Amazon Leadership 14 Principles

Meta Model 元模型

五重玄义:

名	体	宗	用	教
Sign, Blackbox Abstraction	Sense	Reference	Referent	Narrow and consistent

五常五行与OCEAN:

名	体	体	宗	用	教
木	Openness	恻隐之心	仁之端	仁者人也	仁 self-efficacy
火	Conscientiousness	羞恶之心	义之端	义者宜也	义 optimism
土	Extraversion	恭敬之心	礼之端	礼者履也	礼 hope
金	Neuroticism	是非之心	智之端	智者知也	智 resilience
水	Agreeableness	明诚之心	信之端	信者行也	信 trust

Ability 能力模型:

<u>, 1007 0 107 —</u>			+/h	
宗	体		教	
Think Big, Openness	博以问学心		Search for large and complex	要有做大事的胸怀,只做琐事
			challenges.	会使心胸狭隘
Invent and Simplify,	正心责任心	随缘不变心,闻慧	At all times, challenge	所谓服务,就要最大限度的开
Conscientiousness			yourself to think creatively	动脑筋、面面俱到、滴水不漏
			and find new solutions.	
Are Right, A Lot,		放下分别心,思慧		
Conscientiousness				
Deliver Results,		看破执着心,修慧		
Conscientiousness				
Learn an Be	至知潜道心		Welcome difficult	敢于挑战艰难,只有坚持到底
Curious, Extraversion			assignments. Progress lies in	才能升华
			accomplishing difficult work	
Bias for Action, Neuroticism	格物精进心		Take an active role in all your	做事要主动抢先,不要消极图
			endeavors, not a passive one.	安稳
Ownership, Agreeableness	诚意自主心		Initiate projects on your own	工作要自己创造,不要等指派
			instead of waiting for work to	
			be assigned.	
Hire and Develop the Best,	善以推人领导力		Lead and set an example for	要推动其他人,推与被推日后
Openness			your fellow workers.	会有天壤之别

Insist on the Highest	勇以成事执行力		Once you begin a task,	一旦动手就要锲而不舍,不达
Standards, Conscientiousness			complete it . Never give up.	目的死不罢休
Have Backbone; Disagree and	仁以懂事决断力		When confrontation is	不要怕摩擦,摩擦是积极的养
Commit, Extraversion			necessary, don't shy away	分,害怕摩擦会懦弱无能
			from it. Confrontation is often	
			necessary to achieve	
			progress.	
Frugality, Neuroticism	智以应事学习力	约束力,戒学	Set goals for yourself to	要有愿景,这样才能有耐力、
			ensure a constant sense of	窍门,进取的力量和希望
			purpose.	
Earn Trust, Neuroticism		创造力,定学		
Dive Deep,Neuroticism		想象力,慧学		
Customer	卑以牧己控制力		Move with confidence. It	要有信心,没信心就没魄力、
Obsession, Agreeableness			gives your work force and	没韧性、没深度
			substance.	
				,
与电通鬼十则的对应关系				
教	用	宗		用
Initiate projects on your own	自主不自矜	Ownership	主人翁精神	诚意不推诿责任
instead of waiting for work to				

be assigned.				
Take an active role in all your	自知不自现	Bias for Action	崇尚行动	格物不自现借口
endeavors, not a passive one.				
Search for large and complex	自我挑战	Think Big	远见卓识	博学不走捷径
challenges.				
Welcome difficult	自立不自是	Learn an Be Curious	好奇求知	至知不重复过失
assignments. Progress lies in				
accomplishing difficult work.				
At all times, challenge	自强不息	Invent and Simplify	创新简化	随缘不攀缘资源
yourself to think creatively				
and find new solutions.				
		Are Right, A Lot	决策正确	放下不分别比较
		Deliver Results	达成业绩	看破不执着妄想
Lead and set an example for	自尊不自大	Hire and Develop the Best	选贤育能	善以推人不自大
your fellow workers.				
Once you begin a task,	自信不自负	Insist on the Highest	最高标准	勇以成事不自负
complete it . Never give up.		Standards		
			1	

