

**DOING
THE RIGHT THING**

AND ACHIEVING
ALL YOUR GOALS
AT THE SAME TIME

Marianne Powers

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Marianne Powers

Writer and Public Speaker

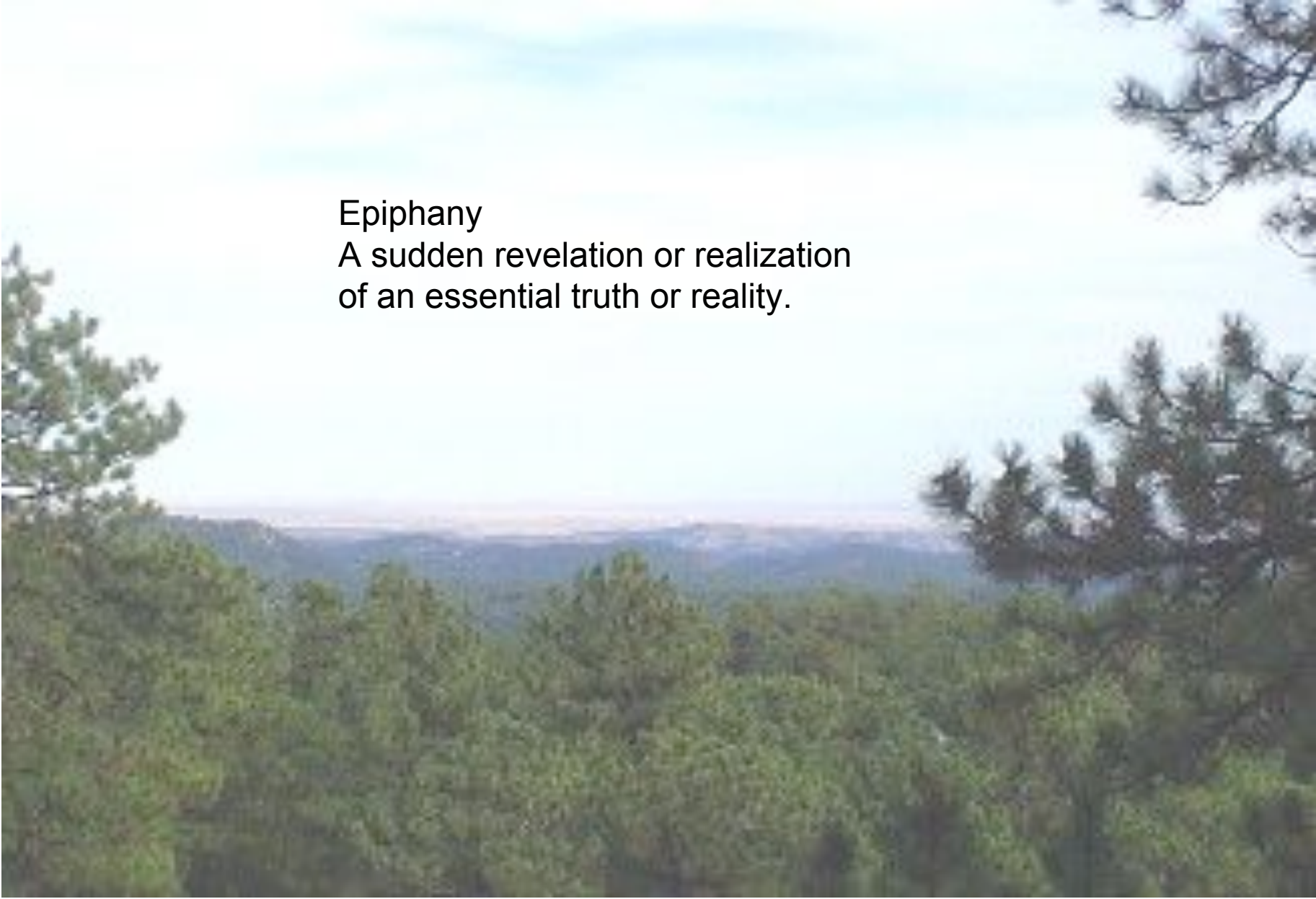
Management, Conflict Resolution, Work Relationships,
Personal Growth, Professional Development

30 years experience

as an office worker, manager, and consultant in
over 50 companies in Washington DC,

Maryland, Nevada, Arkansas, Oklahoma, Missouri,

New Mexico, Montana, South Dakota, Wyoming, Colorado

A scenic landscape photograph showing a dense forest of green trees in the foreground and middle ground. In the distance, a town or city is visible through a light haze or mist, set against a pale, overcast sky. The overall mood is serene and contemplative.

Epiphany
A sudden revelation or realization
of an essential truth or reality.

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SECTION I

KNOWING

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Chapter 1

People Are What They Are
And It's Irrelevant Anyway

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ACTIVITY

Blow up a balloon.

Write every negative thing
you've thought about anyone
in the past week on the balloon.

Let it go!

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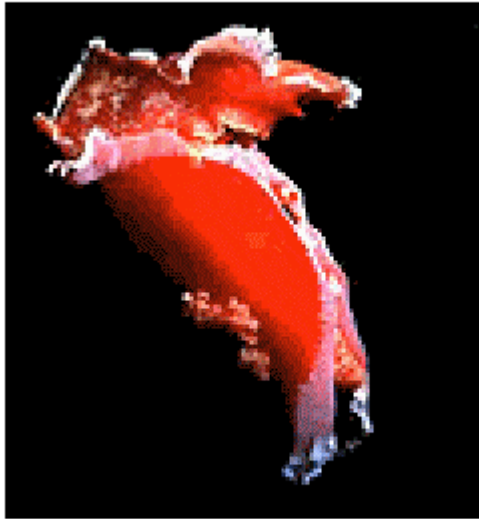
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Chapter 2

We Don't Know
What Other People
Are Capable of Achieving

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Sea Slug

Hexabranchnus sanguineus

The Spanish Dancer

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Chapter 3

People Are Not Accountable
for Their Thoughts and Feelings

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Chapter 4

We Don't Know
What Other People
Are Thinking and Feeling

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ACTIVITY

We need one volunteer from each table to write a thought on one of the cards and then think that thought for 10 seconds. Everyone else at the table will try to read the volunteer's mind and write it on their card. Then turn over the cards and see who's right!

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Chapter 5

People Are Accountable
for Their Words and Actions

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Chapter 6

Everyone is Doing
the Best They Can

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Chapter 7

Everyone Has a Good Reason
for What They Say and Do

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ACTIVITY

Think of a time
when you did something
you knew was wrong.

Why did you do it?

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LISTENING

Listen very carefully

Welcome information – criticism is information

If you have a choice, don't choose to be hurt

Examine your motives

Targeting problems is good, targeting people is evil

If you want someone to do something for you,
you have to be completely on their side

When people don't understand, listen better

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SPEAKING

State your position clearly and ask for what you want

Tell them even if you know they won't understand

All you can do is tell them, you can't make them

When people don't meet your expectations, change
your expectations

Give them 100 tries to get it right

If they can't get it in 100 tries, there must be
something wrong with the procedure

Teach everyone to do everything

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