

Mind-set of Success

RESILIENCE

Defining the terms

- Resilience: “Capacity to remain flexible and strong in the midst of ambiguity and change.”
- Mindset: A person’s way of thinking and their opinions.”

Defining SUCCESS

The achievement of something desired, planned, or attempted.



Mind-Set of Success

In every human endeavour there are two arenas of engagement: the outer and the inner. The outer game is played on an external arena to overcome external obstacles to reach an external goal. The inner game takes place within the mind of the player and is played against such obstacles as fear, self-doubt, lapses in focus, and limiting concepts or assumptions. The inner game is played to overcome the self-imposed obstacles that prevent an individual or team from accessing their full potential.

Reframing success

- "Success is not a place at which one arrives, but rather... the spirit with which one undertakes and continues the journey."
- ***Alex Noble***
- "I have not failed. I've just found 10,000 ways that won't work."
- ***Thomas Alva Edison***



Churchill:

“Success is moving
from failure to failure
with no loss of
enthusiasm.”



MERITOCRACY – DO WE DESERVE SUCCESS?

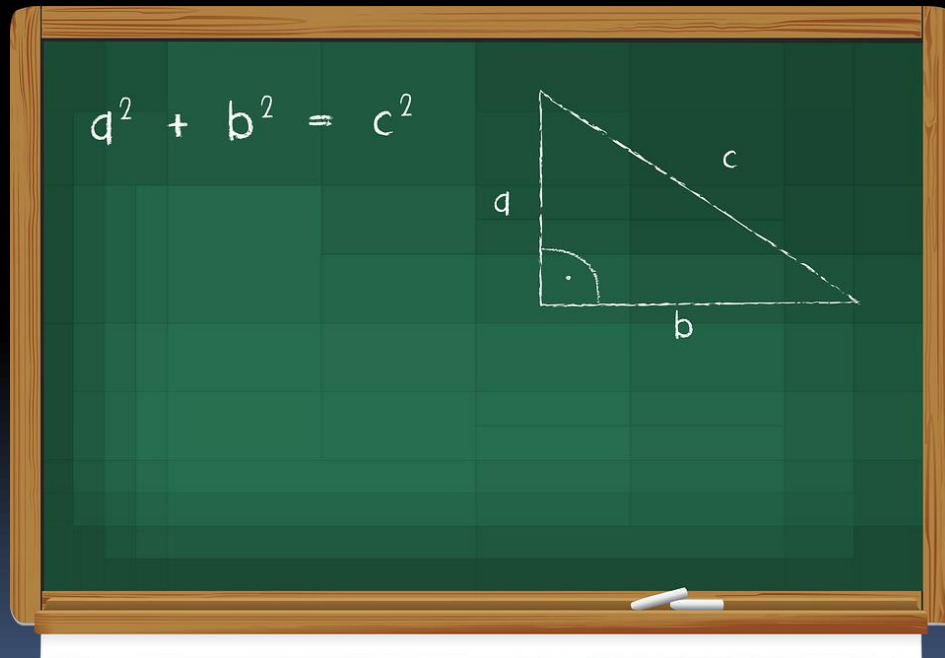


Goddess of Fortune..



Success Formula?

SUCCESS = Quality X Acceptance X action



Player Versus Victim

Definition of Accountability:

“A personal choice to rise above one’s circumstances, and demonstrate the ownership necessary for achieving desired results – to see it, to own it, to solve and to do it!”

'The OZ Principles' 2004, Connors, Smith & Hickman

Personal Accountability

Victim's Focus

Blame
External
Factors

Player's Focus

Own
Their
Actions

Victim Interpretation

What happened to the toy?

It broke

What happened to the milk?

It spilled

How did you do in the exam?

He failed me

Why did you answer the phone?

It rang

Why did you get wet?

It rained

What happened to the file?

It got lost

Activity! – The Player



- Recall a recent problem you faced at work
- Assume the VICTIM role and express yourself fully in this mode
- Switch to PLAYER mode and explore things like: what can I take responsibility for? Responsibility is not blame, remember!

1. *How did you feel as the Player?*
2. *What did you see in yourself?*
3. *FLY ON THE WALL – what would they see?*
4. *Cost benefit analysis of PLAYER vs VICTIM?*



COST / BENEFIT ANALYSIS

BENEFITS

- Avoid responsibility?
- Feel justified?
- You know you're right?
- Other?

COSTS

- Power?
- Energy?
- Happiness?
- Other?

