

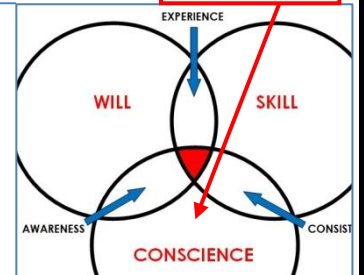


STUFF

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Jack Welsh once posed the question; "is it better to work for a good boss in a bad company or a bad boss in a good company?" Think about this before reading on. I pose this question a lot in my leadership seminars. I think many people favour short term benefits over their long term counterparts because the spontaneous answer is usually "the good boss". Maybe it's the NLP* aspect of the word 'good'. Jack suggests (and I agree) that the worthier answer is that you're better off in a good company than a bad one. The good boss won't stay in a bad company for long and you'll be stuck there on your own. Good companies headhunt good people. That's where he or she will end up. Bad companies don't encourage the qualities that make great leaders - they simply dictate habits that focus on results. As we approach the 100th edition of STUFF, I'm addressing the ultimate quality necessary for excellence. These next two apply specifically (but not exclusively) to leadership. For November, I'm going to probe and prod at **GENEROSITY!**

Generosity is the ultimate 'karma tonic'. Nothing will create reciprocation better, quicker or more often than being generous. Guess what karma is folks! It's reciprocation. To the right, I've placed the quality smack in the middle of CONSCIENCE being equally reliant upon awareness and consistency. Consistency is the test; as it's easy to be generous when you have plenty but the test of sincere generosity is offering it when there isn't plenty. Awareness allows you to realise the **affect** being generous has on you and the **effect** it has on others. The affect it has on you contributes to your character. The effect on others is 100% pure leadership. Here's some tips & thoughts



Being generous takes consciousness as well and conscience because you have to willingly prioritise demonstrating it - always. Otherwise it's in-genuine and when others see it, it feels like condescension. When it's consistent, it's a demonstration that the other person is a priority. It feels like sincerity, empathy & respect.

Be generous with your TIME. It's the most precious gift you can give. There's only three things you can do with time; you can waste it, spend it or invest it. The only way to gain a dividend is with an investment. Sometimes it's slow to be realised and that's where many fail. **"I'm too busy!"** Well - try being **less busy** and you might be **more productive**. No seeds were planted so no crop can be harvested. Dividends are reciprocations. Karma? Ignore time generosity at your peril. When your people stop coming to you, you've ceased to lead.

Be generous with your FOCUS. It's pointless to give your time if you don't give your attention. In his interview that broke the internet, **Simon Sinek** said that phones have no place in meetings. The reality is simple. If you take your phone to a meeting or have it in your hand when greeting someone, you're declaring that other people or matters are not your priority. You're also advertising a vulnerability or neediness that indicates potential weakness in your character. Plan your meetings so you can be without your device for the duration. If you can't, you're creating subconscious question marks that are going to absorb your time & energy to erase - even if the damn thing doesn't ring. If it rings - the only thing 'saved by the bell' will be your customer.

Be generous with RESPECT. Respect is a two way street. Reciprocation again - see, you do believe in karma! If you **offer respect proactively** and can overlook whether the person seemingly deserves it, you will defuse many problems, make more friends, create more allies (there's a strategic difference between a friend and an ally) and create those impressions you don't get a second chance to create. Can this be tough? Absolutely! Here's a tip; if you can't respect the person because they're unpleasant, aggressive or lying, respect the chance they're giving you to prevail. That's a gift! You just need to see it that way. When someone gives you a gift, what should you say? Nothing puts out a fire quicker than gratitude. So finally;

Be generous with GRATITUDE. I've yet to encounter anyone who isn't mollified by genuine gratitude. Say 'thank you' more often. If it's a customer; "thank you for giving us a chance to be your partner." If it's an employee with a gripe; "Thank you for trusting me enough to come to me with this,," If it's your spouse, well if you need help with that one, you're not investing your time so this bulletin won't mean a thing. Either way folks, thank you to each and every one of you for receiving my monthly musings. I really do appreciate it

SPECIAL THANKS TO MATT HANNAFORD, MITCHELL GRAY, SCOTTY PAGE, BRAD WORTHINGTON & PAULA

* NLP - Neuro Linguistic Programming. (how the use of language creates unconscious affects)

GENEROSITY IS
GIVING MORE THAN
YOU CAN & TAKING
LESS THAN YOU NEED