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May 12, 2019 Issue #33: Gumption to Do What is Right? Civil Courage Step Right Up!

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My mom is a bionic woman who seems to have to do things in twos: double knee surgery, double back surgery, double mastectomy.

You see the general pattern?

To help mitigate the risk that her first hip surgery would bear repeating as with her other prior surgeries and, so that I could be there to help support her, my dad and sister, I went trucking back to Oregon to be her hip coach. (No, not "how to be hip" but for the actual joint... well, you know what I mean).

Through the process of dealing with the pre- and post-OP process, I actualized the importance of A) being a [medical advocate](#) for your loved ones and B) having [health care professionals](#), who have the civil courage to go against short-term cost-directives.

We will forever be grateful to a nurse, who took it upon herself to make sure that the right thing was done by my mother despite hurdles and cost-driven recommendations by her colleagues. She showed real gumption and personal wherewithal. She rocked the system until the system said "Yes, of course, that is the right thing to do and, as you decree it, so shall it be done."

She inspired me to draw attention in this edition, on how important it is, in the days of process efficiency, short-term cost control, and layers of policies, that people know how, and that they can / should act according to the principles of:

"What is the right thing to do?"

Which is a powerful directive and enabler.

I saw the power of explicitly espousing courage to do the right thing at the workplace.

Some examples:

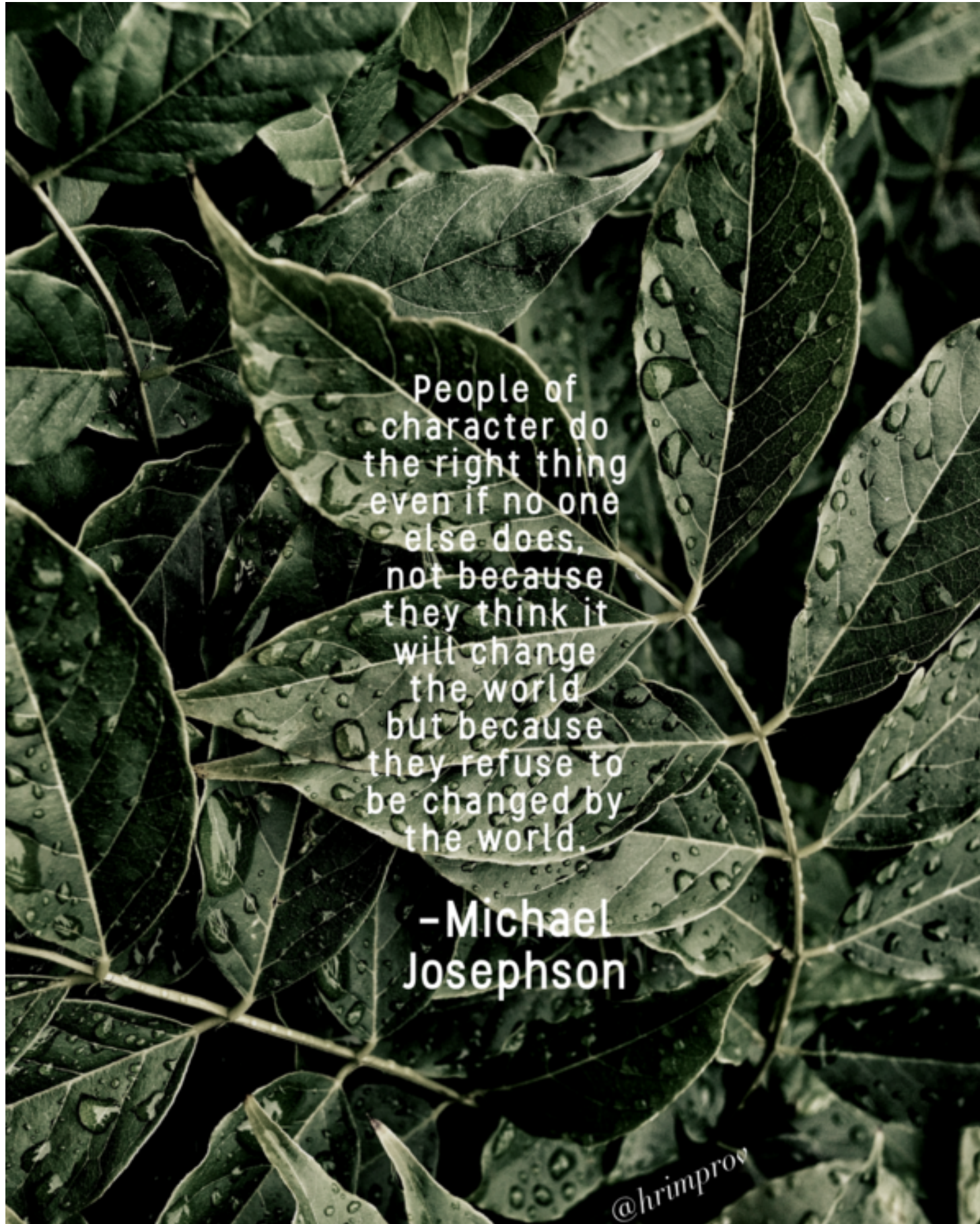
- "Safety First" was driven when an operator stopped a Vice-President on the shop floor and reminded him that he needed PPE (personal protective equipment) to be in that production area.
- A General Manager gathering resources to support the business for different BU's to his businesses' - at that time - financial detriment.
- The President of the Business Unit changing the criteria of bonus KPI's accordingly to recognize proactive, collaborative behavior.
- A participant stopping a training to assure that the emotional well-being of colleague was dealt with in a constructive and empathic manner.
- Offering talents a "boomerang option" to leave the organisation to continue on their path of growth but knowing if they wish to return, the promise to try and find a good fit for their return.