Being Accountable

Possible Victim Statements:

1. I didn't get the resources to get it done
2. There was no buy-in for this decision
3. I wasn't given enough information
4. People didn't show up at the meetings
5. I left you a voicemail...didn't you get it?
6. I wasn't kept in the loop
7. I didn't think it was *my* job
8. I sent you an email.
9. Lot's of things went wrong on this one

THE BAGGAGE OF FAILURE



Failure

- "What appear to be calamities are often the sources of fortune."
- *Disraeli*
- A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty."
- *Sir Winston Churchill*



Success - a function of comparison

- How do I measure up? My personal benchmarks...
- Influences: family, culture, gender, religious, socio-economic expectations?
- Success: a product of our comparative view
- What if you came from a place of success rather than trying to get to one?

Things don't always go our way

- You expected something to happen but it didn't
- You had an intention but it wasn't achieved
- There was something you wanted to say but you weren't able to say it

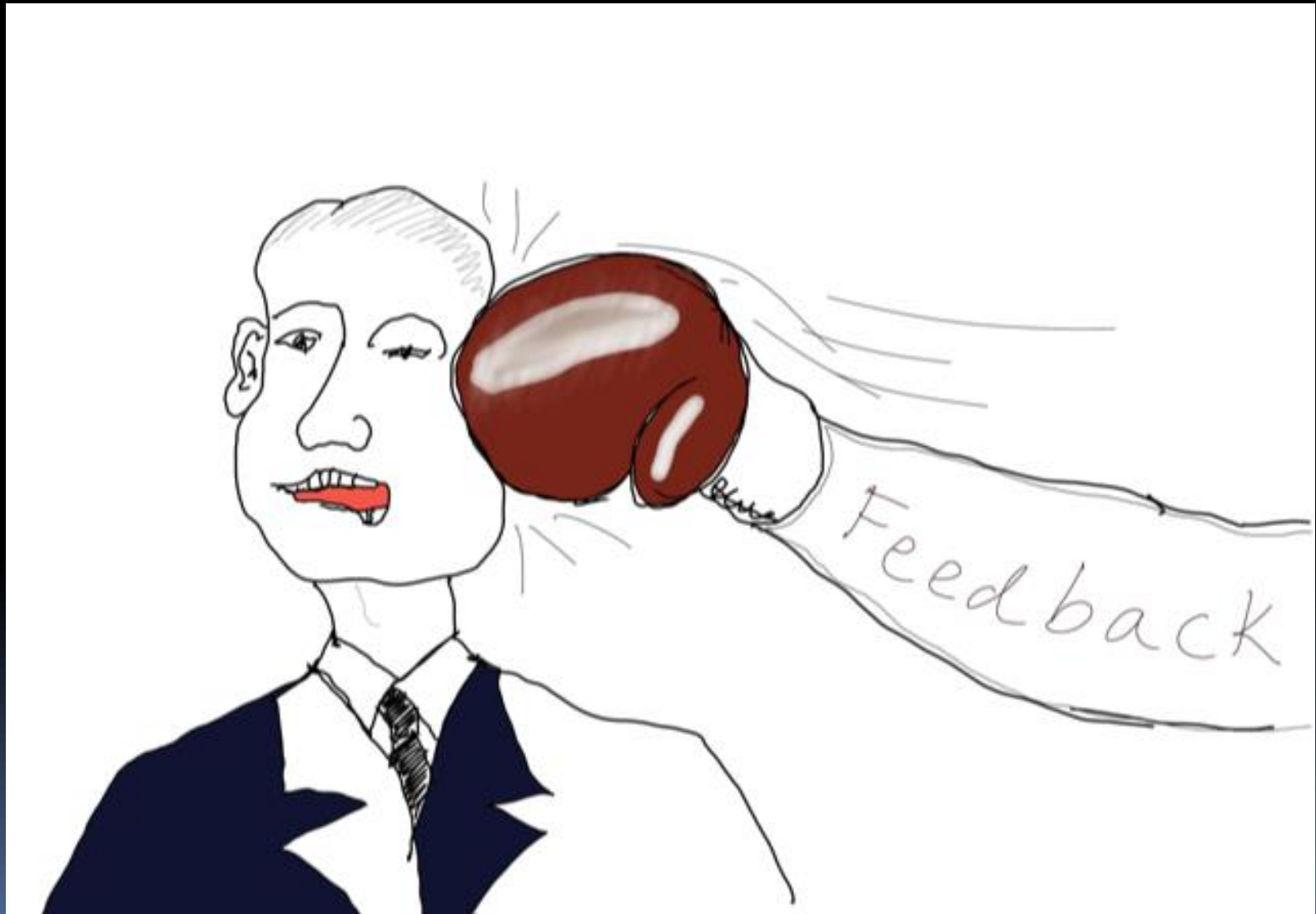
Dealing with upsets

The key difference between attachment and commitment

Attachment leads to upset when the result is not achieved – loss of belief, energy, action?

