

Personal Mastery:-

- Courage, hard work, self-mastery and intelligent effort are essential for successful life - THEODORE ROOSEVELT
- One can have no smaller or greater mastery than mastery of oneself - LEONARDO DA VINCI

→ Watch your thoughts, they become words
watch your words, they become actions
watch your actions, they become habits
watch your habits, they become character
watch your character, for it becomes your destiny.

- * Accept responsibility for your actions (Self-Acceptance)
* ~~Accept~~ Be (Self-Responsibility)
* Be accountable for your results (Self-Awareness)
* Take ownership of your mistakes (Self-Acceptance)

→ Accountability	Responsibility
* Accountability is a mindset that must be assumed and accepted by an individual	* Responsibility is task assigned and many people can be given
* Accountability where the buck stops	* Doing Doing
* you are blameworthy for mistakes	* There is no liability
* Accountability is outcome oriented as it begins when task is done	* Responsibility is assigned

→ Personal Accountability:-

- A personal choice to rise above one's circumstances and demonstrate the ownership necessary to achieve desired goals
- THE 7Z PRINCIPLE

→ ~~How~~ to use stress effectively:

→ why New yr resolutions fail mostly

- * Set unrealistic goals
- * Underestimate completion time
- * Set other people's "Goals"
- * Don't review progress
- * Set negative goals
- * Do too many things at once.

→ The five Golden Goal Setting Rule!

Goal Setting

* Set goals that really motivate you

* Set SMART Goals.

* put goals in writing.

* Make an action plan

* stick with it.

16% success rate for those with written goals compared to 43% who did not write down goals

S - Specific

M - measurable

A - Attainable

R - Realistic

T - Time bound

"you can't always control what goes on outside, but you can always control what goes on inside" - Wayne Dyer

Stress:-

Reactions to stress

- * fight (face the situation)
- * flight (run away from circumstances)

Dealing with stress

* Action-oriented approach:- with action oriented approach you can take action to change the stressful situations

* Emotion-oriented approach:- Emotion-oriented approaches are useful when the stress you're experiencing comes from the way that you perceive a situation.

* Acceptance-oriented approach:- Acceptance-oriented approaches apply to situations where you have no power to change what happens, and where situations are genuinely bad.

→ the



→ The five behaviours of a cohesive team



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→ Working with Agility:-

* "Mindset is what separates the best from rest."
- John Assara

→ What is a mindset?

It is our mental attitude that has taken shape, based on our life experiences, our environment, our education and the ideas we have absorbed from those people we have interacted with our lives.

Our mindset is that inner conversation taking place in our head.

Our mindset is responsible for how we interpret and react to what happens around us.

→ What exactly is Agile mindset?

Learning how to consciously approach every task at hand with an agile mindset, gives individuals and organisations an ability to foresee problem and provide solutions in an incremental fashion.

* → Definition of Agile:-

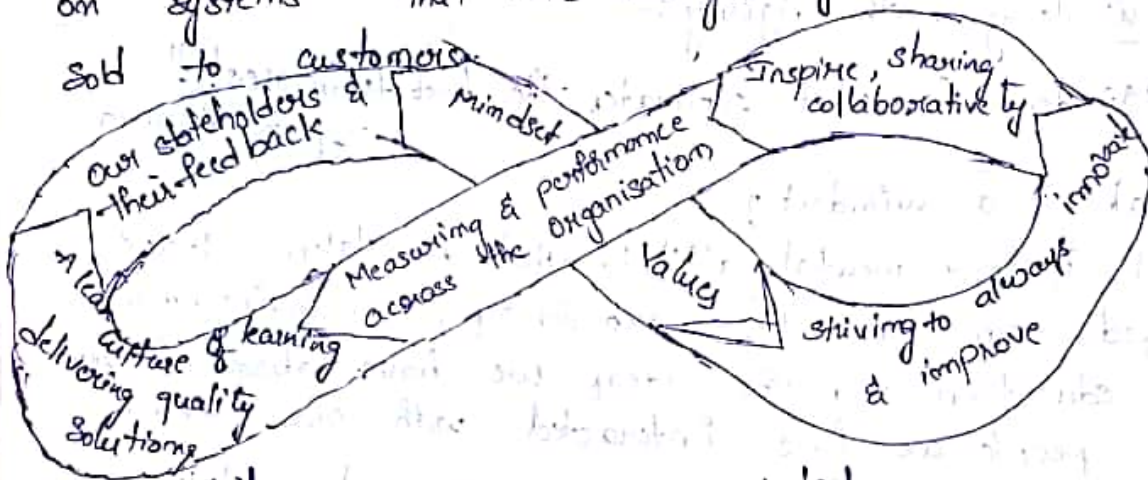
There are many definitions of an Agile mindset, but the general consensus is that it is:

- * View setbacks as learning opportunities
- * Embrace iteration, collaboration, and change
- * Focus on delivering value

