

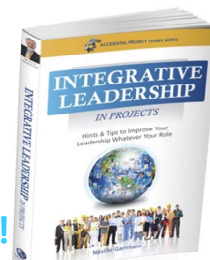


THE

WINNING THROUGH
PERSPECTIVE + RESPECT + SERVICE

Productivity Philosopher

Together, let's bring out the full colour of your success!



THE ULTIMATE METHODOLOGY — EXCELLENT PEOPLE

People skills enhance technical skills & stop profits/careers falling through the cracks in activity

NUNC FACITE! Do it NOW! THOUGHTS

"Only three things happen naturally in organizations: friction, confusion, and underperformance. Everything else requires leadership."

Peter Drucker ("The Practice of Management", published 1954)

"Project management delivers nothing. People deliver projects."

"Never forget: ALL products/services are delivered to people, for people, by people!"

Neville Garnham ("Integrative Leadership in Projects", published 2013)

Business/Career/Leadership Development Mentoring

"I want you to mentor me in business/career/leadership development!" people ask across social media.

That's a journey we need to take together, I tell people.

Neither I nor anyone else can "pour" leadership into you or "pour" you into leadership. If you do not feel confident in your leadership, we need to work together to find it and help shape its style, **because it's already inside you.**

Years ago, when lecturing undergraduates in project management at University, I was told by a student that "it was my job to get them through the course" and it would be easy for me to do so. In seeking clarification, he told me that all I needed to do was tell the class the exam questions, tell them the answers, and they could give back to me what I needed for answers.

Others in the class concurred with his solution. That would have been a primacy school level solution among adults. I told him and the class that wasn't going to happen; and it didn't happen that way for anyone in the class; even for those who failed despite their striving to get marks altered. That solution was about them not working/studying or thinking! That never sits well with me. How about you?

Before we commence any mentoring journey, I need to get a sense of where you are "at" mentally and what you have done in your life – both intellectually and workwise.

With my 63+ years of working life, I've no doubt that I can help you to develop facets of your career. But how will you work to develop your career/leadership? My 63+ years may have some useful ideas and suggestions for our journey together. But, in reality, the answers for you are inside YOU!!!

We have to draw them out. And we don't go to sleep in each other's heads; so, the answers for YOU are not immediately transparent to either of us.

As I've said many times, you are NOT what you think you are; but what you **think**, you are! I need to get a sense of what and how you **think**, **particularly in relation to YOU!**

If you believe you'd like to be involved in a development program, then I'd like to get some sense of where you are at, in terms of thinking & experience. Neither I nor anyone else can "pour you into leadership." So, please do these things (send to team@theproductivityphilosopher.com):

- Send me a copy of your resume,
- Go into YouTube and explore various thoughts about leadership (**getting things done**) across **at least nine (9) videos** that discuss areas covering: stories about life, humans, gender, community, education, military, medical, and two other topics of your interest.

You are welcome to use the separate list of YouTube videos provided hereto as a starting point for preparing this material for our journey together.

- Prepare a full document or presentation about where you see yourself at present and where you want to be in relation to sentiments presented in the various videos **and** how the videos themselves could be improved to enhance their impact,
- Your thoughts about a fee that would be reasonable for us to work through such a program together, and
- Optimum time-of-day (Australian Eastern Standard Time) to conduct small group (8-12 people) sessions on MS Teams or Zoom over an intensive 13 weeks. Would you like it to be offered as a half day (3.5 hours) session one day a week or in some other way? We can negotiate one-on-one or smaller groups.

Under (C), please set out **each** of the YouTube videos you've chosen showing information as follows:

- URL: <https://www.youtube.com/watch?v=qvgBNF8GdOI>
- PICTURE OF FIRST PAGE OF PRESENTATION MATERIAL



- You don't need to discuss in detail all of each video. What I want to see is **YOUR holistic view** of the various thoughts presented across each of the videos you've selected to view and consider. **Leadership starts with personal leadership, doing things and/or getting things done.**

Attached is an article of mine entitled: **How Far Will You Go**. This story is from an interaction with a member of my team some years ago. Nadia would do whatever she thought was necessary to problem-solve. Also, there's a snippet of a problem I've dealt with in complaint circumstances and client-cynical view of service years ago. You are welcome to include also details of any problem you have solved and/or contributed to solving. Be concise!

How far will you go to resolve a problem?

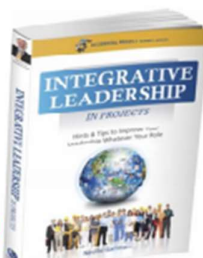


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How Far Will You Go?

"I want you to approve this for me!" she said.

Nadia placed the form she'd signed on the desk in front of me. It wasn't a form that I was particularly familiar with, but its title said it all: Application for Confined Space Training. "Tell me more?" I replied.

I'd allocated to Nadia an approved project about internal refurbishment of a water reservoir that was 100 metres in diameter and hadn't been opened since it had been built 80 years previously. I've always argued that people need end-to-end experience of projects (*not just parts of them*) and Nadia in her 20s had embraced this philosophy with enthusiasm.

It was now that Nadia argued with conviction that if she was to procure the correct services contractor to perform the work and she was to manage the contract, then she needed to know exactly what was inside that reservoir that needed to be fixed. It was a no-brainer from my perspective but I knew that many of the males on my team would not have adopted this approach. They would have relied on what the prospective contractors told them.

Towards the end of our conversation, Nadia added: "Thanks for signing! But, in fact I think all members of our team should do Confined Space Training. It'd give them a better understanding of risk and associated costs!"

"I can't argue with that," I said, "Do you want to organise it?" Nadia was never afraid of delegated extra work.

Within a couple of hours Nadia came back to me with the form for group training. Everyone in the team knew what was being proposed and no-one was really reluctant to undertake the training. As I signed the form, Nadia added casually "Of course, I've also added your name to the list of trainees!" We smiled and knew it was agreed between us.

[So, I'm now confined space trained in the theory but cannot do the practical unless I shave off my beard that prevents proper respirator usage.]

Nadia went into that reservoir with the organisation's engineers and prospective contractors. She knew through firsthand experience the amount of concrete cancer that

existed in the internal pillars of the huge tank. She sought and got the right contractors to undertake the work and managed the contract superbly going into the tank with the contractor workers. That tank is unlikely to be opened again for quite some decades.

* * * * *

Several decades ago, while working for a local government, I received a phone call late one Friday.

The caller was considerably upset about a problem that had apparently been batted around between our engineers and town planners, none of whom had gone out to inspect the problem or meet with the upset local residents. The caller now wanted to lodge a formal complaint. That's how he got to me. I hadn't heard about the problem previously. Some of my roles involved dealing with complaints.

After listening carefully to his detailed description of the problem, I asked him "Look, how about I come out and have a look so that you can describe the situation completely to me and I'll have a better understanding about how we can deal with it?"

He was naturally dismissive in that no-one had come out to site-see the problem for some alleged three months that they had been phoning the council. Then, with ultra-dismissiveness he added: "Well! It's Friday afternoon and I can't get everyone together today. And besides, you damn public servants won't come out at any time other than during business hours!"

Calmly, I said "Name a time and a place." Promptly he replied, "This Sunday morning corner of ... [the streets we'd been talking about]... at 7 o'clock!" To which I replied: "Ok. I'll see you all there then!"

Immediately, he back-pedalled and said: "You're kidding me!" I assured him that I wasn't. He changed the time to 9 o'clock on that Sunday morning. That's when we met. The matter was fixed within a couple of weeks. □

How far will you go to help resolve a problem?