

# **ADAPT TO A NEW REALITY**

**Fundamental Skills Needed for Changing the Behaviour in the  
Workplace**

**Hope, Recovery and Rebirth**

**Session 1**



**DR MARIO DENTON E-LEARNING COACHING**  
**ENTER TO LEARN – LEAVE TO SERVE**  
**Industrial Psychologist (MeCon, MBA, Phd)**

# PRE AND POST COVID-19

1. Expect everything to be reset
2. Don't under estimate the catastrophic effects it will have on the way we are doing things
3. **Rethink** your role completely
4. **Radical Refocusing**
5. Keep on working remotely

# TIME TO RESET

- Think about it. Like a computer that gets clogged with a lot of irrelevant information and viruses, there comes a time in our lives when we need to hit the reset button or submit to some internal scrubbing
- Begin **immediately with a process of resetting** and recalibration
- Hope is not lost, Hope is alive
- **Look for open doors**
- Let this situation bring out the best in you

# PRACTICAL TOOLS

- We'll explore **practical tools** for prioritizing what matters **most** during these unique times so that you are **well-positioned to thrive** as we come out of this season of crisis.
- We hope this discussion series serves as a **reminder to you that you are not alone** and that these are the moments in life with the **greatest opportunity for impact**.
- I look forward to seeing you in one of our courses.
- We will have an **additional 30 minutes coaching** of **interactive Q&A** during the online course

# 14 FUNDAMENTAL SKILLS TO HELP BUSINESS PEOPLE

1. **Renewed Accountability:** *Organisational, Personal Scorecard and Adaptive Thinking*
2. **The 4 C's of Influence and Inspiration:** *Character + Competency + Chemistry = Consistency*
3. **Changing the Way you Communicate:** *Move from Survival to Growth. C.L.E.A.R. Communication skills*

# 14 FUNDAMENTAL SKILLS TO HELP BUSINESS PEOPLE

4. Conflict Intelligence: Move to Energetic Alignment-*Evolve or Die. Do you want to Disrupt or be Disrupted?*

5. Ability to Offer Heart-centered Trust and Respect. *Dealing with Offenses and Interpersonal Issues with Empathy and Resilience*

6. Selfless and Authentic leadership: *S.E.R.V.E. Leadership Style*

7. Transforming the Self- Adding Real Value. *Discipline, the Meaning of Work and virtual collaboration*



# 14 FUNDAMENTAL SKILLS

8. Act Confidently and Fearlessness as an Entrepreneur -*Competitive Creativity and Entrepreneurship by The Book*

9. Financial Excellence- *Confident Financial Planning, Strategy and Survival*

10. Moral and Performance Excellence Mind Shifts- *Focus on Moral and Performance Excellence and Making a Positive Difference in the World.*

11. **Marriage, Parenting and Family Excellence:** *Focusing on the Spiritual Needs of your Family and Making a Positive Difference at Home.*



# 14 FUNDAMENTAL SKILLS

**12. Strategic Mindsets: Facilitating Change and Commitment: Change Mental Elasticity, Flexibility and Move beyond your Ego and Learn to Focus on Life larger than the Self**

**13. Teachability and Continuous Professional Development for Everyone.  
*Continuous Mindset of Learn, Apply and Teach till the Day you Die***

**14. The Two Economies of the World KBA versus MBA- *Operate as a True Leader in things that Matter most and Operate from that Expanded Perspective***

# Johann Rupert article

- Many people underestimate how deep and devastating Covid-19 will be.
- Perhaps that's because none of us in the modern era has witnessed the economic fallout of the early 20th-century crashes, like the Spanish Flu or the Great Depression.
- People are yearning **for business as usual**. But they don't seem to realise we'll never have business as usual after this.
- You have to protect lives, but we have to do **something drastic to keep the economy going**.