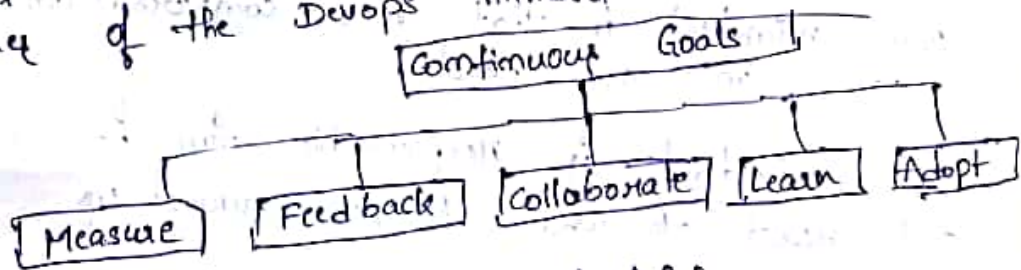
- what does it mean to have an agile mindset
- * Positive attitude
 - * Goal of team Success
 - * Thirst for knowledge
 - * willingness to fail.

DevOps Mindset :

* A DevOps mindset means you understand there is no single hero or person to blame. To ship a successful product, cross functional collaboration is necessary, software that is necessary written by engineers and on systems that are managed by IT operations and sold to customers.



→ 5 values of the DevOps mindset.



→ Clarifying your purpose (wheel of life)



Importance / Urgency Matrix

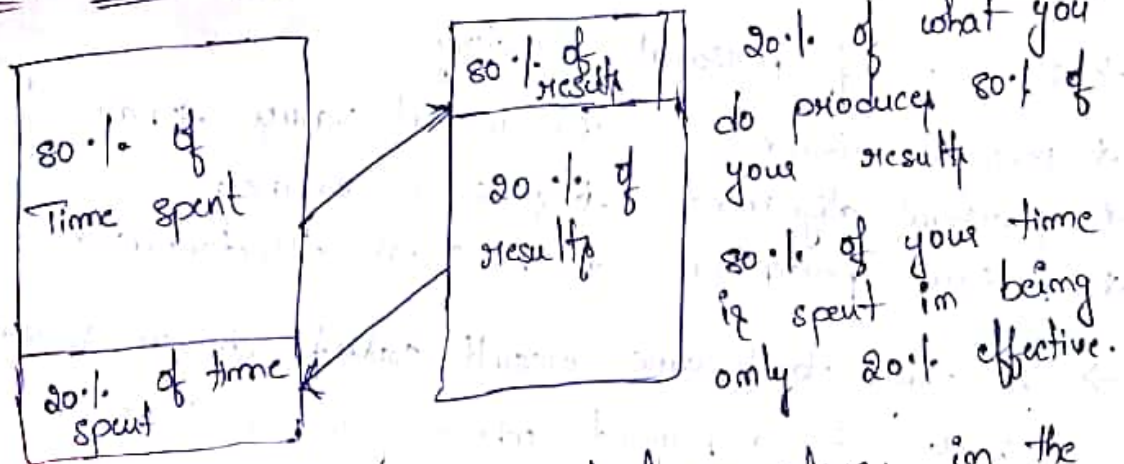
Importance	Urgency
* Comes within you	* Comes from environment
* your values system based on principles	* pressures upon you
* your mission/goals	* The need to be popular

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Important	Square 1 Important and Urgent matters (Do it now - Do it yourself) 25%	Square 2 Important matters that are not urgent. (Find time - give yourself a dead line) - 60%
	Square 3 Unimportant and Urgent matters (Delegate it to someone else) 10%	Square 4 Unimportant matters that are not urgent. (Don't do it) 5%
Not important	Urgent	Not urgent

→ Delegation :- involves providing responsibility (and at times authority), perform a task to a team member, while the task is originally assigned to person. delegation provides an excellent opportunity to develop the skills of team while ensuring better prioritization for one task.

→ 80/20 Rule or Pareto's Principle



→ Learning Agility :- An essential competency in the world today. It is the ability to promptly and quickly learn new things from multiple sources and also the learning in new and different situations.

- * Introduce 360-degree development reviews
- * Set learning goals within teams
- * Start a peer-to-peer coaching ecosystem.

COMPLEX PROBLEM SOLVING :-

"Solving the Rubik's cube is complicated. Establishing the product as a worldwide sensation and commercial success was complex" -

DAVID BENJAMIN and DAVID KORTOS

Complicated

- * Hard to solve but addressable with rules & recipes
- * Like algorithm on a twitter feed
- * Implementing a CRM
- * Having a wedding

Complex

- * Too many unknowns or variables
- * Too many interrelated factors to reduce rules and processes
- * Uber and Airbnb have no algorithms
- * Delivering a consistently winning customer experience.
- * Having a happy marriage

→ Complicated

- we are used to complicated tasks
- we face them everyday
- Have known, predictable solutions
- Work is often difficult and time consuming
- we may need dedicated teams - or help from external experts - who have specific training & skills, but we can get the job done
- we can even estimate the effort required and predict a degree of success

→ Complex :-

"For a complex challenge, the degree of difficulty is exponentially higher. And complex challenges cannot be solved with the tools used to solve complicated tasks. The solution must be created anew"

- MARSHALL GOLDSMITH

→ Problem Solving Mindset - MCKINSEY

- * Challenge your assumptions - why? why not? So what? what if?
- * Get comfortable with ambiguity - Pandemic.
- * Take a dragon fly view - widen the aperture.
- * Collective intelligence and wisdom of the crowds - strategy Beyond the hockey stick.

