The **Visionary** is alert to growth and the steps of progress that have been achieved.



BALANCE DETECTORS

- If the body leans too far out of balance, these detectors will call for muscle response to correct the situation.
- When truth is out of balance, the **Teacher** is instantly alerted and calls for immediate correction



PRESSURE DETECTORS

- Deep pressure in the body triggers these detectors, which in turn signal the brain to shift the weight of the body and thus avoid pain.
- When an **Organizer** recognizes that too much pressure is building up on a few people, he will delegate the load to others to avoid serious consequences



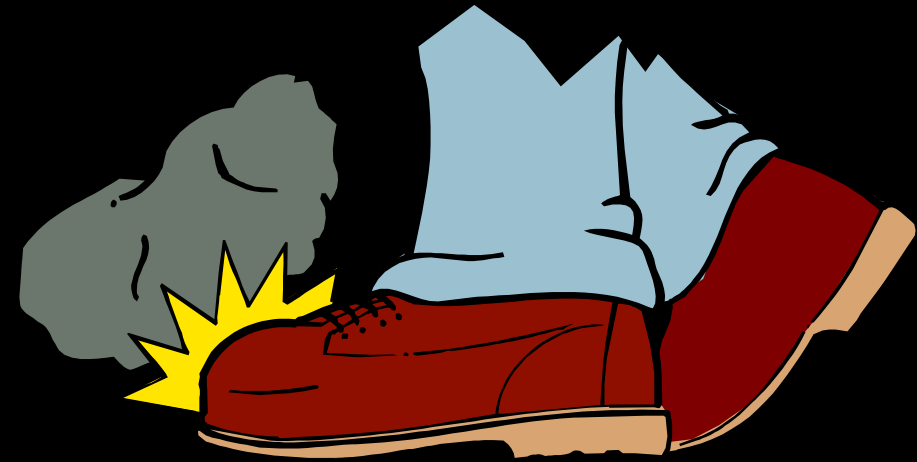
HEAT DETECTORS

- These detectors send warning messages to the brain when heat passes a certain level of tolerance.
- When problems arise, the **Idealist** sounds the alarm and speaks boldly



PAIN DETECTORS

- These detectors signal the brain when damage is occurring within the body. It is significant that other detectors can be adapted to or ignored, but these cannot
- A **Mediator** will feel the pain of another and will not be able to rest until the cause of the pain is removed



TOUCH DETECTORS

- The slightest touch is registered by these detectors and sent to the brain for a response.
- When a person taps another, he usually seeks to gain attention to have a need met. The **Server** responds to such a situation.



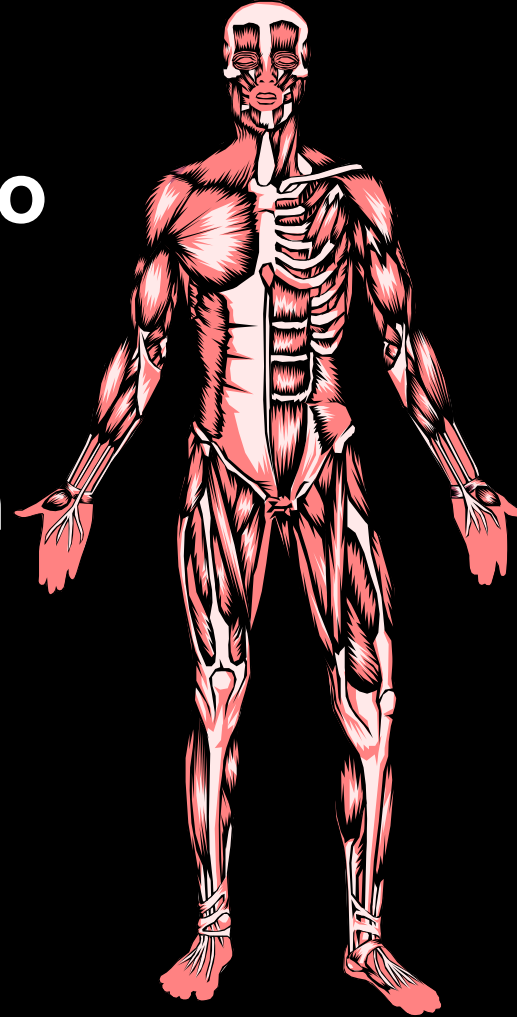
COLD DETECTORS

- When an object near the skin is colder than the skin, it draws warmth from the body to itself which is sensed by the cold detectors.
- A **Provider** would respond to the need of a person which is cold or hungry by knowing and using available resources.



**Just as the sense detectors
work together in harmony, so
the different perspectives
work together in harmony in
an organization.**

