Improve Your Organization with Motivational Intelligence™

John Casey
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John Casey has over 25 years of experience as a top executive, professional speaker and career development leader. As EVP, Director of Corporate Learning of 2logical, John helps lead training, consulting and sales efforts. John has directed international training initiatives on six continents across the industry for executives, leaders, sales professionals and front-line contributors at scores of Fortune 500 companies. John graduated with honors from St. Lawrence University and the University of London with degrees in political science and economics.
Improve Your Organization with Motivational Intelligence™
What are the Challenges?

We’ve been asking Executives from across industry and around the world for almost 30 years...

“What stops your Team from executing and delivering results?”
What are the Challenges?

Indifference
Internal finger pointing
Confusion about priorities
Lack of confidence
Self-Doubt
No belief in the vision
People give up to quickly

Negativity
Excuses, rationalizations
Longing for / defending the old way
Feeling overworked / overwhelmed
Struggle with change
Limited buy-in
Stuck in reactionary fire-fighting mode
Department silos
Bad attitudes
Poor time management
What are the Challenges?

What’s equally interesting is what these Executives don’t say...

Then, what they default to...
What are the Characteristics of the Most Successful People?
What are the Characteristics of the Most Successful People?

- Open-minded
- Positive
- Enthusiastic
- Learns from mistakes
- Resilient
- Never gives up
- Goal focus & direction
- Never gives up
- Accountable
- No excuses, no blame
- Risk taker
- Confident
- Team Player
- Deals well with adversity
- Continuous learner
- Reflective
- Honest, candid
- Self-starter
- Self-starter
What are the Characteristics of the Most Successful People?

If everyone has this in them, why are there execution gaps?
“Many people limit themselves to what they think they can do. You can go as far as your mind lets you. What you believe, remember, you can achieve.”

Mary Kay Ash
1918 – 2001
<table>
<thead>
<tr>
<th>Avoids Challenges</th>
<th>CHALLENGES</th>
<th>Embraces Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gives up early and is negative</td>
<td>OBSTACLES</td>
<td>Persist in the face of adversity and challenges, maintains a positive attitude</td>
</tr>
<tr>
<td>Focuses on expending minimum amounts of effort</td>
<td>EFFORT/ MOTIVATION</td>
<td>Willingly pays the dues to succeed</td>
</tr>
<tr>
<td>Avoids, ignores or fights feedback</td>
<td>FEEDBACK</td>
<td>Seeks and leverages all feedback as an opportunity to grow and learn</td>
</tr>
<tr>
<td>Feels threatened, finds justifications of why others succeed and they cannot</td>
<td>SUCCESS OF OTHERS</td>
<td>Studies &amp; learns from other’s successes, looks for best practices &amp; leverages them</td>
</tr>
<tr>
<td>Does not believe they can learn, does not practice, gives up quickly</td>
<td>LEARNING NEW SKILLS</td>
<td>Believes they can learn anything, willingly practices</td>
</tr>
<tr>
<td>Makes excuses and rationalizes why goals are unreasonable, skills are not relevant, and challenges are insurmountable</td>
<td>ACCEPTING RESPONSIBILITY FOR GOALS</td>
<td>Takes ownership of goals, role and overcomes challenges</td>
</tr>
</tbody>
</table>
Goals & Results

Actions & Skills

Thoughts & Beliefs

Success
Watch your thoughts, they become your words. Watch your words, they become your actions. Watch your actions, they become your habits. Watch your habits, they become your character. Watch your character, it becomes your destiny.

Ralph Waldo Emerson
1803 - 1882
2 Levels of Communication & Development

- Results
- Actions
- Thoughts & Beliefs

- Skill, Process and Best Practices
- Motivational Intelligence™
What Do Employees Want?

• To be recognized
• To feel like they do something meaningful
• To be part of a winning team
• Money

Can emotional compensation trump monetary compensation?
“Your most precious possession is not your financial assets. Your most precious possession is the people you have working there, and what they carry around in their heads, and their ability to work together.”

Robert Reich
Goals & Results

Manager’s Focus

Actions & Skills

Success

Thoughts & Beliefs

Leader’s Focus
Peak Performance

Long-term Goals

Critical Success Factors

Threats & their contingencies

Plans to breakdown goals

High Payoff Activities (HPAs)
Manager’s (or Coach’s) Focus

Execution: Job knowledge, Strategy, Skills, Process, HPAs... Understanding the “what” & the “how”
Goals & Results

Actions & Skills

Thoughts & Beliefs

Manager’s Focus

Leader’s Focus

Vision, Buy-in, Accountability, Confidence, Positive/resilient Attitude, Focus, Comfort Zones the “why”, Build a Culture of Motivational Intelligence
What is Team Culture?

“Culture” (for a team or organization)

Pronounced kuhl-cher noun

1. The shared, dominant beliefs of the group; specifically how they relate and influence important topics such as: the Vision/Mission, the market, the competition, the importance of their role, the challenges & the ability to overcome them...

2. The customary way of life at work (what is acceptable behavior, what is not)

3. The “filter” at work that everything passes through; determines work ethic, communication, collaboration, how to interpret events or change, the “unofficial” onboarding process
The fact is...culture eats strategy for lunch. You can have a good strategy in place, but if you don’t have the culture and the enabling systems to implement that strategy...the culture of the organization will always defeat the strategy.

Richard Clark
CEO Merck & Co.
So, what does a Leader build an “Performance Culture” around?

The 5 components of Motivational Intelligence (which lead to career & life success).
Contribution to Career Success

Resilience
Adaptability
Accountability

60%

*Based on Research by Dr. David McClelland of Harvard University
Contribution to Career Success

- Resilience: 60%
- Adaptability: 60%
- Initiative: 25%
- Courage: 25%
Contribution to Career Success

85%

- Accountability
- Adaptability
- Resilience
- Initiative
- Courage

Skills & Job Knowledge 15%
Resilience 60%
Initiative 25%
Using Mi to gain buy-in

1. Explain the “why” on multiple levels (acknowledge they may not understand or agree yet). Get them to add to the “why” list.

2. Remind them of past successes and that “they can.” Get them to talk through how they built those past successes.

3. List and ask how they will benefit if they do adopt.

4. Ask what new goals or activities they should focus on to get started. Ask what they might be able to stop doing.

5. List and ask about the downside if they don’t buy-in.
“If you think you can, or if you think you can’t... You are right!”

Henry Ford
1863 – 1947
Enter all questions into the “Questions” section of the GoToWebinar panel on your computer screen.
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Book a free strategy session at 2logical.com

- Expert discussion on how you can use Motivational Intelligence™ to solve these challenges:
  - Lack of Ownership/Buy-in
  - Too many excuses
  - Communication Breakdowns
  - Executional Issues
  - Resistance to Change
  - Low Engagement
  - Time Management
  - Too Reactionary
  - Developing Employees
  - Succession Planning
  - Retention and Turnover
  - Dept. Silos/Finger Pointing
  - Lack of Collaboration
  - Aligning Around a Vision

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