# THREE KEY CHALLENGES

1. An organisational balanced scorecard without a personal balanced/wellness scorecard will never get off the ground. It is like flying an aeroplane with only one engine or one propeller.
2. Send all your people but start from the top managers on a management simulation right now. Why must Boeing 747 pilots do a simulation test before they can renew their licences every year?
3. Be a dispenser of enthusiasm and a change embracer. Don't think too small

**START THINKING  
DIFFERENTLY ABOUT THE  
ISSUES YOU ARE FACING**

# **QUESTION: COURAGEOUS CONVERSATIONS: ARE YOU ABLE TO DO THIS?**

- **Innovations in the world of communications have been wonderful. We can use social media, emails, texting, Internet, Skype; we can present videos on sites like YouTube.**
- **When phone calls are not answered, there is always voicemail.**
- **Who knows what the next communications breakthrough will be?**
- **Researchers have determined that only about seven per cent of communication is verbal, meaning 93 per cent is non-verbal: eye contact and body language.**

# QUESTION: COURAGEOUS CONVERSATIONS: ARE YOU ABLE TO DO THIS?

- Despite all these brilliant tools we are still very bad at conducting genuine and courageous conversations in the workplace.
- Many staff will agree with me when we say performance appraisal conversations are more pain than gain.
- **Honest upward communication** cannot be treated as an option. It needs to be a requirement.
- While many managers have years of education and experience in training for their positions, they often have little training in how to effectively influence upper management.

# THOUGHT PROVOKERS: FIERCE CONVERSATIONS

- Can you **constructively be candid** with those around you?
- What **conversations are you avoiding**?
- Who are you avoiding?
- What would be the benefits for you and your organization if everyone talked about **the crucial things** needed to be successful—even though such conversations may be painful?
- What conversation can you have today that will put things on the table so that they can be addressed?



## QUESTIONS PERTAINING TO THE OBSC ELEMENTS



### Organisational Mission

#### WHY DO WE EXIST?

Why does our **organisation exist**? Who are we? What do we do?

Where are we? What is our **identity**? What is the purpose of our existence?

What is our **primary function**? What is our ultimate main objective?

For whom do we exist? Who are our most important stakeholders?

What fundamental needs do we fulfil?

## QUESTIONS PERTAINING TO THE OBSC ELEMENTS



### Organisational Vision

#### WHERE ARE WE GOING TOGETHER?

What is the most **ambitious dream** of our organisation? How do we envision the future?

What are our long-term ambitions? What do we want to achieve? Where do we go from here?

How do we see a desirable and achievable shared future situation, and what are the change routes needed to reach it? What changes lie ahead in the business landscape?

**What do we stand for?** What connects us? Who do we want to be? What is important in our attitude? What do we believe in (our values)?