**Doing without one would
cause imbalance.**



PRESSURE

HEAT

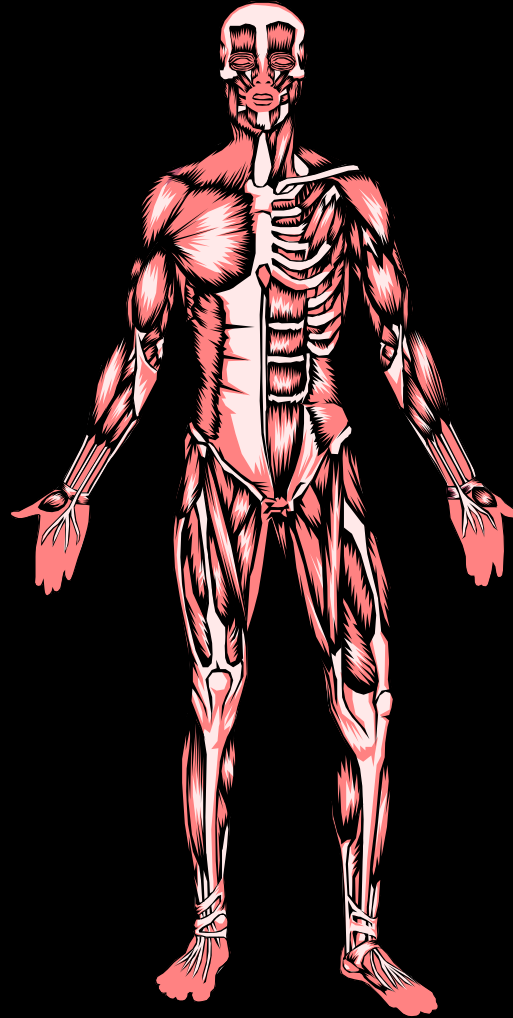
COLD

STRETCH

TOUCH

PAIN

BALANCE



PRESSURE
ORGANIZER

HEAT
IDEALIST

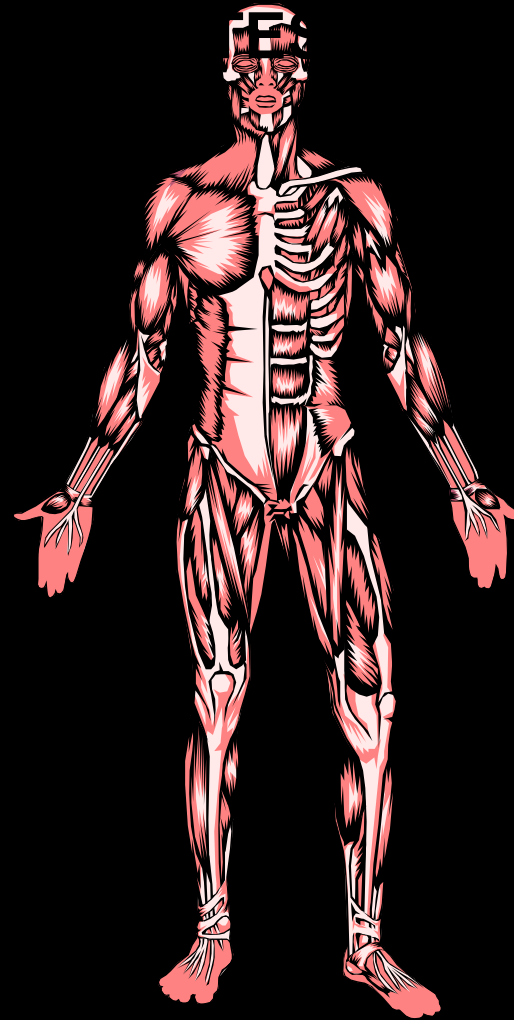
COLD
PROVIDER

STRETCH
VISIONARY

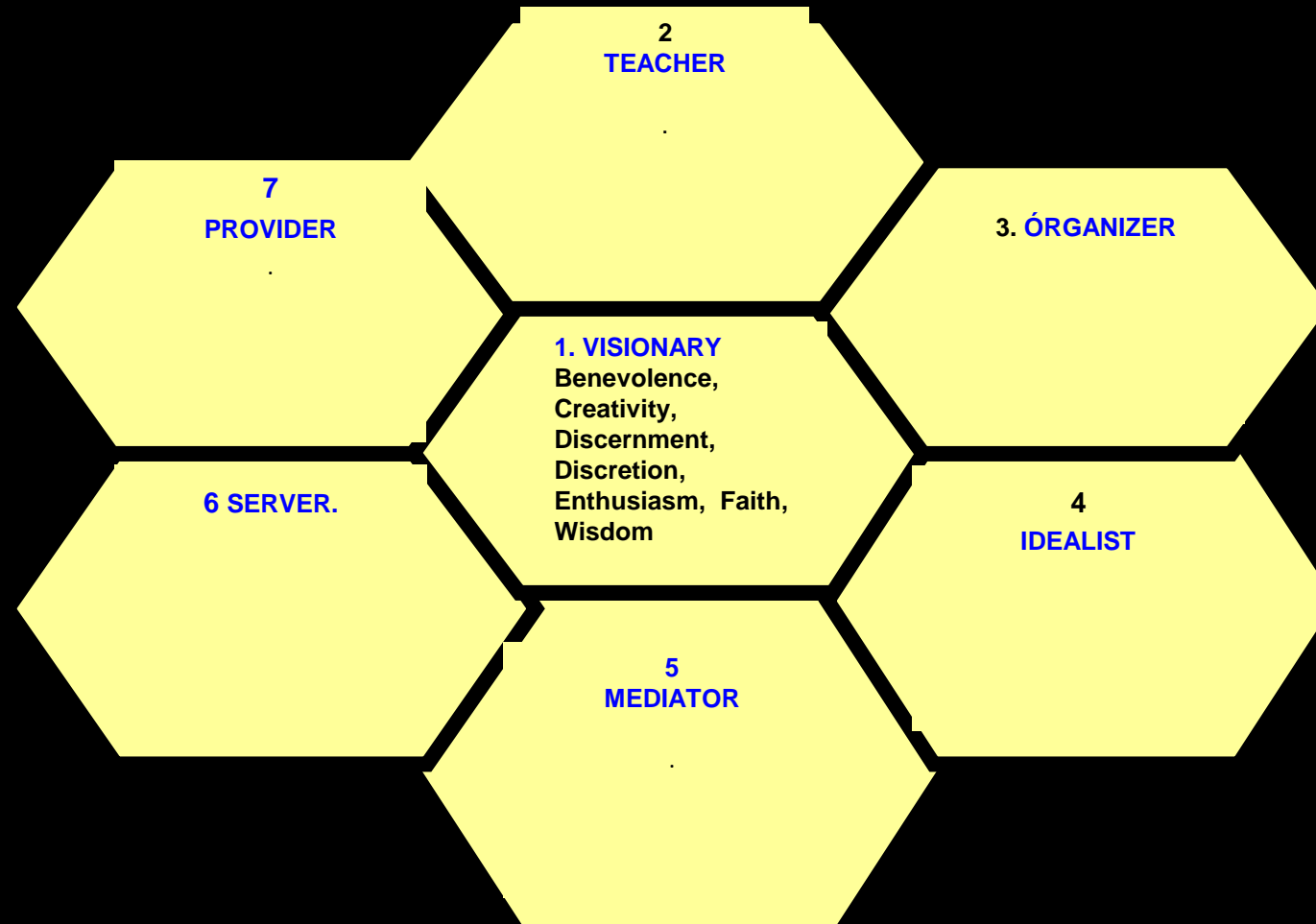
TOUCH
SERVER

PAIN
MEDIATOR

BALANCE
TEACHER



UNDERSTANDING THE CONCEPTUAL FRAMEWORK OF THE MY DESIGN CHARACTER





VISIONARY DREAMER RELATED CHARACTER QUALITIES

- 1. Benevolence**
- 2. Creativity**
- 3. Discernment**
- 4. Discretion**
- 5. Enthusiasm**
- 6. Faith**
- 7. Wisdom**



VISIONARY DREAMER

A VISIONARY is committed to growth and wants organisation to grow. Looks beyond the causes of problems and develops precise solutions for success.





