



PROFIT FROM EXPERIENCE

Hello friends, clients and colleagues ...

You may recall Leadership Letter 19 was about "**International Strategies.**" Well, our consulting colleague and friend Ken Darnell replied with the following, and we share it with Ken's permission ...

Mel, I have worked internationally some, and like you have observed others considerably. I have the following quick observations:

- *The best strategy by far in my estimation is to do international work for US companies--certainly until you learn the ropes.*
- *The payment up front is essential--and keep it current--I have seen a number of cases where payment starts fine--but doesn't finish well.*
- *Take some time to learn the basics of culture, and even a little language in the country where you work--(I got a large ovation from an audience in China once by simply saying one introductory greeting in the native tongue)--regardless of who your client is--it will generate major good will.*

Ken (darnellken@bellsouth.net)

Now, about this issue ...

Some time ago, our friend and colleague Nancy Hanseman, founder of the Greater Cincinnati/Dayton Organization Development Network, passed along a great little book: ***Profit from Experience.***

Following you'll find my excerpts, comments, and insights ... which I call "tidbits" from this book by Michael O'Brien and Larry Shook.

It's an enjoyable and short book, but the insights will stay with you for a long while. Full of pleasant surprises, their book also helped me "**talk to myself,**" never an easy task.

Hope my "tidbits" give you some taste of the book's surprises, and encourage you to find yourself a copy!

Please feel free to visit the site any time and view all past **Leadership Letters** too ...

www.henseyassociates.com!

Best wishes to you all,

Mel

Mel Hensey, PE, F.ASCE
Management Consulting Engineer
Hensey Associates

8220 Riversedge Cir., Maineville, OH 45039

513/919-7672, MHensey@aol.com, www.henseyassociates.com

Tidbits from:
PROFIT FROM EXPERIENCE
by Michael J. O'Brien with Larry Shook

ISBN #0-9744778-0-X

The O'Brien Group / 2003

This little book meets all my criteria for an excellent and helpful book ... for everyone, but certainly for **leaders!** It's short, easy and fun to read, and contains insights from behavioral science way beyond the usual crapola that fills many books. It's available directly from the O'Brien Group via: 513/821-9580 (phone), 513/821-9581 (fax), and email: michael@obriengroup.us.

- In our fast changing times, **learning from experience** is more important to each of us than ever. Eric Hoffer notes: In a time of drastic change, the learners inherit the future. But ... it's not that easy or automatic.
- Why? Dr. Robert B. Livingston, one of America's foremost brain researchers has discovered: During a three-week period of adolescence, our brains go from fast learning to "**hard wired**" with what we then know! Our brain's metabolism drops by half and learning becomes much tougher.
- For leaders, executives and managers, the most critical and important learning is to "**know thyself.**" It can also be the most painful. (This helps explain how we can go to so much "training" and use so little of it!)
- James Kouzes and Barry Posner's research shows that the relationship between leaders and employees has crumbled. Workers are looking for leaders "who are honest, forward-looking, inspiring, and competent." (I like to say they are looking for ... character, commitment, and competence.)
- The mind has two important ways of working: quick reactions stored in its "hard wiring" and reflective, reasoned thinking or intuiting. Michael calls these the **Auto** mind and the **Executive** mind ... and those are helpful terms.
- **Mel's Note:** Bandler and Grinder observe that 95% of our behavioral responses are from our reactive mind. And, the reactive mind's hard wiring is very hard to change. Just thinking about it, using the Executive mind, **isn't** likely to change our behaviors.
- Michael offers two suggestions for dealing with the Auto mind: **Stay awake**, which I interpret as to be mindful and aware of your mind's activity. The second is to **pay attention**, to note, to observe, to sense what's happening around you, including your interactions.

- Since it's not possible to avoid making mistakes, he suggests we **embrace mistakes**. Notice mistakes and immediately coach ourselves away from them. Going further, he suggests we gather feedback from others, without interrupting them. Use his questions.
- I love this excerpt: "The world is full of punishment for telling the truth ... In many ways society teaches us not to tell the truth. The black art of BS is a skill we all possess to one degree or another." Gradually, notice what's **true for you** and speak it when you can.
- **Mel's Note:** My own observation is that I make more progress in a relationship when I share the "truth" about **myself** (such as feeling confused, conflicted, passionate, whatever), rather than my "truth" about the other(s), which may feel to them like a judgment, even if it's not intended as such.
- Chapter 13 deals with purposeful prayer! A process for making **inner changes** that you wish to make through a daily routine using short prayers like these ...
 - May I be peaceful and at ease
 - May I see clearly that which makes me happy
 - May I be thankful for all I have
- **Mel's Note:** This is a powerful way to impact and shift some of our "**hard wiring.**" Daily affirmations will also do this, such as:
 - I **am** peaceful and at ease
 - I **see** clearly that which makes me happy
 - I **am** thankful for all I have

You'll see a slight difference here ... affirmations say it as if it's **already** true. This is a more powerful message to the Auto mind, which doesn't recognize past/present/future!

Well friends, I've hardly touched on half of these good chapters and touched the other half not at all. This book could be a good friend and one you'll re-read as I have, and want to share with others. My thanks to Michael for writing it and to Nancy Hanseman for sharing it.

*Mel Hensey, PE, Management Consulting Engineer
Hensey Associates, mhensey@aol.com
July 2006*



HENSEY ASSOCIATES

www.henseyassociates.com