## QUESTIONS PERTAINING TO THE OBSC ELEMENTS



### Organisational Critical Success Factors

**WHICH FACTORS MAKE US UNIQUE?**

**What is the most important factor of our organisational success?**

**Which organisational factors are essential for our organisational viability?**

**What are our **core competences**?**

## QUESTIONS PERTAINING TO THE OBSC ELEMENTS

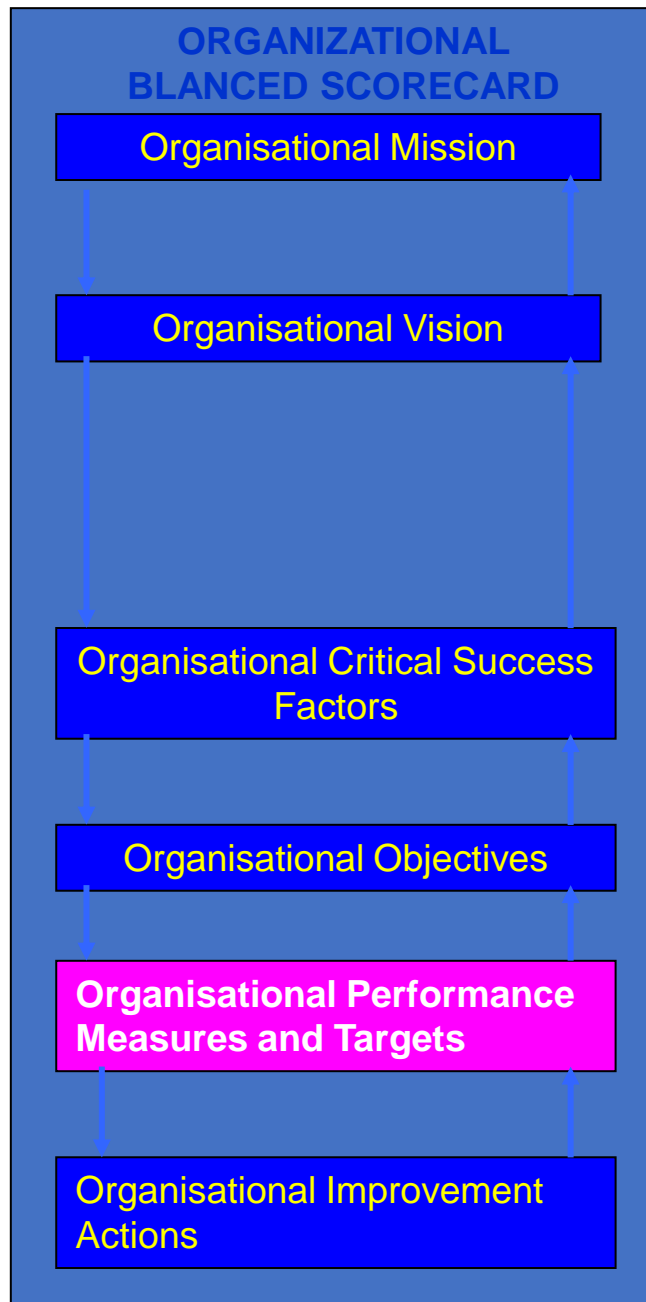


**Organisational Objectives**

**WHAT RESULTS DO WE WANT?**

**Which short-term measurable results  
must we achieve?**

## QUESTIONS PERTAINING TO THE OBSC ELEMENTS



### Organisational Performance Measures and Targets

HOW CAN WE MEASURE THE RESULTS?