BENEVOLENCE vs Selfishness

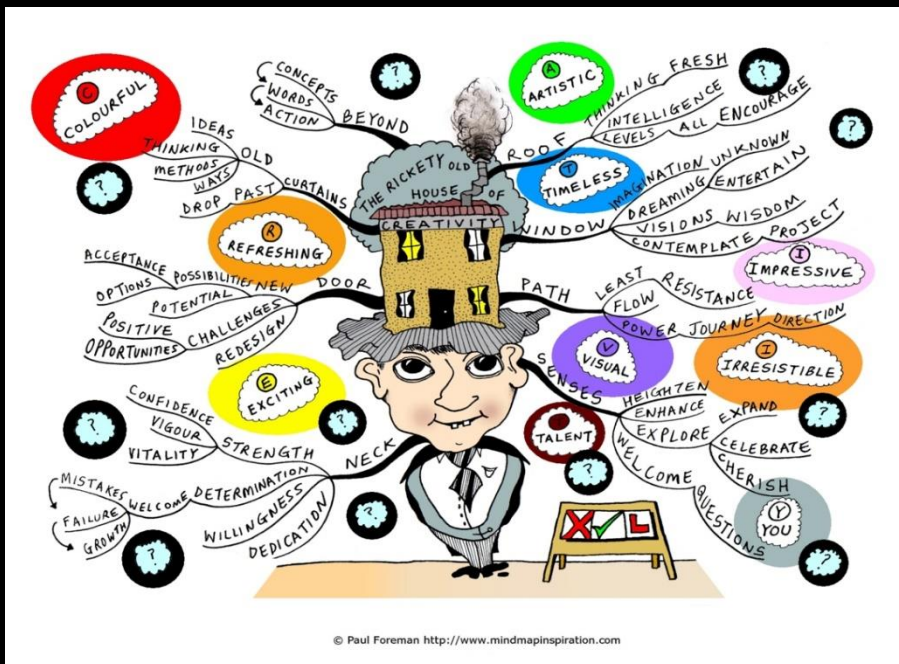
To be kind or generous to others - wish to help others





CREATIVITY vs Underachievement

To use my imagination to discover a new idea
or solve a problem in a unique way - to think
'outside the box'





DISCERNMENT vs Short-sightedness

To understand the deeper reasons why things happen
- showing insight and understanding



SHORTSIGHTEDNESS

WHEN YOU ONLY PAY ATTENTION TO WHAT YOU BELIEVE TO BE IMPORTANT,
YOU OFTEN MISS THE REALITY OF THE SITUATION.



DISCRETION vs Simple-mindedness

To know how to avoid embarrassment or harmful consequences - make good and responsible decisions



ENTHUSIASM vs Apathy



A feeling of joy or excitement that I show in the tasks I need to perform



APATHY

Ehh, who cares? No one will notice.

Demotivators.us

FAITH vs Presumption



To believe that good actions will lead to good results, and that this belief is not based on any proof.



WISDOM vs Foolishness



To have a deeper understanding of people or situations -
think and act using knowledge, experience, understanding,
common sense and insight.





VISIONARY DREAMER RELATED CHARACTER

CHARACTERISTICS

- **Willing to spend time on growth**
- **Identifies root problems**
- **Sees clear steps of action**
- **Raises hope for solutions**
- **Turns problems into benefits**
- **Uses examples to prove point**
- **Gains insight through experience**
- **Acts on clear steps**
- **Desires to share face to face**



VISIONARY DREAMER RELATED CHARACTER MISUSES

- **Disregards others' time**
- **Looks to self for solutions**
- **Sets unrealistic goals**
- **Starts projects prematurely**
- **Presents truth out of balance**
- **Shares examples without permission**
- **Gives up on uncooperative people**
- **Shows pride in visible results**
- **Treats people as projects**



VISIONARY

A VISIONARY is committed to growth and wants organisation to grow.

Looks beyond the causes of problems and develops precise solutions for success. See examples

1	I easily get irritated or exasperated with others
2	Sometimes my ideas seem unusual or unconventional
3	I live and work by a set of strict principles that are important to me
4	I say what is on my mind by always first evaluating its possible effect on others
5	I give energy to all those around me by being an example of enthusiasm
6	I have stood alone for what I believed to be right
7	I seek the counsel of wise and credible advisors



WHAT causes organizations to FAIL?




Mario's research interest

- 1. Managerial cataracts
- 2. Executive blind spots/Managerial infertility
- 3. Professional workplace bullying
- 4. Toxic and dark side of leadership
- 5. Organizational Tribal warfare
- 6. Managerial degeneration and derailment
- 7. Detoxifying the workplace- Swine viruses
- 8. Organizational Heart attacks



Mario's research interest on Spiritual disease(s)

- **1. Career stagnation and lack of meaning**
- **2. Hostile work environments**
- **3. Scarcity mentality/ Materialism**
- **4. Compulsive thinking/irrational paradigms**
- **5. Frustration and hopelessness**
- **6. Depleted workplace immune systems**
- **7. Disconnected from others in the work**
- **8. Relationship problems**



Mario's research interest on Spiritual needs in the workplace

- 1. The need for love
- 2. The need for connectedness
- 3. The need for centeredness
- 4. The need for meaning in life
- 5. The need for order
- 6. The need for liberty
- 7. The need for responsibility
- 8. The need for honor and moral integrity



**High
Character
Low Skills**

**High
Character
High Skills**

**Low
Character
Low Skills**

**Low
Character
High Skills**



CHARACTER IS **MORE CAUGHT THAN TAUGHT.**

- **Examples speak louder than words.**
- **How you handle failure speaks volumes.**
- **Use “teachable moments” to point out character in daily situations.**
- **Expect good character from yourself and admire it in others.**



CHARACTER IS TESTED BY DIFFICULT SITUATIONS.

- **What you do when you think no one will know about it.**
- **When doing the right thing is not in your favor.**
- **How you respond when tired, frustrated, pressured, or stressed.**

SOWING AND REAPING

- “Laws of the harvest”:
 - You reap **what** you sow.
 - You reap **more** than you sow.
 - You reap **later** than you sow.
- **Faith:** “Confidence that actions rooted in good character **will yield the best outcome**, even when I cannot see how.”