Commitment can be renewed and sustained over time with no loss of energy, belief, action even when a result eludes us

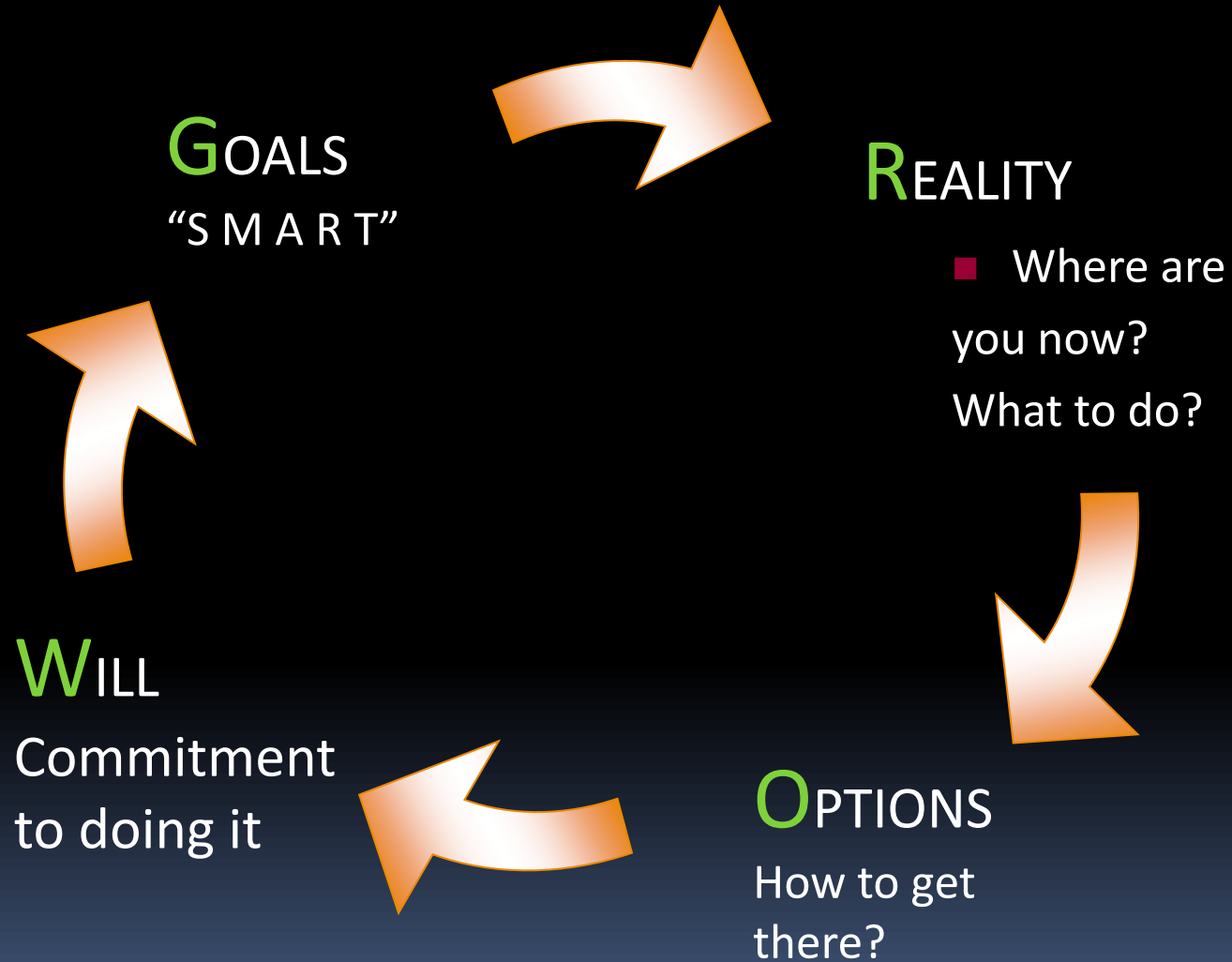
Feedback can hurt



Remember SARAH!

- Shock
- Anger
- Rejection/Resistance
- Acceptance
- Hope/Honesty
- ACTION!!!!!!!!!!!!

The GROW Model – to keep growing!



GOOD LUCK!!!