

Reality-Based Rules for the Workplace



Rob Otrembiak, Director of Healthcare Learning & Development, 03.17.2017

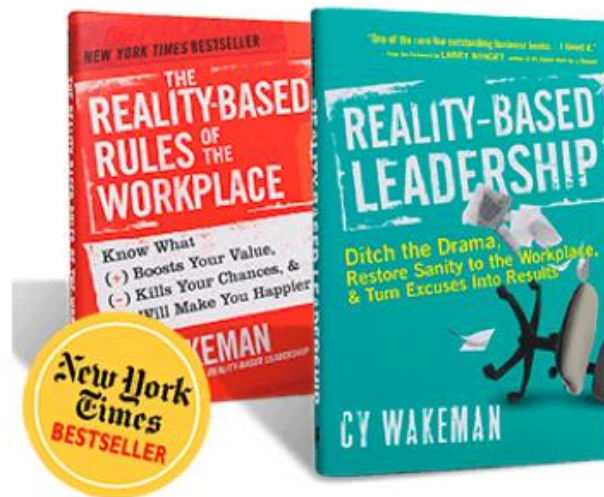
Reality-Based Rules of the Workplace

Agenda & Purpose for Today



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What percent of US workers quit every day?

A – About 70%

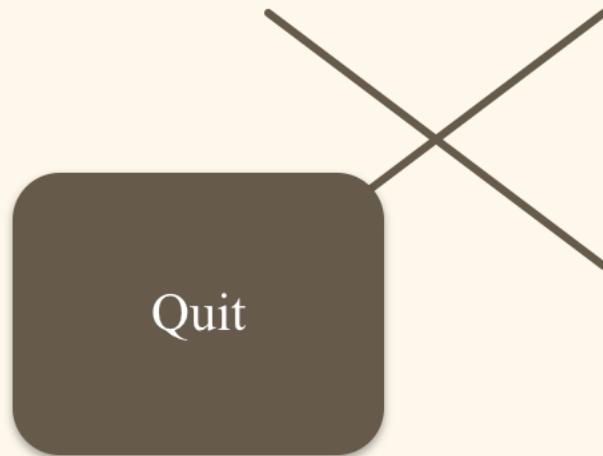
B – About 50%

C – About 25%

D – Less than 25%

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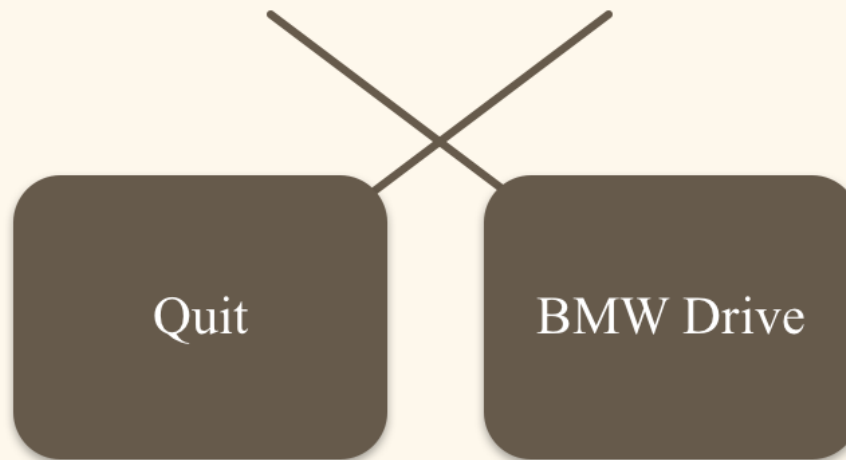
TROUBLESOME TRENDS



#behappy

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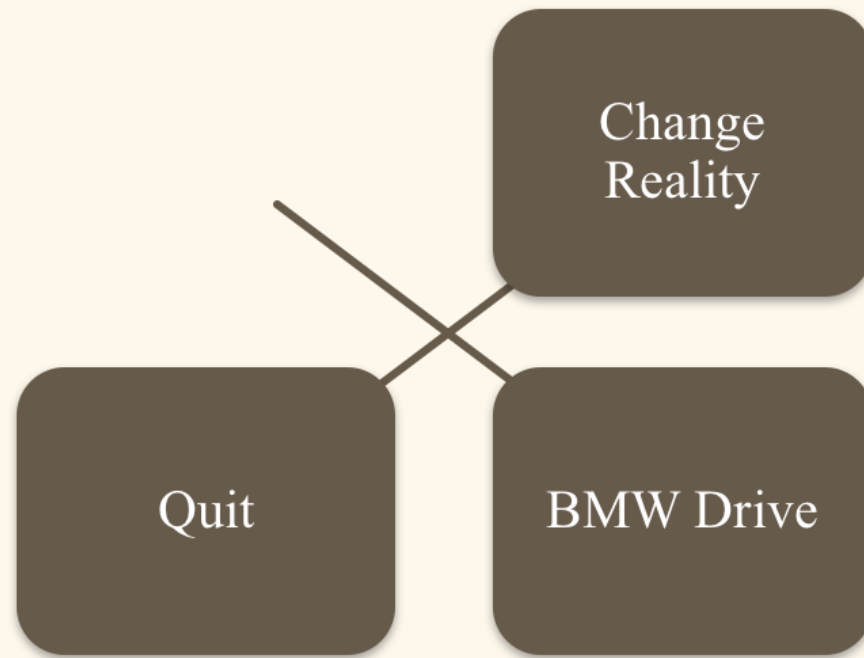
TROUBLESOME TRENDS