LIFE IS ABOUT RELATIONSHIPS

- Life is about relationships:
 - **People are important because of their worth as human beings.**
 - **Ethical standards help you treat others the way you wish to be treated.**
 - **Relationships determine our responsibilities to one another.**



CHARACTER DEVELOPMENT NEVER ENDS.

- Integrity matters at every age.
- The more responsibility and pressure you face, the more your true character shows through.
- Like physical exercise, building your character requires intentional focus.
- Develop a “culture of character” where you reward integrity and invest in relationships.

Martin Luther King, 4 April 1968

**I have a dream that one day my
children will not be judged by the
colour of their skin, but by the
content of their character.**

TREES WITHOUT ROOTS

To claim that we can have responsible citizenship and a civil society without first building good character is like believing that we can have trees without roots or flowers without petals.

Heenan

WHAT IS CHARACTER?

- ***Character***: the stable and distinctive qualities built into an individual's life which determine his or her responses regardless of circumstances
- Character as a “distinguishing mark



MORAL CHARACTER AND PERFORMANCE CHARACTER

Organisations face two challenges: How can we get employees to do their best work? How can we get employees to treat one another with respect and care?

PERFORMANCE CHARACTER

- Is needed for excellence in various situations in the workplace.
- It is based on doing characters such as perseverance, diligence, punctuality, adaptability, dependability, creativity, diligence, determination, enthusiasm, endurance, initiative, perseverance, resilience.
- Is needed for responsible ethical behaviour and positive relationships.

MORAL CHARACTER

It includes characters such as caring, justice, respect, honesty, compassion, empathy, forgiveness, friendliness, generosity, faith, kindness, love, loyalty, patience, sensitivity, self-control, truthfulness and trustworthiness.

DEVELOPING PERFORMANCE CHARACTER

- **Promote achievement for all employees**
- **Foster an ethics of excellence**
- **Produce a competitive workforce**
- **Improve work ethics**

DEVELOPING MORAL CHARACTER

- **Create a safe and caring learning environment**
- **Reduce discipline problems**
- **Reduce cheating, bullying and terrorism in the workplace**
- **Foster social and emotional skills**
- **Develop ethical thinkers**

EXERCISE 1: DISCUSSION


- What are the performance character based challenges faced by your team?
- What are the character traits needed to address these challenges successfully?

AN ANONYMOUS SAGE ONCE WROTE

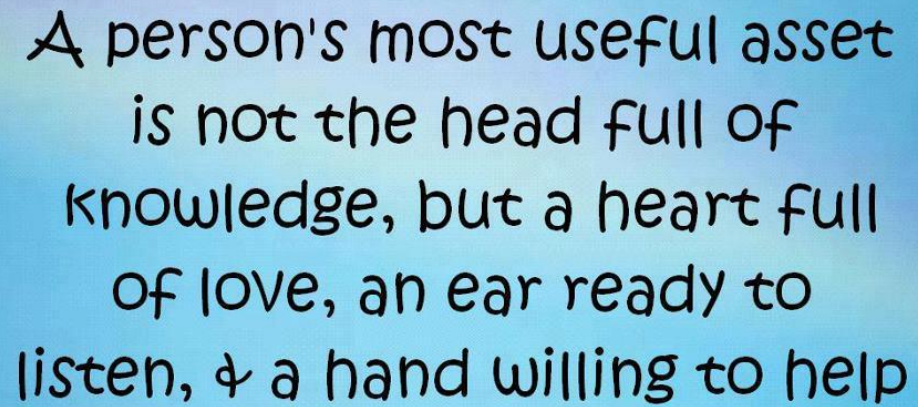
- Be careful of your thoughts, for your thoughts become your words.
- Be careful of your words, for your words become your deeds.
- Be careful of your deeds, for your deeds become your habits.
- Be careful of your habits, for your habits become your character.
- Be careful of your character, for your character becomes your destiny!

EXERCISE 2: DISCUSSION

- What are the moral character based challenges faced by your team?
- What are the character traits needed for these moral challenges?



A person's most useful asset
is not the head full of
knowledge, but a heart full
of love, an ear ready to
listen, & a hand willing to help



Holding on to the
unchangeable
past is a waste of
energy, and
serves no purpose
in creating a
better future.



Never look down
on someone...
Unless you are
helping them
get up!



SPEAK WITH INTEGRITY. SAY
ONLY WHAT YOU MEAN. AVOID
USING THE WORD TO SPEAK
AGAINST YOURSELF OR GOSSIP
ABOUT OTHERS. USE THE
POWER OF YOUR WORD
IN THE DIRECTION
OF TRUTH
AND LOVE.

**BE IMPECCABLE
WITH YOUR WORD**

FIND THE COURAGE TO ASK QUESTIONS
AND EXPRESS WHAT YOU REALLY
WANT. COMMUNICATE WITH
OTHERS AS CLEARLY AS
YOU CAN TO AVOID
MISUNDERSTANDINGS,
SADNESS, AND
DRAMA. WITH
JUST THIS ONE
AGREEMENT,
YOU CAN
COMPLETELY
TRANSFORM
YOUR LIFE.

**DON'T MAKE
ASSUMPTIONS**

THE FOUR AGREEMENTS

NOTHING
OTHERS DO
IS BECAUSE OF
YOU. WHAT
OTHERS SAY
AND DO IS
A PROJECTION
OF THEIR OWN
REALITY, THEIR OWN
DREAM. WHEN
YOU ARE IMMUNE TO
THE OPINIONS AND
ACTIONS OF OTHERS,
YOU WON'T BE THE VICTIM OF
NEEDLESS SUFFERING.

**DON'T TAKE
ANYTHING
PERSONALLY**

YOUR
BEST IS GOING
TO CHANGE
FROM MOMENT
TO MOMENT.
IT WILL BE
DIFFERENT WHEN
YOU ARE HEALTHY
AS OPPOSED TO
SICK. UNDER ANY
CIRCUMSTANCE, SIMPLY DO
YOUR BEST, AND YOU WILL
AVOID SELF-JUDGMENT, SELF-
ABUSE AND REGRET.