What makes the organisational vision and **objectives measurable**?

Which values must be obtained?

What are the targets?

## QUESTIONS PERTAINING TO THE OBSC ELEMENTS



### Organisational Improvement Actions

**HOW DO WE WANT TO ACHIEVE THE RESULTS?**

How can we realise the objectives? Which **improvement actions** are we going to implement

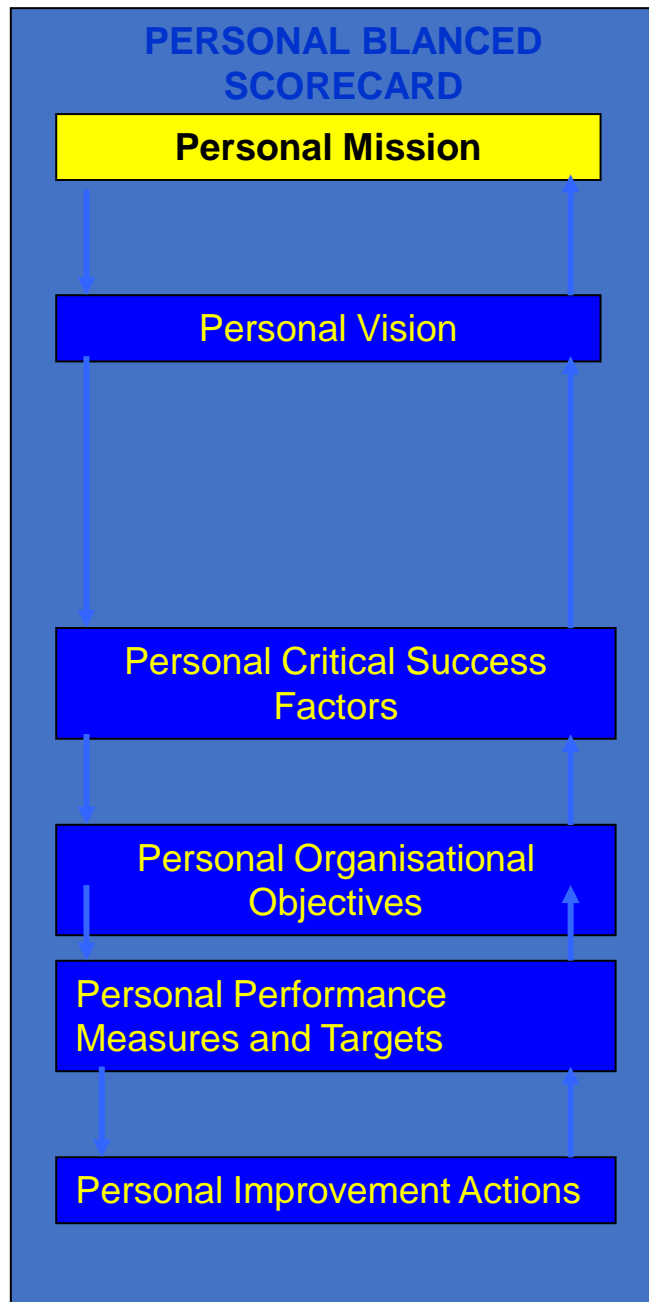
How do we create a platform for the developed strategies? How will we communicate this to the people? How do we see that we learn continuously?