When confrontation is necessary, don't shy away	自任不自欺		Have Backbone; Disagree and Commit	敢于谏言,君,知性?		仁以懂事不自欺
from it. Confrontation is often						
necessary to achieve						
progress.						
Wishful Thinking. Set goals	自如不自伐		Frugality	勤俭节约		智以应事不放逸
for yourself to ensure a						
constant sense of purpose.						
			Earn Trust	赢得信任		智以应事不自许
			Dive Deep	刨根问底		智以应事不竞异
Move with confidence. It	自在无忧		Customer Obsession	顾客至尚		卑以牧己不自限
gives your work force and						
substance. 回自向他,回事向						
理,回因向果;回小向大,回						
有向空,回近向远。						
明以求真,诚以树信。内五根为 善以推人,卑以牧己;博以问学		写,仁以懂	事,勇以成事。			
1、回自向他		•	hers who are strong in areas wh			顶域时,学会请教他人,这样的 -
			to help you is a great skill that yo		技能能避免做错事情	Ī o
		•	no matter what, as it will help you	•		
		guardrails	s that will prevent you from doing	g what		

	are weak to help you is a great skill that you should	技能能避免做错 事 情。
	develop no matter what, as it will help you develop	
	guardrails that will prevent you from doing what	
	you shouldn't be doing.	
2、回事向理	Distinguish between you as the designer of your	同时作为流程的设计者和执行者,不能只看眼前。
	machine and you as a worker with your machine.	
3、回因向果		通过比较结果和目标,就能知道如何改进流程。多
	can determine how to modify your machine.	数人犯下的最大错误是不会客观的看待自己与他
	The biggest mistake most people make is to not	人,从而重复栽倒在同样的弱点上。
	see themselves and others objectively, which leads	
	them to bump into their own and other's	
	weaknesses again and again.	
4、回小向大	Think of yourself as a machine operating within a	把自己想象成一部在大机器里运转的小机器,并明
	machine and know that you have the ability to alter	白你有能力改变你的机器以实现更好的结果
	your machines to produce better outcomes.	
5、回有向空	If you are open-minded enough and determined,	如果你的头脑足够开放,拥有足够的决心,就可以
	you can get virtually anything you want.	实现任何愿望。

成功的人能超越自身,客观的看待事物,并管理事

Successful people are those who can go above

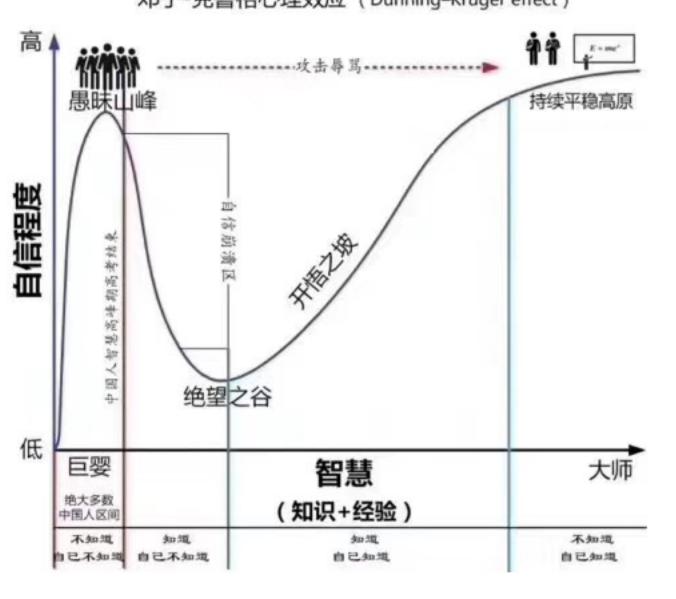
6、回近向远

themselves to see things objectively and manage those things to shape change.

