

Managing Yourself as a Resource

REQUESTS

Requests are invitations and occasions to relate — opportunities to be in action, to influence and be *response-able*. Making a *request* of another isn't demanding something. It is not difficult to ask though we often make it so.

Request

The act of asking someone for something, either to fulfill certain conditions, or to produce a specific result; 3 parts to a request: (1) Who (2) What (3) By When (Date And Time)

Satisfaction Requirements

Statements that specify what will make someone satisfied under a given set of circumstances

Assumptive Understanding

Shared background understanding between people about how to fulfill a particular request; built over time as satisfaction requirements are continually restated

Three Possible Responses to a Request

1. **Accept** —I agree to do what you have requested of me and I will promise to do it.
2. **Decline** —I do not agree to do what you have requested of me.
3. **Counteroffer** —I will not accept your request as you have made it but will you accept XYZ instead (models a willingness to make a different promise).

Agreements —A declaration that something specified will happen, or be done.

Critical Aspects of REQUESTING:

- Realize I should not be doing XYZ. Minimally, realize I need support in getting XYZ done.
- Know what I want/not want...not be casual about what I'm asking for.
- Framing for others to know my *Conditions of Satisfaction*...not be casual about what I'm expecting to happen and by when.
- Get past personal feelings that it's "*Unreasonable to Ask*" and "*Expecting a NO*" ...the people in your life because they want to be in your partnership arena, be there to contribute to you.
- Appreciate that the extent to which you accept another's support/ask for it/are open to it—these people develop and so do you do!

Delegation

1. Clarify your "Big Picture" purpose for this match—how it all fits.
2. Explain to "why" you have selected her/him for this match...skills, expertise, abilities, relationships, position, etc.
3. Clarify what you are requesting—delegation has a beginning, a middle and an end. State *specific* outcomes expected—the "whats" and "by whens."
4. Clarify the resources available to accomplish these outcomes-if there are none...say so.
5. Discuss the lines of communication—how and when you will be in communication to know what's happening & maintain relations.
6. Re-clarify why you are asking her/him.
7. Re-explain the purpose of this match for the accomplishment of bigger goal.



Having the ability to think and speak creatively are imperative leadership and management skills in today's business environment. Creativity enables the generation of new ideas while providing revelations about existing circumstances that become stimulus for thought.

It is not what you look at that matters but what you see. —Thoreau

<u>Problem to Solve/Idea to Generate</u>	<u>Urgency Level</u>
<u>Champion(s)</u>	<u>Evidence?</u>
<u>Resister(s)</u>	<u>Evidence?</u>
<u>Questions to Ask</u>	<u>Where to Go for More Questions?</u>
<p><i>What is the focus:</i> Fixing or repairing an existing SPEPRC? Refining or retooling a current SPEPRC? Enhancing an <i>ebne</i>**—SPEPRC? Replacing or retiring a sacred SPEPRC? Creating a new SPEPRC?</p> <p>How do you know what's working or not?</p> <p>* SPEPRC=service, program, event, process, relationship, or communication **<i>ebne</i>= excellent but not enough (Edward De Bono)</p>	
<u>Current Attitude(s)</u>	<u>Opportune Attitudes</u>
<p>For or Against Agree or Disagree Adequate or Deficient Fault or Blame Right or Wrong Fight or Flight</p>	