**ALWAYS DO
YOUR BEST**



EXERCISE 3: CHARACTER -BASED TEAM DEVELOPMENT

- What are the skills, gifts, talents, competence and character you bring to the team?
- What is stopping your team from delivering peak performance, and why?
- What are the conflict areas you believe, that if the team could only talk through these conflict areas, would improve peak performance?



MAKE THE DECISION— CHARACTER IS *IMPORTANT!*

- Start training managers and supervisors
- Use the *Character Determines Success* pocket guide to help you praise others for character.
- Initiate monthly character training sessions. Establish a consistent time for public character recognition each month.
- Introduce the new character quality for the next month.
- Require all employees to attend. Provide a *Bulletin* for each person in the organization as a resource for character development.
- Encourage each person to take the bulletin home.



EXERCISE 4: TEAM HEARTBEAT


QUESTIONS

- If there were any message you would like to give to this team, what would it be?
- Our blue ocean team strategies: What do we need, as a team to Eliminate, Reduce, Create and Raise:



360 DEGREES CHARACTER CONVERSATIONS

- **As a manager to the rest of your team:**
- **What would you do if you were in my position?**
- **What is stopping you from delivering your peak performance?**



EXERCISE 5: WHAT IS GOLDEN ABOUT YOUR TEAM?

- **What do your team do well, what character makes them stand out and what are the team known for?**
- **What are your team assets? What are your advantages/credentials?**
- **What experience do the team have?**



RUSTY

- What looks a bit *RUSTY* inside your team in terms of way of doing things?
- Where are the team not focused right now? Where are they loosing your edge?
- What do the team need?
- What can the team do better? What is done badly? What could be improved?



RED ALERTS

- **Where are the RED ALERTS in your team right now?**
- **Where are the team vulnerable? What problems are the team currently having that may develop into crises?**
- **What current opportunities may soon disappear and never come the teams way again?**
- **Where are you “under pressure”?**
- **What obstacles do you face in the team?**



BLUE SKY

- Where is the *BLUE SKY* and opportunities in your team?
- What new needs of the people could the team meet?
- Are there opportunities to cooperate with other like minded people? What could be developed?



EXERCISE 6: EXPLAIN WHY EACH CHARACTER QUALITY LISTED BELOW IS IMPORTANT IN A LEADER.

- 1. Benevolence**
- 2. Creativity**
- 3. Discernment**
- 4. Discretion**
- 5. Enthusiasm**
- 6. Faith**
- 7. Wisdom**



PERSONAL REFLECTION FAMILIES: DURING DISCUSSION OF EACH CHARACTER QUALITY

- 1. Your definition and real meaning of the character quality and what it is not and what you see in families today. Even come up with a new definition
- 2. Why your belief that this character quality is important for families today?
- 3. The critical steps or keys necessary to demonstrate this character quality and how to behave if you apply it consistently
- 4. Tips for families
- 5. How families can benefit from this quality
- 6. The dangers and signals of slipping up
- 7. Stories and people who have demonstrate this quality



NOW **ASK YOURSELF** AFTER READING EACH CHARACTER QUALITY

- How do you exhibit this quality to others in your daily life?
- Why is this character quality something that is not as valuable in our community as it should be?
- What can you do to develop an attitude of, and a willingness to exercise this quality?
- What blocks your imparting the character quality to others?
- In what situation, did you fail to apply this quality when you should have been?
- How can you make this character quality function better, stronger, and faster, even in times of uncertainty, stress, and, most importantly, time constraints?
- I intend to apply this Character quality by start doing or stop doing the following:



TEAM REFLECTION AND SELF EVALUTION FOR EACH CHARACTER QUALITY

- What does this character quality really mean to you? How would you define it?
- What blocks this character quality from working and exhibited in your work team?
- Can you think of a situation when someone really demonstrated this character quality or you failed to handle it properly? What happened?
- Current reality: How do your team currently behave in fulfilling this character quality?
- Future reality: How should you and your team behave in fulfilling this character quality?
- What practical tips can you give to ensure that this quality is lived out in your environment and workplace?
- How can you help in modeling this character quality in a right way?
- We intend to apply this Character quality by start doing or stop doing the following:



STEPS TO IMPLEMENT CHARACTER- BASED PRINCIPLES **IN YOUR ORGANIZATION**

- **1. Educate Schedule time each month— preferably during an existing meeting—to discuss one character trait and how it applies to your specific workplace.**
- • Distribute copies of Character-based leadership book.
- • Introduce the character trait and allow at least 10 or 15 minutes for small group discussion.
- • Relate the concept to your mission, values, and goals.



IMPLEMENT CHARACTER- BASED PRINCIPLES **IN YOUR ORGANIZATION**: Cont.

2. Evaluate Use the character concepts as a point of reference to evaluate your actions and attitudes at work.

- Incorporate the character traits in hiring decisions and performance reviews.
- When correction is necessary, focus on the character issues behind the problem.

3. Celebrate Build teamwork and morale by recognizing good character in others and letting them know you appreciate who they are—not just what they do.

- Connect positive results (sales, productivity, safety, performance, service) with good character choices (alertness, initiative, diligence, responsibility, truthfulness).
- Publicly honor employees each year on their work anniversaries or birthdays



**Conduct a Needs Assessment annually
to identify goals and create metrics to
evaluate progress**

A UNIVERSAL SYMMETRY-THE GOLDEN RULE ACROSS CULTURES

Judaism and Christianity	<i>You shall love your neighbor as yourself. Bible, Leviticus 19.18</i>
Judaism	<i>When he went to Hillel, he said to him, "What is hateful to you, do not do to your neighbor; what is the whole Torah; all the rest of it is commentary; go and learn."</i> Talmud, Shabbat 31a
Christianity	<i>Whatever you wish that men would do to you, do so to them.</i> Bible, Matthew 7.12
Islam	<i>Not one of you is a believer until he loves for his brother what he loves for himself. Forty Hadith of an-Nawawi 13</i>
Jainism	<i>A man should wander about treating all creatures as he himself would be treated. Sutrakritange 1.11.33</i>
Confucianism	<i>Try your best to treat others as you would wish to be treated yourself and you will find that is the shortest way to benevolence.</i> Mencius VII.A4 <i>Tsetung asked, "Is there one word that can serve as a principle of conduct for life?" Confucius replied, "It is the word shu-reciprocity: Do not do to others what you do not want them to do to you." Analects 15.23</i>
Hinduism	<i>One should not behave towards others in a way which is disagreeable to oneself. This is the essence of morality. All other activities are due to selfish desire. Mahabharate. Anusasana Parva 113.8</i>
Buddhism	Comparing oneself to others in such terms as "Just as I am so are they, just as they are so am I." he should neither kill nor cause others to kill. Sutta Nipata 705
African Traditional Religions	<i>One going to take a pointed stick to pinch a baby bird should first try it on himself to feel how it hurts.</i> Yoruba Proverb (Nigeria)



INSPIRATIONAL VIDEO

https://youtu.be/kak8PEI_v1I



ACTION PLAN

- **WHAT DO YOU THINK?** What does it mean to you, how does it apply to your life, and what difference does it make to you?
- **WHAT WILL YOU DO?** What action step will you take? How will you think differently? How will you live differently?