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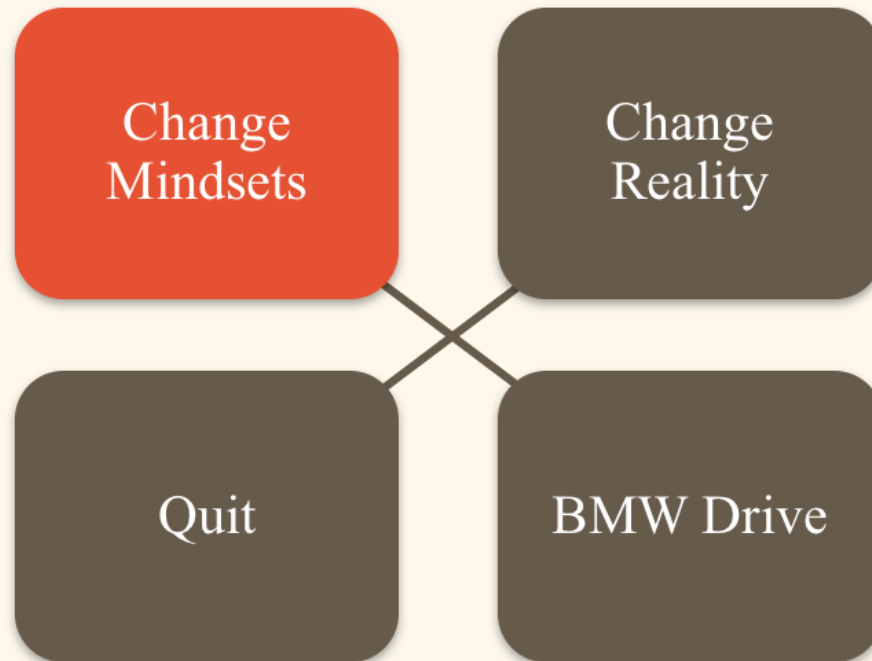
TROUBLESOME TRENDS



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TROUBLESOME TRENDS



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The New Employee Value Equation:

$$\begin{array}{l} \text{EMPLOYEE} \\ \text{VALUE} \\ \text{EQUATION} \end{array} = \begin{array}{l} \text{Current Performance} \\ + \\ \text{Future Potential} \\ - \\ \mathbf{3x} \text{ Emotional} \\ \text{Expense} \end{array}$$

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CURRENT PERFORMANCE

“How am I doing today?”

Getting and maintaining high performance:

- Who are the top performers to emulate?
- What are my goals?
- Where do my goals fit into the big picture?
- Why is it important to keep my eyes on the prize?
- How will I reach my goals?

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FUTURE POTENTIAL

“Am I ready for what’s next?”

Tactics to maximize your potential:

- Get reflective.
- Go beyond baseline.
- Get challenged.
- Get connected.
- Be multigenerational.

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EMOTIONAL EXPENSIVENESS

“Am I really worth it?”

- I share my opinions regarding others freely.
- I meet feedback with defensiveness.
- I need a lot of encouragement.
- I only support what I have been consulted on.
- I bring my family issues to work.
- I resist change.
- I blame others for my results.
- I focus on other people and what’s fair.

