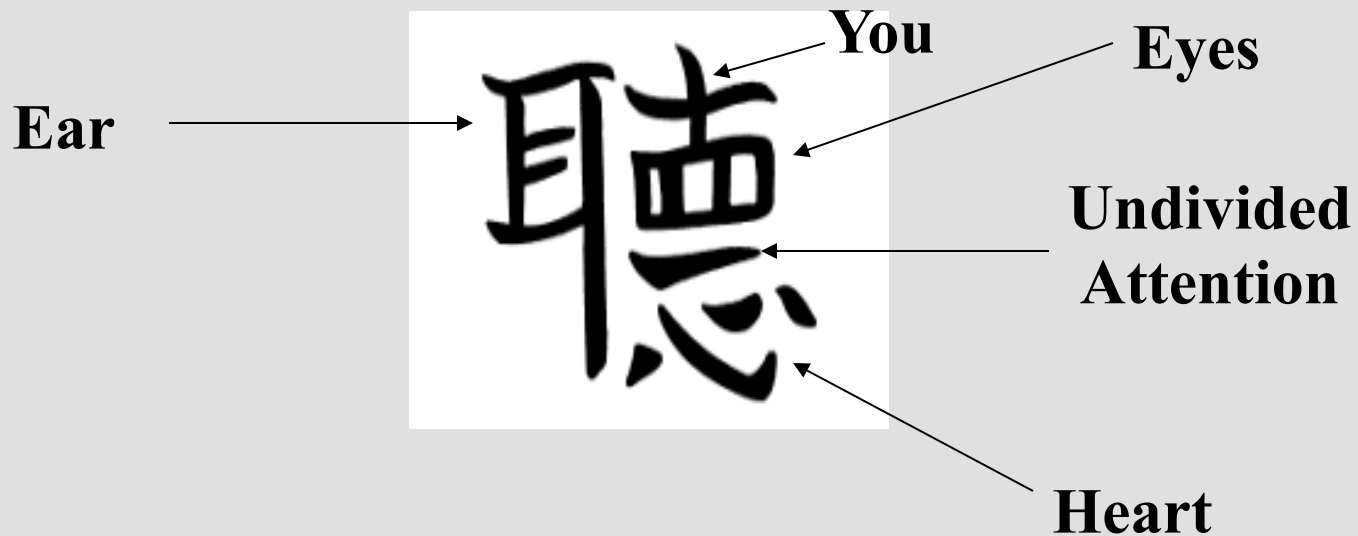




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Listen 2



The Chinese Character

“Listen”

Each Reflex (Brush Stroke) has a different
Meaning, as indicated.



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Managing Complex Change

Vision

- Seek first to understand – then to be understood
- Create inspiration
- Generate Ownership





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Listening 1

- Listening To

What are you listening to – The speaker, yourself, interference?

- Listening For

What are you listening for – Contradiction, conformation, an answer?

- Listening From

Where are you listening from – An Elder, a parent, a disciple, a manager?



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Skills

- Play to peoples' strengths
- Skill/Will Matrix
- Skills Audit – from what you need





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The Skill/Will Matrix

**High
Will**

Guide

Delegate

**Low
Will**

Direct

Excite

Low Skill

High Skill



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Incentive

- Individuality
- comes from within
-and is teased out!





