

Planning & Implementing the Improvements....the Beliefs & Habits

- 1 You are responsible for your results
- 2 Focus with a passion on what is within your 'sphere of influence'...do not worry about what isn't!
- 3 Teams of people have all the ability they need to learn, develop, improve and succeed
- 4 "Potential – **interference** = performance" ¹. Improvement is easy for us once the interference is removed
- 5 All organisations, teams & people have strengths and all have areas where improvement is necessary. The acceptance of this in an open, honest, mature and positive way, without fear of failure, is vital for every organisation & person
- 6 You, your organisation and its people need to improve continuously. This is **not** a criticism, a weakness, a problem or somebody's fault...it is the key principle of success!
- 7 Always "begin with the end in mind" ²
- 8 "Put first things first" ³
- 9 You can normally overcome barriers to improvement by trying different things...you have to act & then learn and react
- 10 Learning from others is vital if you are to improve
- 11 "People like change; they just don't like being changed" ⁴
- 12 There is a positive intention behind all human behaviour...seek to understand this. Other people's models of the world are always right!...so we must respect them ⁵
- 13 Our behaviour causes behaviour in others (if they let it)
- 14 "Think win / win" and seek to create "synergy" ⁶
- 15 There is no failure, only feedback; no mistakes, only results; no errors, only learning ⁷
- 16 It's not what happens to us that makes the difference, it's what we do with what happens to us ⁸
- 17 If we do what we've always done, we'll always get what we've always got
- 18 Be the change you want to see! ⁹

¹ Timothy Gallwey – The 'Inner Game'

² Stephen Covey – '7 Habits of Highly Effective People'

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⁴ Tom Peters – 'The Pursuit of Wow'

⁵ NLP pre-supposition

⁶ Stephen Covey – '7 Habits of Highly Effective People'

⁷ NLP pre-supposition

⁸ NLP pre-supposition

⁹ Ghandi