Because it is difficult to see oneself objectively, you need to rely on the input of others and the whole body of evidence.

务以塑造改变。正因为客观看待自身很困难,所以 要依赖他人的意见,以及全部证据。

Ability Maturity 能力成熟度评估:巨婴离家,绝望之谷,开悟之坡,大师之道邓宁-克鲁格心理效应 (Dunning-Kruger effect)



Skill 技能模型

请参考各个专业的技能栈或技能树。

Skill Maturity 技能成熟度评估

奴: 非自愿和靠人监督的人

: 能力不足,肯自愿学习的人

二: 老老实实,按规矩做事的人

匠: 精通一门技艺或手艺的人

师: 掌握了规律,又能将其传授给他人的人

家: 有固定的信念, 让别人生活得更好的人

圣: 精通事理,通达万物的人

沟通技巧框架模型:

知言四辞:诐辞知其所蔽,淫辞知其所陷,邪辞知其所离,遁辞知其所穷。生于其心,害于其政;发于其政,害于其事。圣人复起,必从吾言矣。

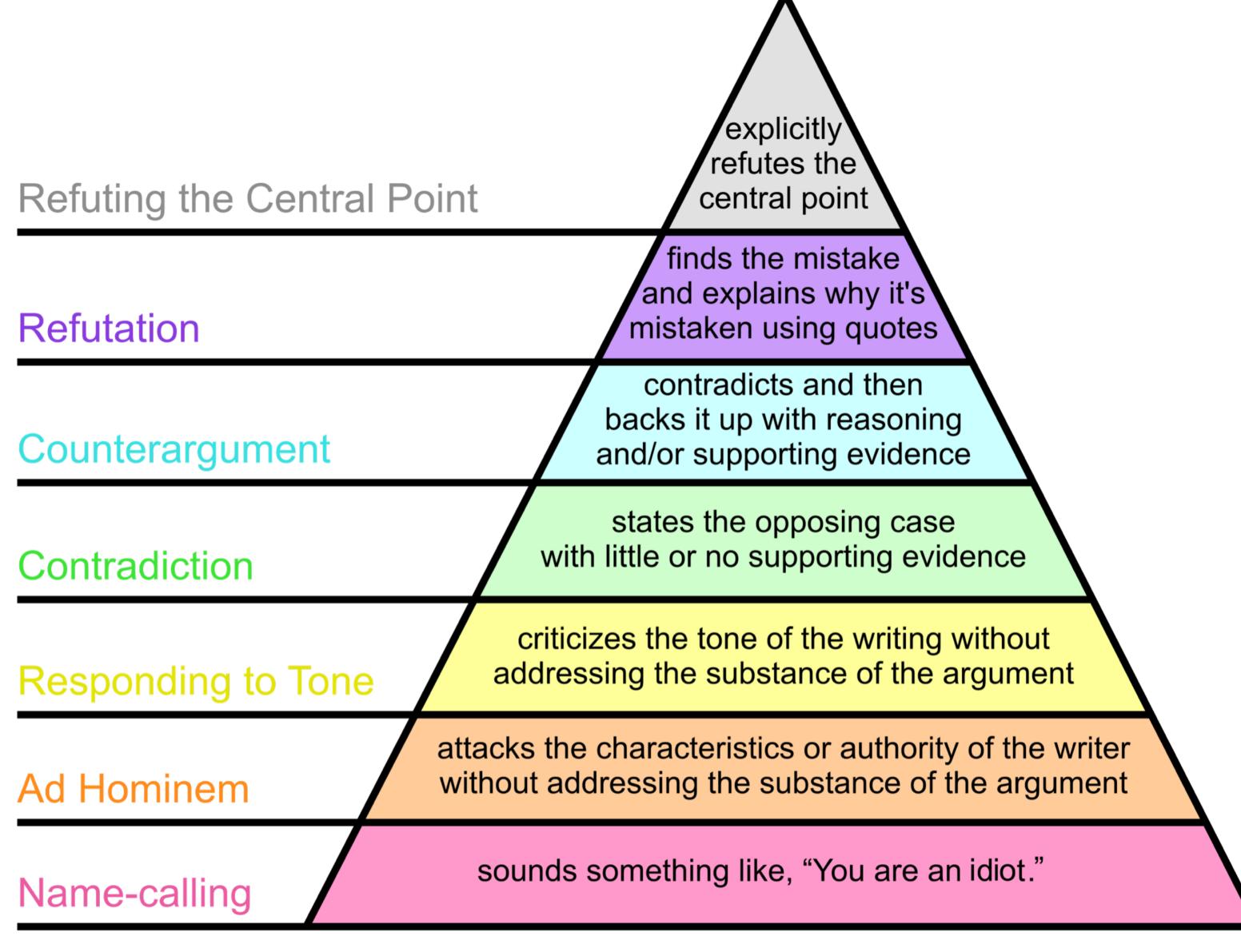
诐辞知其所蔽	价值判断,被偏见或成见蒙蔽了	二元对立思维,耽于 不正见
淫辞知其所陷	寻根究底,言之无物,缺乏条理,心智不健全	注重形式而不注重内涵,耽于表相
邪辞知其所离		人身攻击,自说自话
遁辞知其所穷	自以为是,理屈词穷,顾左右而言他	以名乱实,偷换概念