Those are just some examples - there are thousands more - but the common thread is folks are acting on principles and values over the status quo of keeping their head down or hoping someone else will take the reins to speak up.

As we look into the [Human Age of Growth](#) and [customer centricity](#) to the power of infinity and then some, our principles and our civil courage are going to become even more paramount to connecting and making a difference on what really matters. So have [courage](#) when you:

See something, say something, do something!

A big pre-emptive thank you from my side!



A Shout-out to Character

Science of Courage

Michael Bungay Staner interviews Dr. Robert Biswas-Diener on The Courage Quotient – Box of Crayons



In this podcast, Michale talks with Dr. Robert Biswas-Diener, author of [The Courage Quotient](#), on the science of courage. They talk shop on: The difference between general courage and personal courage, how to mindfully develop more courage, automatic vs. deliberate courage and how mistakes can make us more mindful. Interview is from 2012 but it has aged well.

[boxofcrayons.com](#)

Practical Application

Why It Pays to Do What's Right, Not What's Easy -David Howitt



"As entrepreneurs, we need to be the ones that hold that mirror up to our businesses and ask, "OK, I see all of the good stuff we're doing, but let me take a minute to consider if there's a darker side to this or something that might not be good after all." Look at the 360-degree perspective—don't simply pat yourself on the back for the positive things or run away from the negatives."

David brings in his examples of working for Adidas and being tasked to think differently. He argues how important it is to go against the grain of the easy, practical, "this is what we've always done" posture and to challenge oneself by asking, "Is this right, or is this easy?"

[unreasonable.is](#)

The 4 Types of Everyday Courage - Cathy Lassiter



This is a short article written for school principles on how to recognize four types of everyday courage. [Cathy Lassiter](#), an educational consultant on courage, breaks down moral, intellectual, disciplined and empathic courage. Her work focuses around how to explicitly foster courage in schools - in particular in those in leadership positions.

[corwin-connect.com](#)

Sidebar: Call-Out for A Civil Society

THE ONLINE CIVIL COURAGE INITIATIVE - OCCI ON COUNTERSPEECH LABS

Based on many discussions around: what are people doing to encourage a civil society? A couple of examples. Perhaps a bit ironic but still doing some interesting and good work, the [OCCI](#) initiative was founded by Facebook, [Institute for Strategic Dialogue](#), [International Centre for the Study of Radicalisation and Political Violence](#) and [Amadeu Antonio Foundation](#). Definitely worth checking out for some insightful reports, advice packages for [educators](#) and helping in communication savvy to offer alternative voices to hate.

[counterspeech.fb.com](#)

"Civil courage is needed – everywhere" | Max-Planck-Gesellschaft

Showing civil courage is not easy. Why do we hesitate to stand up for justice so often? And what distinguishes civilly courageous people from others? Psychologist [Anna Baumer](#) and her team are trying to find answers to these questions. This is a short interview outlying the premises of civil courage in this day-and-age.

The link to the questionnaire no longer works but it will be interesting to see how her work progresses

[www.mpg.de](#)

Question: How is civil courage actively encouraged at your workplace?

With that, a happy Mother's Day to all of the *mom's/mums/mama* rock-stars out there whose daily work is around building strength of character and love. I am blessed to have so many strong women in my life actively making the world a better place. A big thank you and cheers!

(And to those of you wonderful friends, family, clients and colleagues - thank you so much for your loving support and check-ins over the past few weeks. It was very appreciated and meant a lot. My wonderful mom is doing awesome and getting better everyday!)

All my best regards,

Liz

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