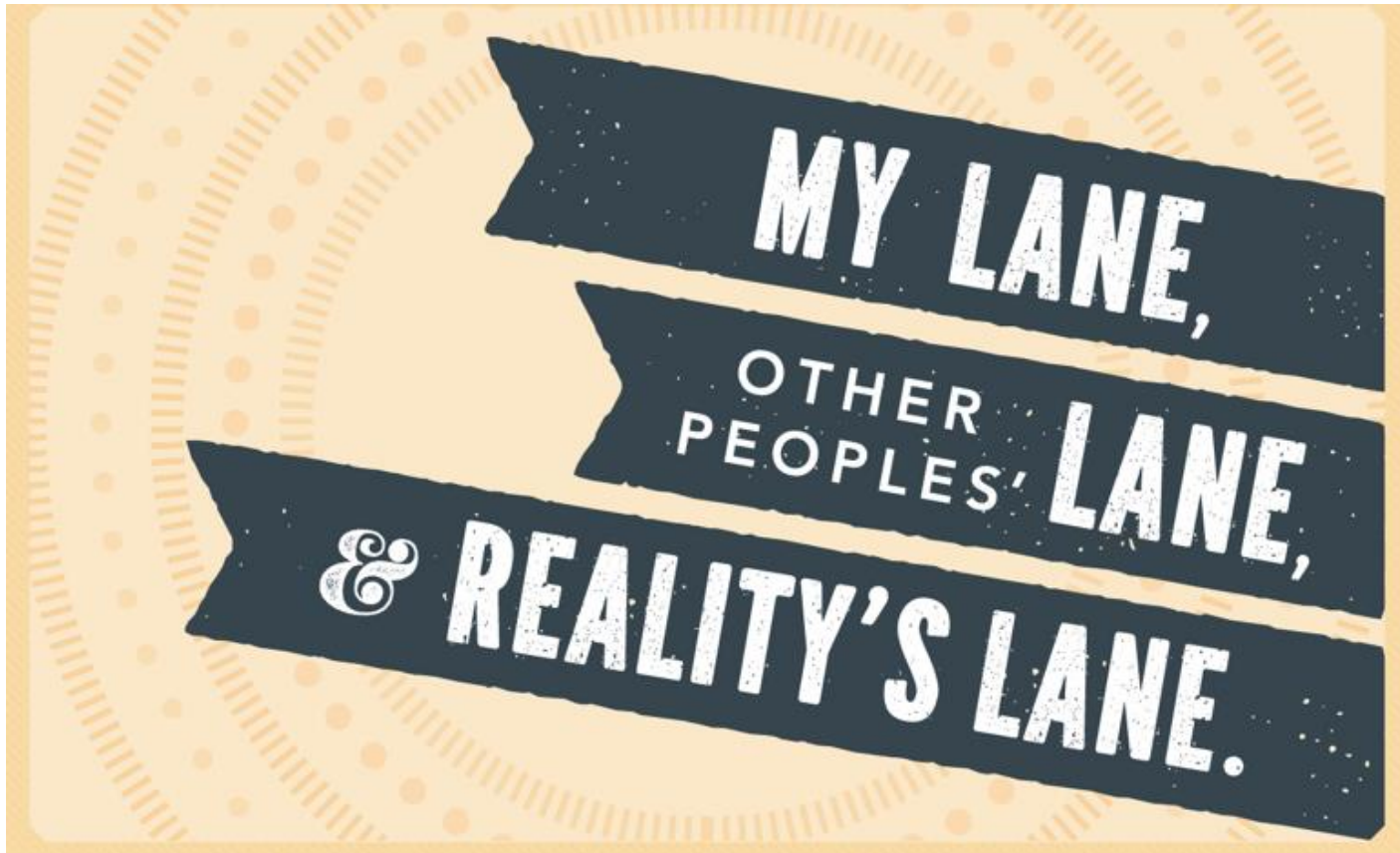
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$$\text{Example } 3 + 3 + 3(-3) = -3$$

$$\begin{array}{l} \text{EMPLOYEE} \\ \text{VALUE} \\ \text{EQUATION} \end{array} = \begin{array}{l} \text{Current Performance} \\ + \\ \text{Future Potential} \\ - \\ \text{3x Emotional} \\ \text{Expense} \end{array}$$

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What is drama?



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How much time does the average employee spend in drama each day?