SET A SMART GOAL BASED ON THIS MODULE

SPECIFIC, MEASURABLE, ACTION-ORIENTED, REALISTIC, TIMELY GOAL

SMART Goal	Time Frame	Potential Barriers	Benefits	Measure of Success	Support and Resources
Practice..... Focus on your scores on each character quality based on your assessment results	In my monthly meetings	Improved interpersonal relationships, empathy with my team. Increased employee engagement	Feedback	Direct feedback from my team	Obtaining honest feedback can be difficult



MY COMMITMENT

- I consider it a privilege to have undergone Character training and will take up my role with integrity and excellence.
- I agree to make the commitment and time needed to carry out this Action Plan as stipulated in the policy.
- I further agree to help fulfil and to meet at times to review progress towards the achievement of our Character project goals.
- I will be a good steward of the opportunity, investment and resources entrusted to me.
- I am committed to displaying good character in all aspects of my daily activities and interactions with others and to be a person of exemplary character by reputation and example.



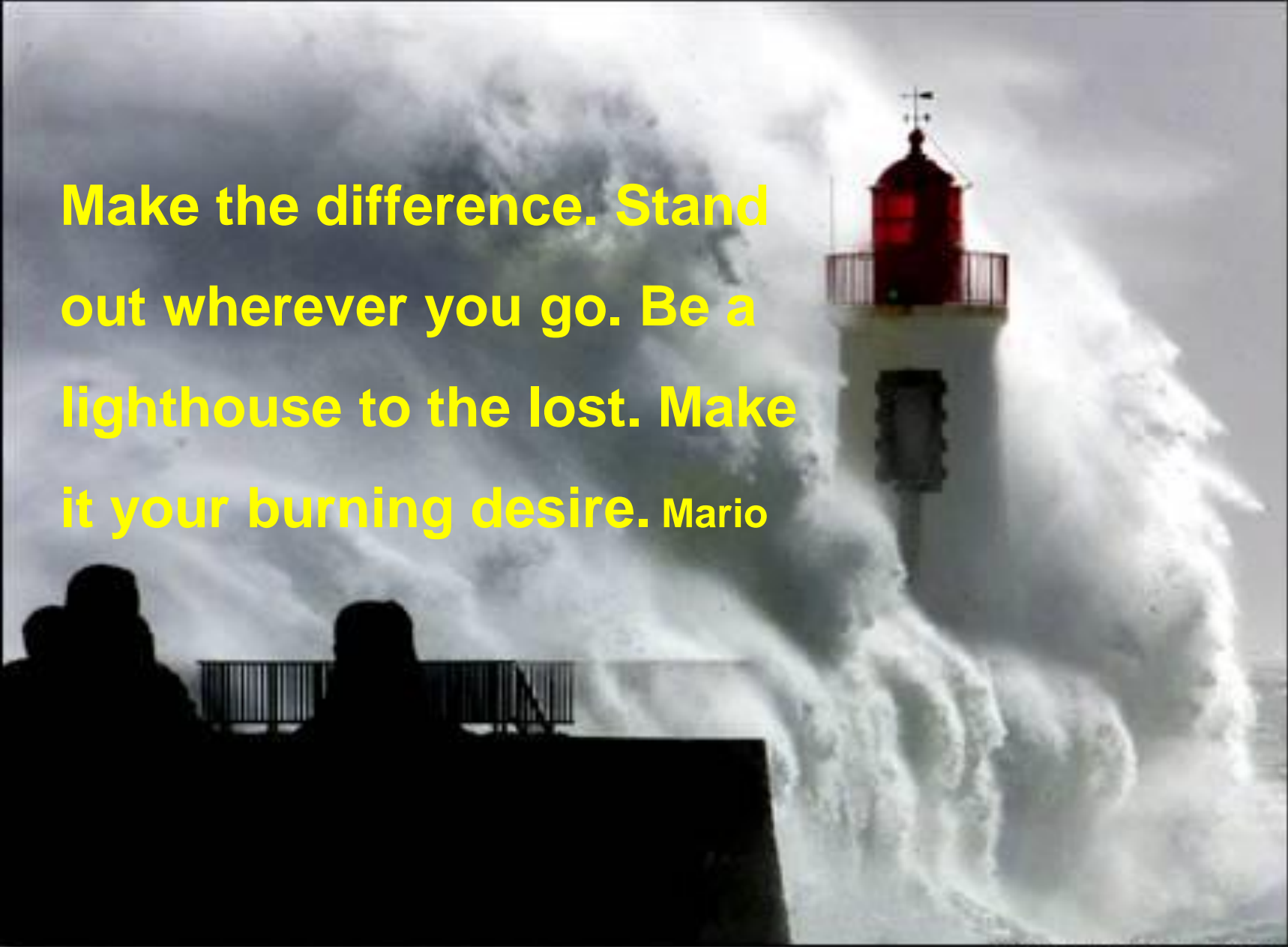
HOW TO GET INVOLVED

- **Get trained as a Character champion**
- **Implement Character in your organization**
- **Initiate Character interventions and recognitions, recruitment, IR, career reviews, performance and disciplinary meetings in your Organization, Family, Community**
- **Do Character self and peer assessments on an ongoing basis**



PLEASE BECOME A NETWORK CHARACTER CHAMPION

- **OUR GOAL:** To train at least 100 network leaders in each nation
- **Who should in turn train 20 consultants each year**
- **Every consultant should train 50 persons each year**
- **This means that network leader will be a centurion taking indirect care of 1000 persons as he/she mentors 20 consultants who mentors 50 people each year**
- **When trained as a network leader and consultant not only will you have the opportunity to serve people in a very unique way but at the same time, earn an income for the service that you provide**