# The Elements of the Personal and Organisational Balanced Scorecards





## QUESTIONS DEALING WITH THE PBSC ELEMENTS



**Personal Mission**

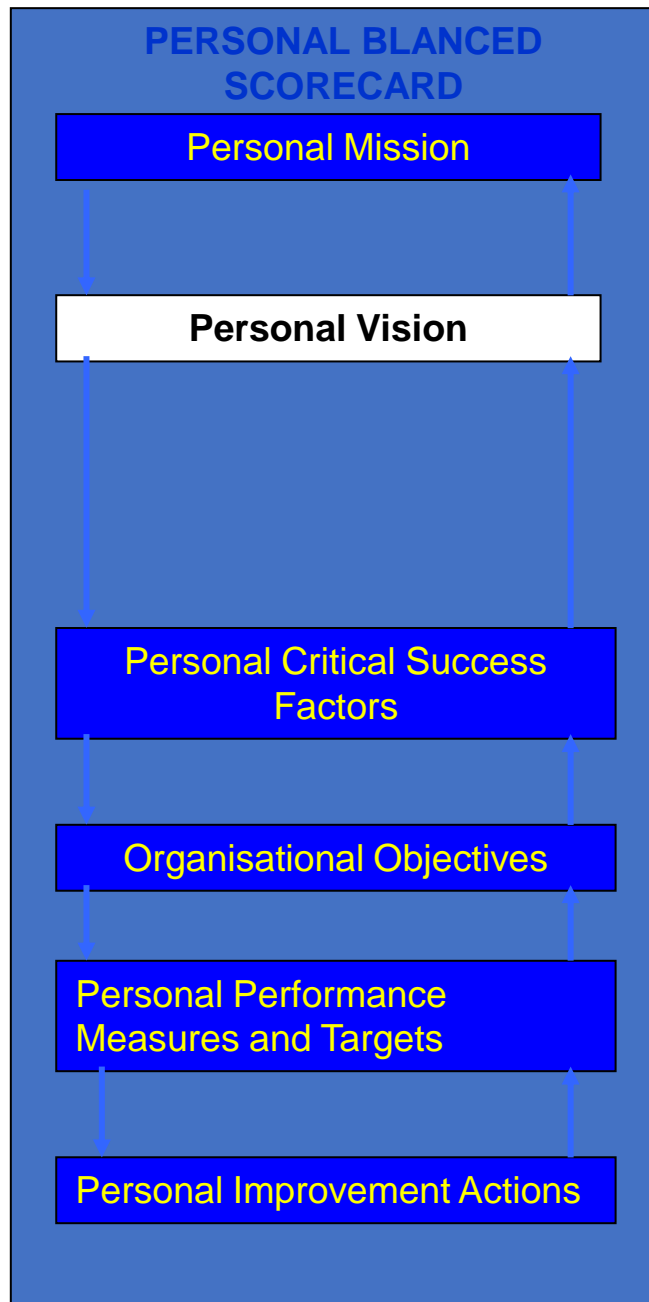
**WHO AM I?**

**What is my **philosophy of life**? Why am I on this earth?**

**What are my **overall life objectives**?**

**For what reason do I live? What are my deepest aspirations?**

## QUESTIONS DEALING WITH THE PBSC ELEMENTS



### Personal Vision

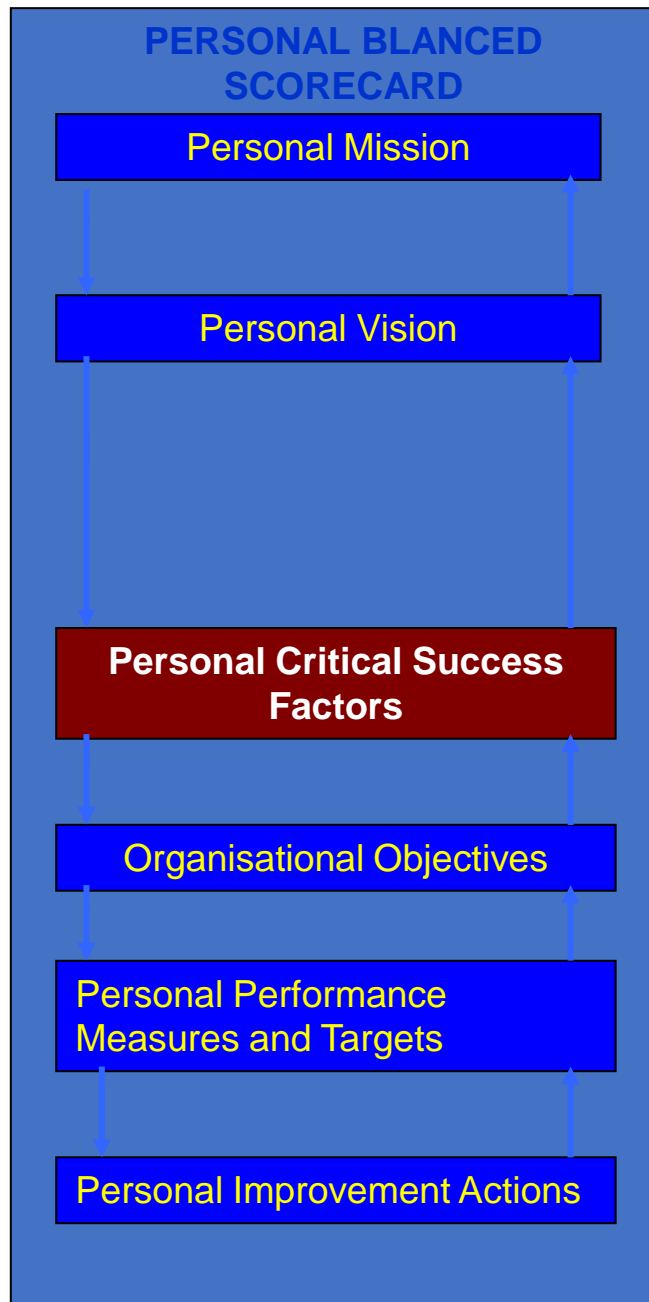
#### WHERE AM I GOING?

Which **values and principles** lead me to this path?

What are our long-term ambitions? What do we want to achieve? Where do we go from? What do I want to realise? What do I stand for? What do I believe in?

What are my ideals? Which key roles do I want to fulfil?