A – 30 minutes or less

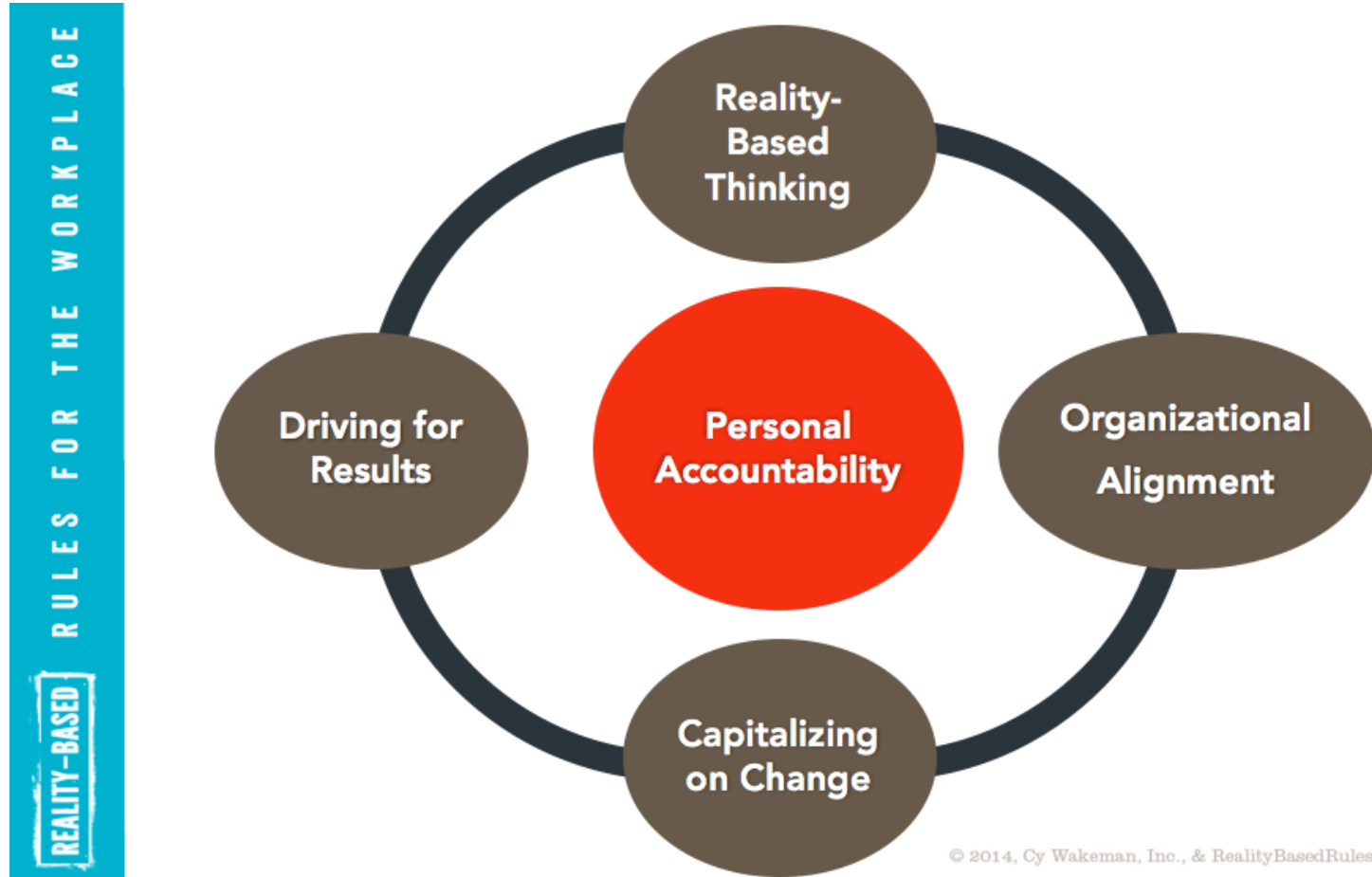
B – 30 to 60 minutes

C – 1 to 2 hours

D – More than 2 hours

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Reality-Based Competencies:



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Competency 1: Personal Accountability

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Your level of accountability
determines your level of
happiness... so don't hope to
be lucky, choose to be happy.

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Competency 1: Personal Accountability

PERSONAL ACCOUNTABILITY

The mindset that results happen because of one's actions, not in spite of them

Accountable people believe that they choose their own destiny

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Competency 1: Personal Accountability

COMMITMENT

The willingness to do whatever it takes to get results.

RESILIENCE

The ability to stay the course in the face of obstacles and setbacks.

OWNERSHIP

The acceptance of the consequences of our actions, good or bad.

CONTINUOUS LEARNING

The perspective to see success and failure as learning experiences to fuel future success.

[#behappy](#)

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Competency 2: Reality-Based Thinking

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Suffering is optional...

So ditch the DRAMA!

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Competency 2: Reality-Based Thinking



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Competency 2: Reality-Based Thinking



TAKE THE FAST TRACK BACK...

from stress to peace

Feeling stressed and anxious?

1. Let go of your “should’s.”
2. Stop judging and start helping.
3. Let go of the need to be right if you could be happy instead.

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Competency 3: Organizational Alignment

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**Buy-in is not optional...
It's your action, not your
opinion that adds value.**

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Competency 3: Organizational Alignment

RULES FOR THE WORKPLACE

REALITY-BASED



What percent of us are decision-makers?