**Make the difference. Stand
out wherever you go. Be a
lighthouse to the lost. Make
it your burning desire. Mario**

Charles Platiau / Reuters




**Make a
difference
wherever
you go?**

**Be significant –
stand out.**

Mario Denton

Responsibility Dimensions



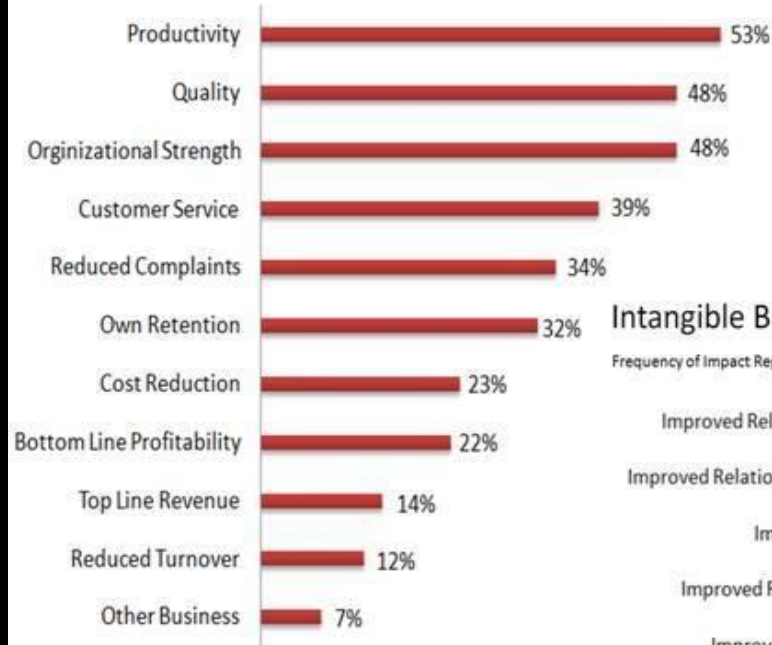
Improvement Responsibility	counselor <i>"You do it. I will be your sounding board."</i>	mentor <i>"You did ___, you can consider ___ for next time."</i>	partner <i>"We will do it together and learn from each other."</i>
	facilitator <i>"You do it, I will attend to the process."</i>	teacher <i>"Here are some principles you can use to solve problems of this type."</i>	modeler <i>"I will do it; you watch so you can learn from me."</i>
	observer <i>"You do it; I will watch and tell you what I see and hear."</i>	advisor <i>"I will answer your questions as you go along."</i>	expert <i>"I will do it for you. I will tell you what to do."</i>

Results Responsibility

Positive Impact of Executive Coaching

Tangible Business Impacts of Executive Coaching

Frequency of Impact Reported by Executives



Rodger Blaker Coaching
RodgerBlaker.com

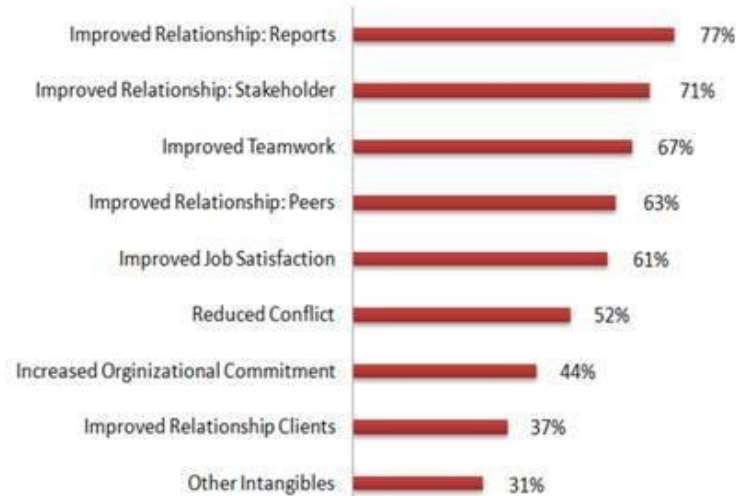
EXECUTIVE STATEMENTS:

"HR did a very clever thing: By positioning the program to be for high performers, they made it so that there was a status associated with being chosen to participate. That was very effective."

"The organization did a great job communicating the program. Knowing that I was recommended to participate was a big plus."

Intangible Business Impacts of Executive Coaching

Frequency of Impact Reported by Executives



100 US Executives were in the coaching program for 6-12 months. Participants were 100 US Executives, 50 held VP or above positions. Participants were 66 male, 34 female. Group included Caucasian, African American, Hispanics & Asians. Coaching program began with assessments, included 360 review & coaching at set intervals. The Manchester Review, 2001, Volume 6, Number 1. Maximizing the Impact of Executive Coaching: Research designed & collected by Joy McGovern, Ph.D., Michael Lindemann, Ph.D., Monica Vergara, M.A., Stacey Murphy, Linda Barker, M.A. & Rodney Warrenfeltz, Ph.D. The program coaches had 20 years of business experience and had graduated from an assessment and coaching program.

+ Mentoring –vs– Coaching

Mentoring	Coaching
Ongoing relationship that can last for a long period of time	Relationship generally has a set duration
Can be more informal and meetings can take place as and when the mentee needs some advice, guidance or support	Generally more structured in nature and meetings are scheduled on a regular basis
More long-term and takes a broader view of the person	Short-term (sometimes time-bounded) and focused on specific development areas/issues
Mentor is usually more experienced and qualified than the 'mentee'. Often a senior person in the organisation who can pass on knowledge, experience and open doors to otherwise out-of-reach opportunities	Coaching is generally not performed on the basis that the coach needs to have direct experience of their client's formal occupational role, unless the coaching is specific and skills-focused
Focus is on career and personal development	Focus is generally on development/issues at work
Agenda is set by the mentee, with the mentor providing support and guidance to prepare them for future roles	The agenda is focused on achieving specific, immediate goals
Mentoring revolves more around developing the mentee professional	Coaching revolves more around specific development areas/issues

Coaching with Heart





Empathy Map: Say/Do/Think/Feel

Say: What are some statements and defining words your subject said?
{Pay attention/listen}