## QUESTIONS DEALING WITH THE PBSC ELEMENTS



### Personal Critical Success Factors

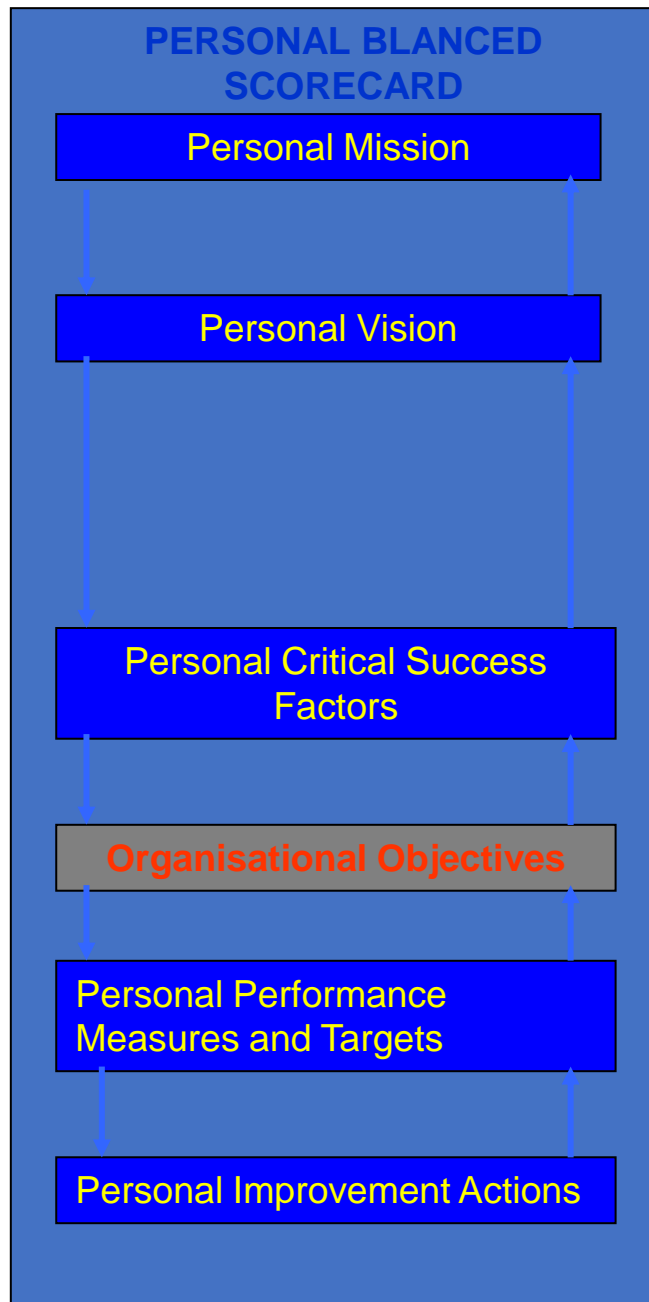
#### WHICH FACTORS MAKE ME UNIQUE?

What is decisive for my personal success?

Which factors in my **personal mission, vision,** and key roles are essential to the realisation of my personal objectives?