<u>五不正见</u>:

身见	执着 <u>五蕴</u> 假合是我,将我同世界对立起来,而不是看成一个整体
边见	偏见,成见;常见,断见。
戒取见	遵循错误的方法,非因计因
见取见	依主观见解而推断,非果计果
邪见	靠运气,躺赢人生。非不因果

<u>五蕴</u>:

色蕴(physical body)	就是人的身体,英文中经常把"色"这个字翻译成"form(形态)",这里指代人
	的身体;
受蕴 (basic feelings)	就是人的基本感情,比如痛苦、高兴、担忧;
想蕴(perceptions)	就是人的基本感知,比如视觉、听觉、嗅觉;
行蕴 (mental formations),	它说的是我们的精神形态,也就是想法和行为,包括一些复杂的思想、我们做
	事的习惯和倾向性;
识蕴(consciousness)	就是人的意识。



Refuting the Central Point	论点反驳	直接引用论点,并针对论点, 逐条论据予以反驳		唯物主义和唯心主义。
Refutation	论据反驳	在论据中寻找错误并予以反驳		台湾可以解放,为什么没解放 呢
Counterargument	反例论证	举出反例并以原因和证据支持		阳光空气水,哪个重要?
Contradiction	求全责备	以偏概全或狐假虎威	诐辞	耽于不正见,二元对立思维。 流俗,从众,乱代表
Responding to Tone	流于形式	语调,态度,等形式上挑刺儿	淫辞	言之无文,行而不远。用无用 信息填补好奇心
Ad Hominem	诉诸情感	人身攻击或自说自话	邪辞	妄想,执着,分别。不依正 理。我见,人见,众生见,寿 者见。
Name-calling	言语攻击	以名乱实或偷换概念	遁辞	自以为是,拒绝沟通。可以性 代替必要性。

四相四见: 我相, 人相, 众生相, 寿者相

我相	世间所"天然生成"的"特定"的每一个"角色"。	我想到了一个方法,就一定是对的。
人相	为了维护自己在他人中的形象而生出的诸般行为。	淑女应该笑不露齿。
众生相	按照这个社会社定的角色标准去过自己的人生。	大家都是这样的。公司应该这样做。
寿者相	在某个领域或行业具有一定地位、权威和丰富经验的专业人士习惯以自我的"知见"为标准去对其他事物给出建议和评价。也可称为知见相,这是一个在"多知多见"的人身上更容易着的相。	专家或权威是对的。招人解决问题。请神模式