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Resources

- Strategic Planning – The What
- Tactical Operations – The How
- Resource Plan



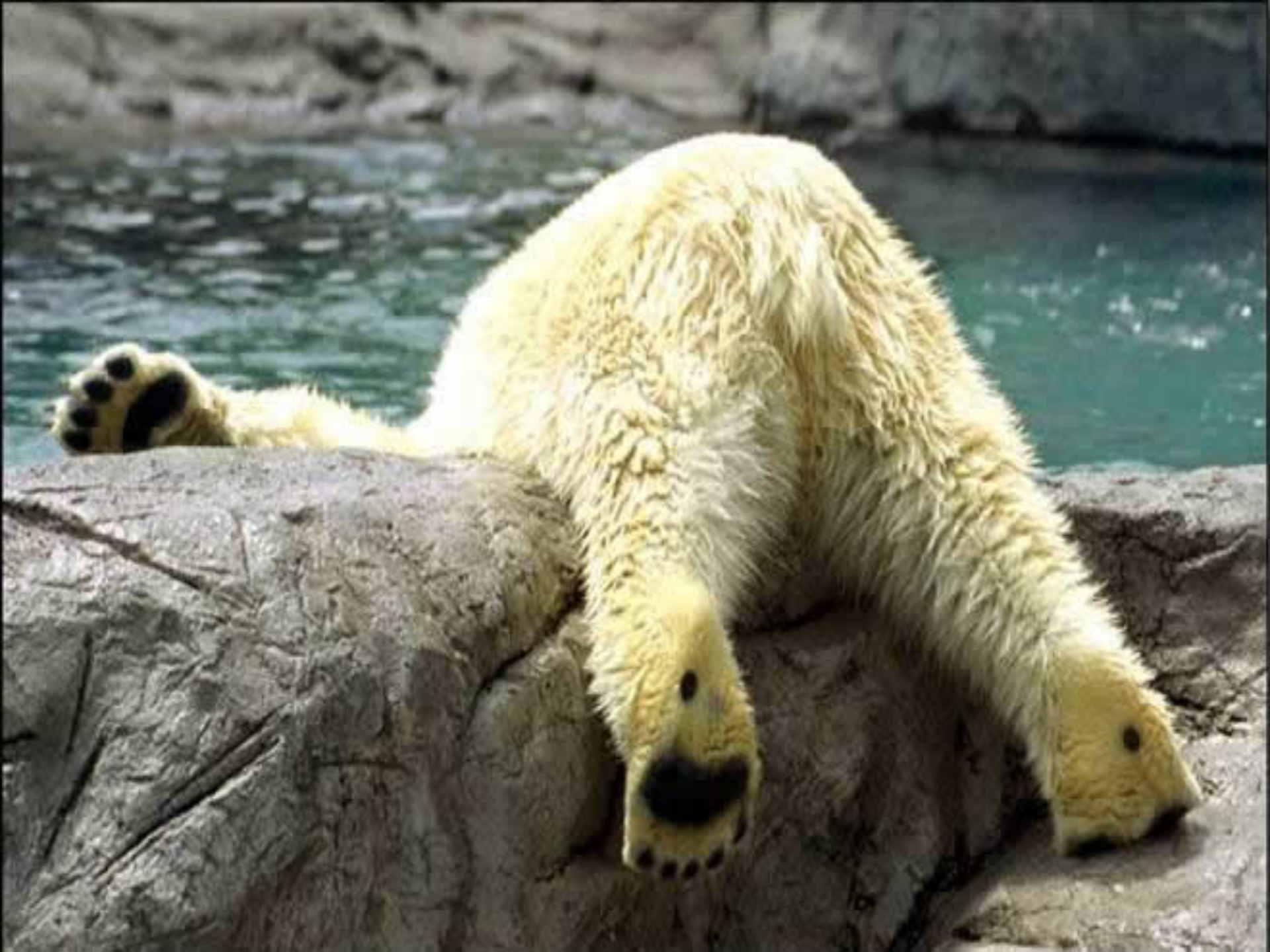


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Action Plan

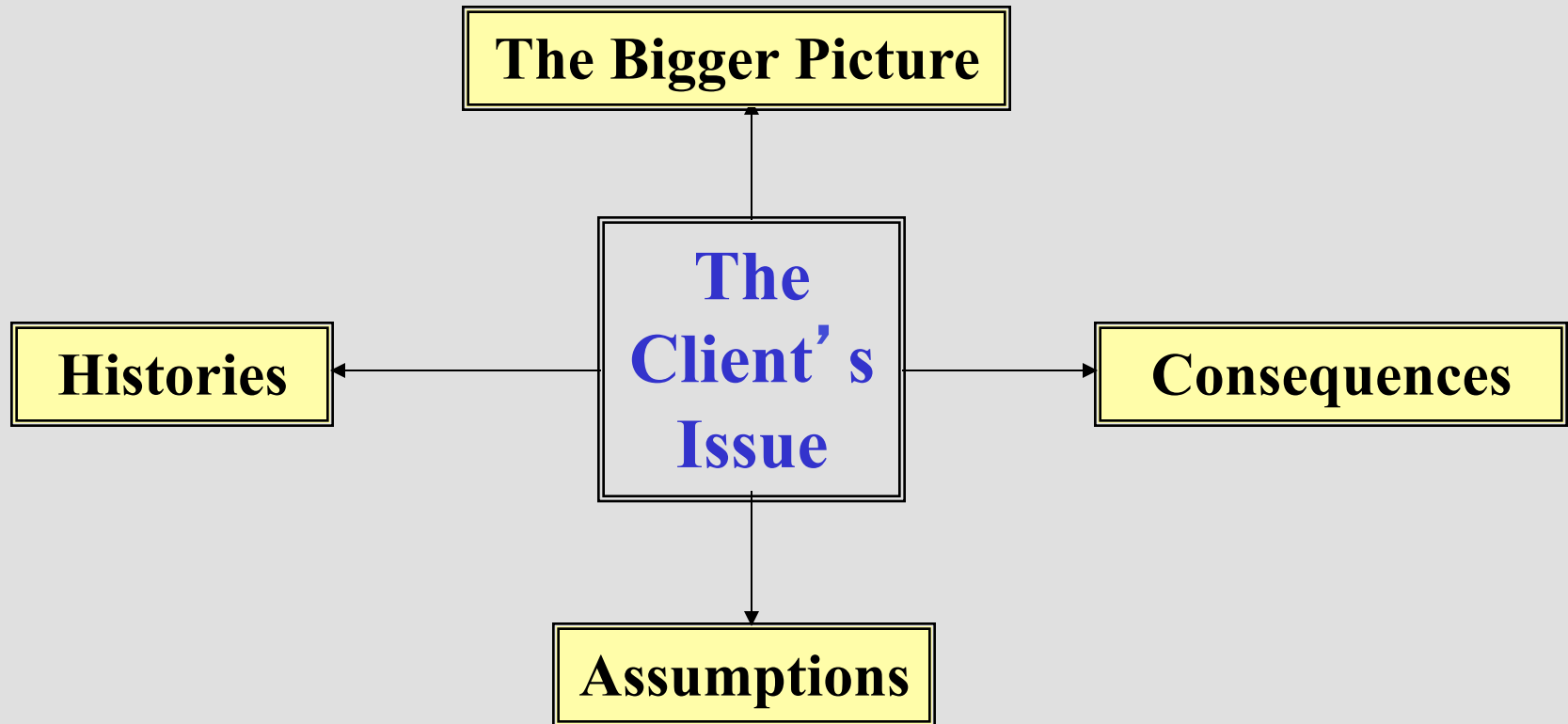
- ISTAR
- Realistic Action Plan





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The Four Cornerstones







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ISTAR Diagram