What are my most important competences

## QUESTIONS DEALING WITH THE PBSC ELEMENTS

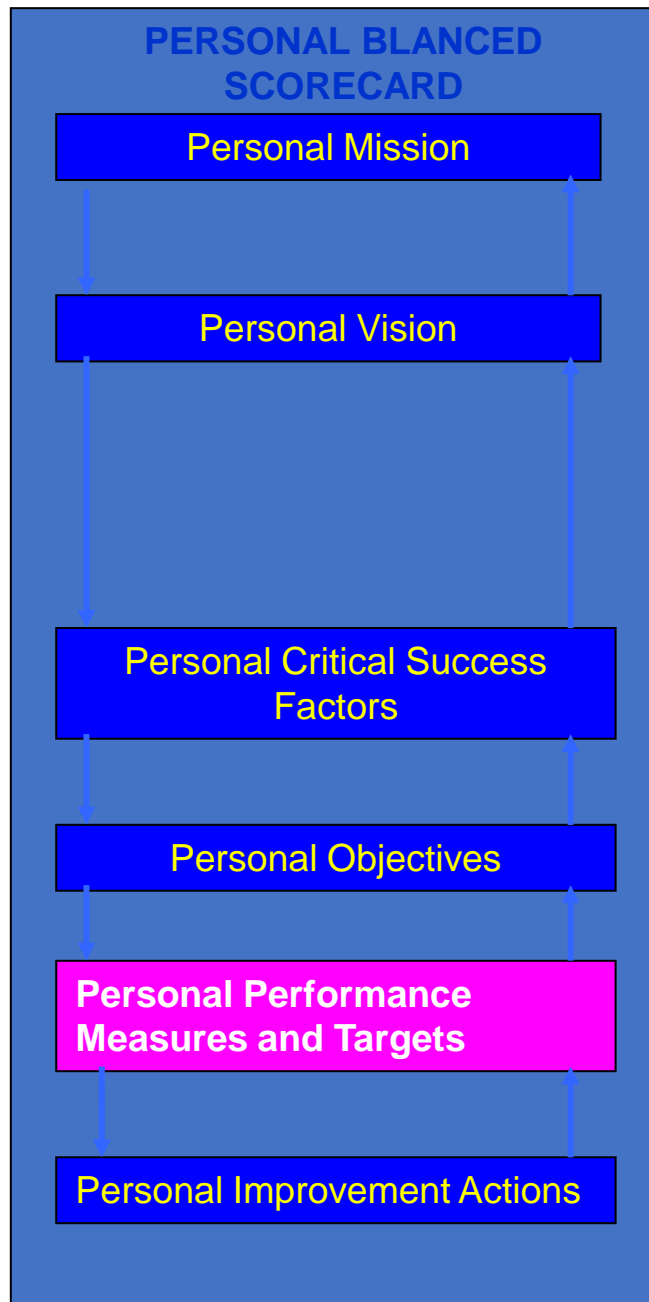


**Personal Objectives**

**PERSONAL RESULTS DO I  
WANT TO ACHIEVE?**

**Which measurable short-term  
personal results do I want to  
achieve?**

## QUESTIONS DEALING WITH THE PBSC ELEMENTS



**Personal Performance Measures and Targets**

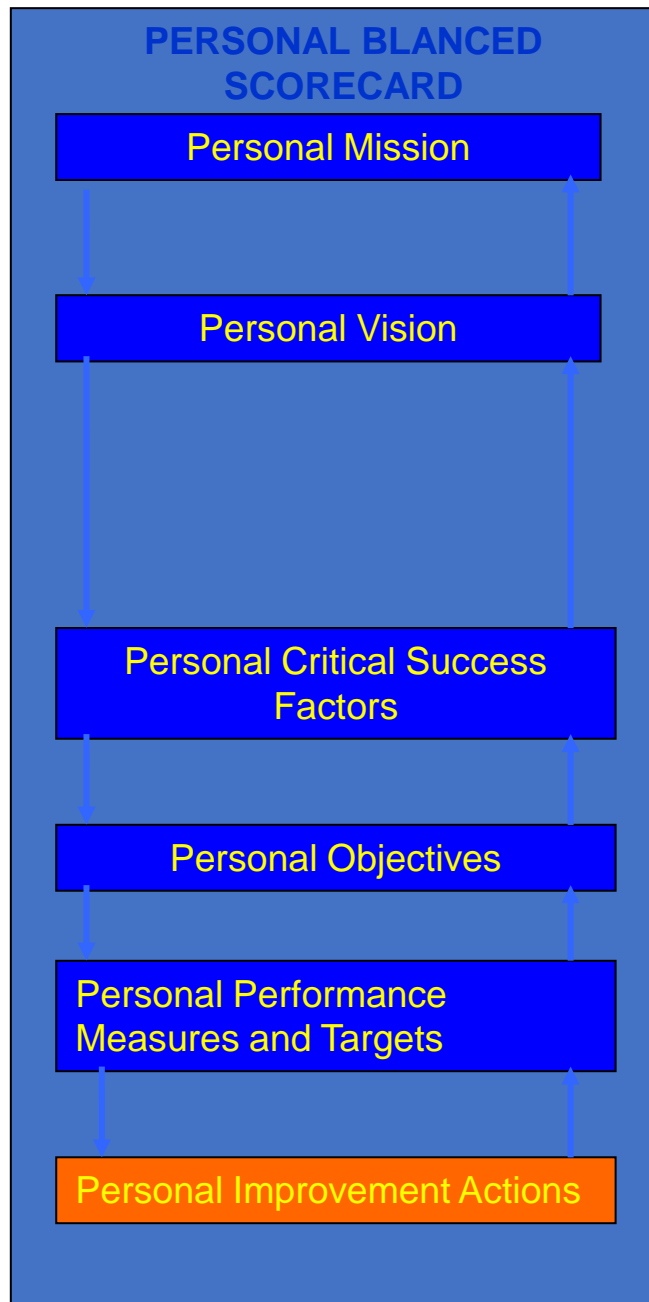
**PERSONAL RESULTS?**

**What makes my personal objectives measurable?**

**Which values do I have to obtain?**

**What are the targets?**

## QUESTIONS DEALING WITH THE PBSC ELEMENTS



### Personal Improvement Actions

**HOW DO I WANT TO ACHIEVE THE RESULTS?**

**How can I realise my personal objectives?**

**Which improvement actions do I need to do to achieve them?**

**How do I see to it that I learn continuously?**

# The Elements of the Personal and Organisational Balanced Scorecards





**WHAT ARE YOUR  
NEXT STEPS?**



<https://mariodenton.teachable.com/p/courageous-conversations>



# AGAIN: THINK BIG PICTURE BUT STAY GROUNDED

- Accountability/responsibility for your future- self management
- Intellectual curiosity – ongoing learning attitude for **continual self-renewal** to increase one's flexibility and adaptability to survive in the digital world
- **Innovative mindset-** creative **value-added solution orientated**
- **Core skills:** Develop your **complex problem solving, Critical thinking, Creativity and your cognitive flexibility**

# Adapt to a new reality

**Embrace change- The right mindset and ability to adapt**

# TIME FOR REFLECTION-TEN THINGS TO DO

- 1. REWIND AND RETHINK** - Examine your beliefs, behaviour and attitudes. Looking at the past might be painful but it can help to identify issues that affect you not only today but could also impact your future.?
- 2. PAUSE AND REFLECT** - Stop and evaluate. A time to think about your actions and attitudes and how that affects you and those that you have relationships with.
