



# Cultivating a Wise Response<sup>SM</sup>

BUILDING HABITS FOR GREATER SUCCESS IN WORK AND LIFE

## LEADERSHIP DEVELOPMENT: RESPOND VS. REACT

When confronted with a problem or opportunity do you **RESPOND** to the whole situation or **REACT** to your narrow experience of it? Effective leaders achieve results because they understand the fundamental difference between a wise Response and a hasty Reaction.

A **REACTION** is a reflex – fast action on the first thing that comes to mind. **It's action based on an awareness of, and a solution for, only a "narrow slice" of the situation.**

A **RESPONSE** however, is a wiser course of action, encompassing the nuances and complexities of people and situations. **It's action to accomplish goals based on a more thorough understanding of the whole situation.**

Unfortunately, the demands and pressures of modern work and life often trap us in React mode. Therefore, we struggle to successfully apply many leadership behaviors – not because the ideas are wrong, but because React mode short-circuits them.

## RESPONDING WISELY: A CORE LEADERSHIP SKILL

*Cultivating a Wise Response<sup>SM</sup>* lays a foundation upon which participants build an effective personal leadership style. Making a habit of **RESPONDING** enables leaders to be more visionary, to lead by example, believe in their people, strive for excellence, trust and love what they do – all of those things we know good leaders do.

The program amplifies inherent skill and previous training, aligning intent with outcomes. This boosts performance in key areas: **relationships, productivity, teamwork, resiliency, confidence, empowerment, and the ability to influence, inspire and motivate others.**



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- Trainer, consultant, coach and team facilitator for the last seven years
- 17 years in sales, marketing, public relations and corporate communications with First Data Corp., HCA, US West/Qwest
- Works with different size organizations in many industries: Lockheed Martin, Qwest, Blue Cross Blue Shield, Harloff, Regional West Medical Center, Tyco Healthcare, Rolls Royce, Great Plains Zoo, R.H. Donnelley, BMC Software, Bobcat/Ingersoll Rand.
- Well-rounded perspective: Coaches senior leaders, managers and front-line employees of the manufacturing, high-tech, healthcare, telecom and aerospace/defense industries.

Author of book the *Cultivating a Wise Response<sup>SM</sup>: Leadership for Career Success and Life Balance*, to be published later this year.

REACT	RESPOND
KNEE JERK	CONSIDERED
<i>short term</i>	<i>long term</i>
I WIN	NOBODY LOSES
<i>rushed</i>	<i>poised</i>
RUTTLED	CREATIVE
<i>quick fix</i>	<i>cure</i>
FEW OPTIONS	MANY OPTIONS
<i>one-dimensional</i>	<i>whole person</i>
UNSURE	KNOWLEDGEABLE

When  
confronted  
with a  
problem or  
opportunity...  
do you  
**REACT** or  
**RESPOND?**



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## ■ BUILDING HABITS THAT LAST: COACHING

Participants in *Cultivating a Wise Response*<sup>SM</sup> can't ignore these lessons once they return to the whirlwind of job responsibilities. The program's unique blend of assessment, interactive training, engaging personal coaching and challenging homework integrates new leadership behaviors and strategies into their daily routines.

### ■ ASSESS (prior to the training):

A pre-training assessment provides a baseline of current performance, personalizing the training and giving context for the lessons and weekly coaching sessions.

### ■ LEARN (onsite training):

Through interactive lessons, engaging discussions and real-life case studies, individuals and teams learn to harness the power of **RESPONSE** in their own work and lives, making it a habit for long-term success.

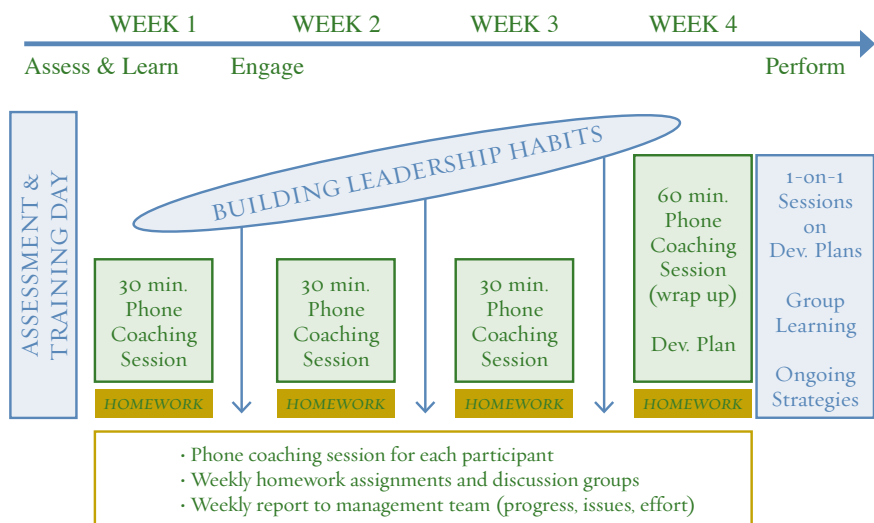
### ■ ENGAGE (following 4 weeks):

Weekly coaching sessions and homework accelerate the learning and help apply the lessons and infuse new behaviors into daily routines. Sustained activity over 28 days breaks bad habits and creates new, more productive ones.

### ■ PERFORM (following 6 months):

Participants create development plans to identify the specific leadership skills and behaviors they will build over the next six months. By coordinating with their supervisor, participants link these lessons to ongoing individual and group performance goals and metrics.

## Cultivating a Wise Response<sup>SM</sup> 28 DAYS OF TRANSFORMATION



It Takes  
21-28 Days

To Break  
BAD HABITS  
& Build

PRODUCTIVE ONES.

## ■ RETURN ON INVESTMENT:

Training is only valuable if it changes behavior and improves outcomes. Organizations and individuals can expect the following from the *Cultivating a Wise Response*<sup>SM</sup> program:

- Measurable increases in productivity and effectiveness with teams
- Stronger professional and personal relationships and improved teamwork
- Better ability to accurately analyze situations and opportunities (*see the big picture*)
- Enhanced conflict resolution and problem solving skills

*An exceptional growth opportunity to retain key talent!*



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