

Thinking Partnerships

A Thinking Partnership creates the space for curiosity and active listening.

It will **avoid** the question **Why?**

'Why' can create a defensive response. By using 'What's?' and 'How's?' the discussion remains creative, open and solutions-focused.

**How do you feel when
you ask for help?**

Vulnerable? Stupid? Judged?

**How do you feel when
someone asks for your help?**

**Flattered? Respected? Trusted?
You over deliver?**

High-performing leaders nurture a culture of creative, confident and curious thinking partnerships. They challenge and support routinely as a preferred way of working. They reflect and learn from experience. **They ask for help.**

Attitude²

Capability makes a product or service. Attitude drives performance.

$$P = C \times A^2$$

Performance

Capability

Attitude

Good leaders take time to create (and regularly review) a shared set of attitudes and behaviours required for the current business challenges.

Great leaders are role models of agreed attitudes. They have the confidence to hold people accountable through feedback.

Outstanding leaders transform a business by actively rewarding those with great attitudes and performance. They are also confident to remove employees who cannot embrace a positive attitude set and have a toxic impact on the team. They will never prioritise capability above a poor attitude.

Courageous Conversations

An innovative organization is invariably one with a learning culture. Open, honest and courageous conversations enable people to grow through self-awareness and experience.



Intended to hurt? '**Criticism**'

Criticism is an opportunity to tell someone something you don't like...



Intended to help? '**Feedback**'

Feedback is an opportunity to ask a person if they would like to hear something that may help.

Managing Sudden Challenges

cri•sis / krīsis

Latin:

decision, judgement

Greek:

krisis, from krinein to decide,
to separate, to judge

English:

1. a crucial stage or turning point in the course of something, esp in a sequence of events or a disease.
2. an unstable period, esp one of extreme trouble or danger in politics, economics, etc.
3. (Medicine / Pathology) a sudden change, for better or worse, in the course of a disease.

Japanese and Mandarin:

CRISIS: DANGER & OPPORTUNITY

危机