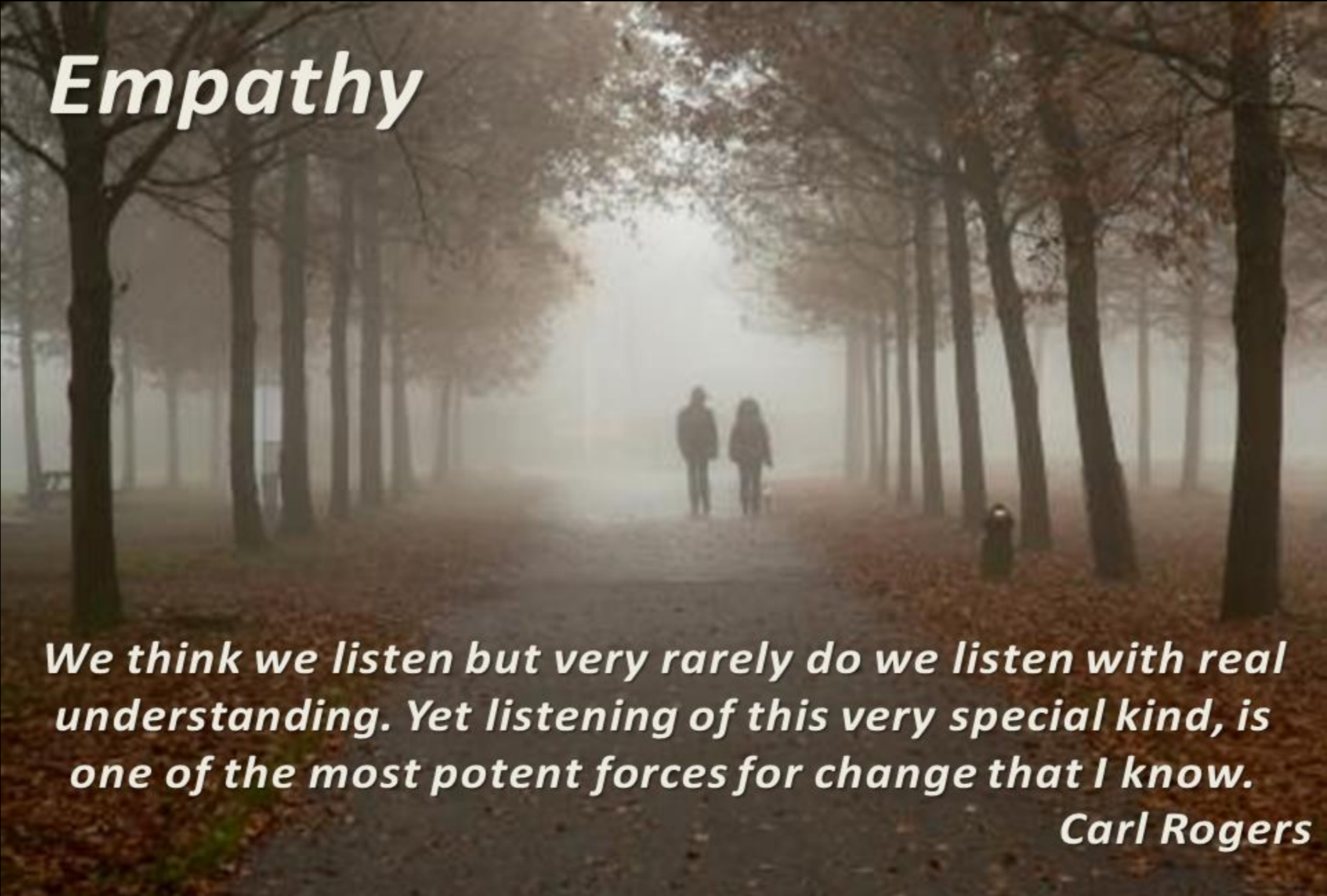
Do: What actions and behaviors did you observe? What nonverbal signals did you receive?
{See}

Think:
What might your subject user be thinking? What does this tell you about his or her beliefs? {Perceive}

Feel: What emotions might your subject be feeling? What would their cause be? Impact? {Intuit}



Empathy



We think we listen but very rarely do we listen with real understanding. Yet listening of this very special kind, is one of the most potent forces for change that I know.

Carl Rogers

Stress/Adversity/Struggle Response

Coping is expending conscious effort to solve personal and interpersonal problems, and seeking to master, minimize or tolerate stress or conflict. Generally internally. Adaptation accepts and makes adjustments.

Coping & Adapting

Mental toughness predicts success in sport, education and the workplace. As a broad concept, it is a set of attributes that allow a person to become and emerge without losing confidence.

Mental Toughness

Resilience is defined as an individual's ability to successfully adapt to life tasks in the face of social disadvantage or other highly adverse conditions. It is a process rather than an outcome.

Resilience

Grit is a positive, emotion based trait focused on passion for a particular long-term goal or end state, coupled with a powerful motivation to achieve their respective objective.

Grit





Setbacks vs Failures

Setbacks:

- Goals not realized
- Disappointments/wrong-misplaced expectations
- Off track/distracted
- Mistakes
- Lost willpower/weak systems
- Focused on action: reframe, refresh, renew, redefine....
- Proactive/responsive
- Grieve & move forward
- Regain control/positive
- Become better
- Accept responsibility/be self-reliant/growth mindset
- Sees setback as learning/event... Restart better

Failures:

- Goals are deemed impossible
- Failure/defeat: long term; devastating
- Surrender/quit/give up/yield: withdraw
- Excuses
- Regrets/pity party/feeling down/negative emotions
- Apologies
- Reactive
- Become bitter
- Place blame
- Sees failure as personal, permanent, defining (loser)
- Pessimism/hopelessness
- Inaction



Finding & Sustaining Relevance

Redress: Be resilient: refresh, renew & recover; set higher internal & external expectations; relentlessly demand the highest quality relationships & experiences

Respond: Maintain active awareness; adjust to shifts & changes through agility, imagination, creativity learning & constant improvement

Relate: Constantly gather information regarding major internal & external variables; ask the right questions



**The Emotional
R's of Relevance**

***When your goals, plans and mission are
not aligned with your thoughts, feelings
and performance,***



***you are out of balance and
in danger of irrelevancy.***

~Robert G. Jerus~

UNDERSTANDING THE CONCEPTUAL FRAMEWORK OF YOUR LIFE BALANCE