→ Our minds are essentially hardwired to think fast

- DANIEL KAHNEMAN

- * System 1 Thinking - I don't have time to carefully analyse
- * System 2 Thinking - Slow down. Be more deliberative.

→ "A problem can't be solved with the same level of thinking that created them". Albert Einstein

→ Four levels of communication.

* Cliches

* Facts

* Opinions

* Emotions

→ Barriers to problem solving

* Assumptions

* Deep rooted bias

* Prejudice

* No bandwidth.

→ Identifying toughest problem (tyrant)

* Break the problem down into small components & subsets

* Identify the barriers and obstacles associated with each subset

* Determine the resources needed to solve each subset.

* Rank subsets in terms of difficulty

* Pick the tyrant

* Tackle the worst first.

→ Fiddling:-

* The principle of inveterate tinkering

* Tinkering is the art of looking for connections and contrasts both conceptual and tactile.

* Be ready for "Trigger".

* Look where everyone looks and see what no one sees.

→ Tinkering:-

* Tactile (Tangible)

* Conceptual

* Hybrid (Seeing, Feeling, Touching, Smelling)

→ Mind Warping

* Approach a problem logically, while seriously considering illogical options

* Move seamlessly back and forth between the abstract and concrete.

* Think outside the box without abandoning the box.



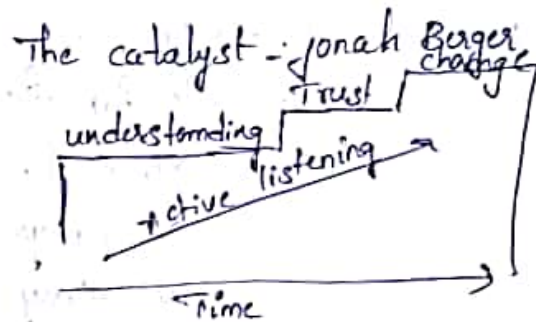
→ PERSUASION AND INFLUENCING SKILLS

- * Persuasion - Direct: Needs a channel to push or convince
- * Influence - Indirect: Pull strategy: Role Modelling

Persuader
Receiver \rightarrow Fixation

Persuader
Receiver \rightarrow Polarisation

Persuader
Negotiation
Receiver \rightarrow



→ Understanding

- * Active or Connective listening
- * Not prescriptive or judgemental listening

I UNDERSTAND. I NEED NOT ACCEPT

→ Model of Persuasion - Aristotle - Rhetoric

- * ξ Logos - logic. Data. Reason
- * Ethos - character. Credibility. The Nokia BL 5C crisis
- * Pathos - Emotion. Empathy. Art of Articulation, Business Storytelling

→ Communicating Virtually - Natalie Garmonne.

- * Empathy
- * Understand what others are going through
- * Use multiple channels
- * Don't hide behind the screens to avoid difficult conversation
- * Keep it casual for some time
- * Informal relationships building rapport

~~unfamiliar environment~~

- * Embrace the awkward

- * Digital communication will still be uncomfortable

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- The key elements of this definition of persuasion
- * Building agreement
 - * Getting things done

→ Requesting :- is probably the simplest influence approach. Requesting is when the associate uses simple demands to get others to take action

→ Barriers to persuasion:

Every sale has five basic obstacles:

No need,

No money,

No hurry

No desire

No Trust — "Zig Zägle".

→ The six principles of persuasion

- * Authority
- * Curiosity
- * Consistency
- * consensus
- * Similarity
- * Reciprocity
- * Scarcity

① Authority :- Titles, Slogans and Tunes - In authority
Expertise - An authority

② Consistency :- on time every time!

Commitment

Reliability

Experience certainty

③ Consensus :- collaboration

consensus is not pleasing everyone

Make sure everyone's voice is heard

Core aspect of team dynamics

④ ~~Likeability~~ similarity :- Likeability

Building common ground
Nielsen Research finding

⑤ Reciprocity :- Quid pro Quo - A favour for a favour
Gifts vs Rewards
Reciprocity is widely practised but don't expect it at a birthday.

⑥ Scarcity :- when something becomes less available it becomes more desirable
Exclusivity - limited Edition cars, mobile phones, fashion wear

→ Establish Credibility :-

Expertise	Relationships
<ul style="list-style-type: none">* well informed* studies issues thoroughly* clear headed / reasonable in beliefs* Provides reasons / evidence in response to objections* Avoids foolish / exaggerated opinions	<ul style="list-style-type: none">* what's said matches what's done* Truthful / admits mistakes* - Acts out of conviction, not expediency / opportunism* Concerns for others rather than self* Emotionally stable

→ Persuasion and Influencing skills

- * Building blocks of trust
- * Understand persuasion techniques
- * principles of influence
- * Building Reciprocity
- * story telling
- * Negotiation skills
- * Handling conflict
- * Customer conversations
- * Interviewing skills

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