- A – 10% or less
- B – 25% to about 33%
- C – 50% to 75%
- D – 100% all opinions matter all the time

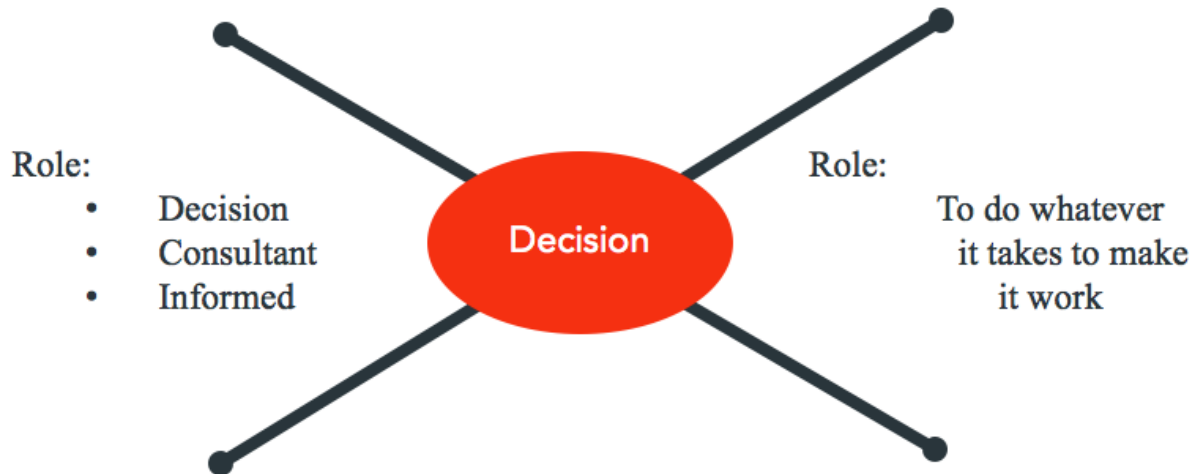
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Competency 3: Organizational Alignment

DOES MY OPINION COUNT?



Take notes on page 48

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Competency 3: Organizational Alignment



TAKE THE FAST TRACK BACK...

from opinion to action

Are you tempted to editorialize or offer your opinion?

1. Ask, “Am I using my opinions for good (to move action forward) or evil (to stop it in its tracks)?” To add value or detract? Achieve or regress?
2. If your motive is to stop the course of action or question a decision, change your focus from why it won’t work to how you can make it work.
3. Get willing, buy in, and use your expertise to mitigate the risks you see.
4. Make a list of outcomes you fear, and how you can prevent them. Think of three things you can do, right now, to move the action forward.
5. Do them wholeheartedly and be proud of your contribution.

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Competency 4: Capitalize on Change

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Say "Yes" to what's next...
Change is opportunity.

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Competency 4: Capitalize on Change

REALITY-BASED
RULES FOR THE WORKPLACE

RESISTANCE

Threat
Belief
Reaction
Past

MAINTENANCE

Play it Safe
Lacks Meaning
Don't Care
Past/Future

VISION

Opportunity
Creativity
Resource
Present

ISSUE

or

EVENT

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Competency 4: Capitalize on Change



TAKE THE FAST TRACK BACK...

from resistance to vision

Are you resistant?

1. Ask yourself, “What am I afraid of? What am I protecting or defending?”
2. Be ready for what’s next: work on skills & development before you need to
3. Reframe your situation as an opportunity.
4. Don’t let fear of failure stop you from trying. Let go of the emotion and look at the risk analytically.
5. Everyone makes mistakes – own yours, then move on quickly and confidently, applying what you learned.
6. Believe that whatever is happening is happening for your highest good.

Search “Cy Wakeman say yes” for inspiring video clips on saying YES

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Competency 5: Drive for Results

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You will always have
extenuating circumstances...
Succeed anyway.

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Competency 5: Drive for Results



TAKE THE FAST TRACK BACK... and succeed anyway

Are you feeling stuck?

1. Look for ways in which you are co-creating your problem.
2. Change your beliefs about what you need in order to be successful.
3. Address conflicts early, calmly, and in a spirit of teamwork.
4. Ask, "How can I help?"
5. Get clear on goals, roles, and procedures.
6. Think in terms of and, not or.
7. You go first, give that which is missing in any situation.

Learn more about Reality-Based Leadership and the Reality-Based Rules...

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Competency 5: Drive for Results

RESULTS CIRCLE



Discussion, questions...


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