

ESCALATE
TO
EXCELLENCE

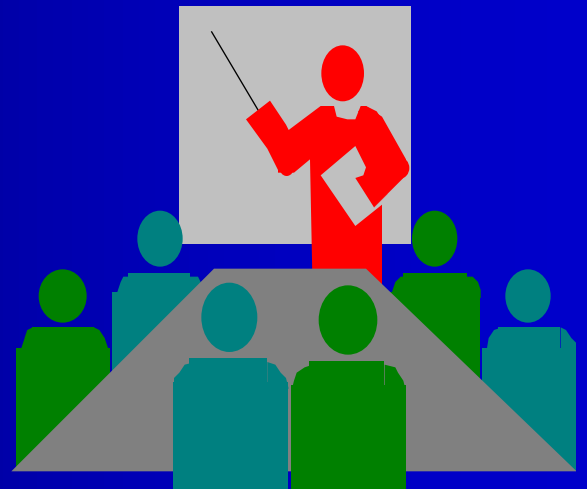
MOVING TO A NEW LEVEL
...TOGETHER!

Agenda & Plans

- DAY ONE
- 9 AM--10:20 AM Session I
 - A Framework for Thought
 - Personal Excellence Exercise & Reports
- BREAK
- 10:20 AM--NOON Session II
 - Excellence Personified
 - Professional (Teams) Excellence
- LUNCH
- 1:00 PM -3:00 PM Interactive Peer Workshop
 - Reports on Professional Excellence
 - Organizational (Teams) Excellence & Reports
- DAY TWO
- 9 AM--9:45 AM Session III
 - Cultural (Teams) Excellence & Reports
- 9:45 AM-10:30 AM Framework for Breakthrough Thinking
 - Breakthrough Thinking Session
- BREAK
- 10:45AM--NOON Personal Awareness
- ADJOURN

Leader, Facilitator, Participant

- **Role of a Leader--to create...**
 - Clear understanding of current reality
 - Healthy dissatisfaction...
 - Shared vision of a new, better reality...
 - Belief in a path from former to latter...
 - Go along on the journey!



“Life is good--live it!”

- “Our greatest happiness comes from finding the balance point appropriate to our unique personality on that continuum between wild dare-deviltry and deadly inertia. Living life every day with caring and daring becomes the greatest adventure of all.”
 - Jeff Salz, “The Way of Adventure”



Excellence



- What does it mean?
 - What is **YOUR** definition?
 - (Latin roots: “to rise out from”, or standing above the crowd)
- *“In Search of Excellence”* (1982) started it all...
 - (Tom Peters & Bob Waterman)
- What did they discover & reveal?

In Search of Excellence

- “...one of the main clues to corporate excellence has come to be...incidents of unusual effort on the part of apparently ordinary employees.”
- “...excellent companies seem to take all sorts of special trouble to foster, nourish, and care for...those individuals who believe so strongly in their ideas that they...damn the bureaucracy...”
- “...the more we dug, the more we realized the excellent companies abounded in such stories and imagery.”
- **“Customers reign supreme. ...Quality and service... were invariable hallmarks.”**

In Search of Excellence (cont'd)

- “Psychologist Ernest Becker...has staked out a major supporting theoretical position, albeit one ignored by most management analysts.”
- **“He argues that man is driven by an essential “dualism”; he needs both to be a part of something and to stick out....to be a conforming member of a winning team and to be a star in his own right.”**
- **“What man fears is not so much extinction, but extinction with *insignificance*.”**

- Ernest Becker, *Escape from Evil*, The Free Press 1975 and *The Denial of Death*, The Free Press 1973

***The Questions Are*:**

- **Who are you?**
- **Where are you going?**
- **What are you a part of?**
- **What will you accomplish?**
- **What will you leave as a legacy?**
 - "The musician must make music, and artist must paint, a poet must write, if he is to ultimately be at peace with himself. What a man can be, he must be."
 - Abraham Maslow

Five Levels of Excellence

- **Personal**
 - You... in your life
- **Professional**
 - You... in your job & career
- **Organizational**
 - Your dept., division, company, etc.
- **Cultural**
 - Local & global differences
- **Breakthrough Thinking**
 - Going above and beyond--Just Imagine How?

A Passion for Excellence

- “What are the basics of managerial success? Two of the most important are pride in one’s own organization and enthusiasm for its works.”
- “The management systems, schemes, devices, and structures promoted during the last quarter century have added up to distractions from the main ideas: the achievement of sustainable growth and equity.”
- “We got so tied up in our techniques, devices and programs that we forgot about people--the people who produce the product or service and the people who consume it.”

How can you... Be excellent, successful and happy?

- **The happiest people in the world are those who love what they are doing... The most fulfilled people are individuals who delight in their work,...and strive to do it well ...Our idea of success should be more closely related to our ideas of excellence and fulfillment.”**
-Tom Morris

- **What do you want to be?**
- **What do you want to do?**
- **Are you becoming it now?**
- **What are you waiting for?**

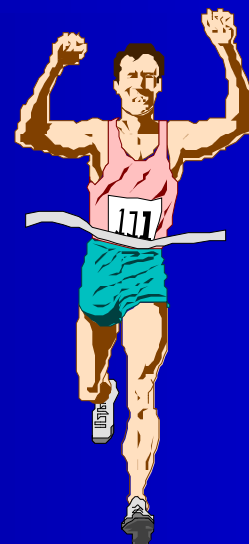
- *“I always wanted to be “somebody”. I should have been more specific.*
 - *Lily Tomlin*

Your Potential for Excellence

- **Are you prepared to realize your own potential for excellence?**
- **“...failure comes not because we set our expectations too high but because we set them too low.”**
- **“From within we summon strengths we did not know we possessed. Our spirit grows stronger as the task before us magnifies. As we rise to the challenge, we find that peak experiences are ours whenever we labor in the direction of our dreams. The reward for aiming high is less the fleeting victory than the ongoing discovery of our capacity for greatness.”**
- **Jeff Salz, “The Way of Adventure” Personal Excellence, Aug. 2000**

Personal Excellence

- Personal Bests--List them
- Role Models--Name them
- Examples--Describe them
- *“Every job is a self-portrait of the person who did it. Autograph your work with excellence.”*



Interactive Exercise

- Personal Excellence

- BREAK



- **“I never know what I think about something until I read what I’ve written on it.”**
 - William Faulkner

Personal Excellence:

- Personal Bests--List 3 of them, in any field of endeavor:
 - _____
 - _____
 - _____
- Role Models--Name 3 of them, not parents or a Supreme Being
 - _____
 - _____
 - _____
- Examples-- Describe 3 of them you have personally seen or experienced with others, as either a participant or a spectator.
 - _____
 - _____
 - _____