- 3. RECORD AND ACTION PLANS** - Write down your thoughts. What are you hearing? What are standing out for you? Any further insights? Write down 2-3 learning points.
- 4. FAST FORWARD AND FUTURE THINKING** - Provide a glimpse of your future thinking and asks the question: "If I can change something what can I expect my future to look like?"??
- 5. CONTINUOUS LOOP** - Identify your live patterns and habits that keep you going in circles. Ask God for help to break negative patterns and establish Godly ones.

# TIME FOR REFLECTION

**6. DISCUSS** - Give time to **discuss things**. Respect others and talk to your mentor or significant other and listen. If you could change anything what will that be?

**7. POWER** - A reminder to rely on God to help you to change and not just **your own strength**. Who and what else can help you in this regard?

**8. INFORMATION AND DIG DEEPER** - What **else do you need** or what additional information will help you? Supplemental materials available.

**9. PLAY AND DELIVER AND START DOING** - Decide what **tangible steps** you can take and take them.

**10. STOP AND START** - A reminder that sometimes you need to **stop doing** the old things if you want to see lives change for the better. So what is stopping you to reach your goals and your best performance?

**YOU ARE OKAY** - Love you with the Love of the Lord. Soar like an Eagle.

# BLESSINGS FROM MARIO DENTON

Let's keep the good coaching vibes alive. Let's network.

Become a member of the Strong Message People and Change Management Coaching Forum.

- **CONTACT DETAILS**
- **Office + 27 (0)82 882 9903**
- **E-mail address:** [prstrongmessage@gmail.com](mailto:prstrongmessage@gmail.com) / [marden@mweb.co.za](mailto:marden@mweb.co.za)
- **Websites:** [www.thestrongmessage.com](http://www.thestrongmessage.com); [www.trueafricaleader.com](http://www.trueafricaleader.com)
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