The Art of Being Aware
Key Points

- Define Customer Service
- Self Awareness
- Successful hurdle jumping
- Past/Present/Future
- Goal Setting
- Benjamin Franklin
- Creating a Mission Statement
- Closing

Take a minute to write down your expectations of today’s workshop.

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Developing self awareness doesn’t happen through reading books. It is through specific activities that we increase our power of observation.

Mastering where we focus our attention and how we focus it is the key to our freedom. Most people try to make changes in their life by changing stories, beliefs, and emotions. This is like trying to steer your life by the tail. Before we can expect to consciously direct our life, we need to be able to consciously direct our attention.

**What were the three most positive events in your childhood?**
Why were they significant to you?
What changed inside of you, as a result of those events?
What beliefs did you adopt as a result?
How do those events affect you today?

**What were the three most negative events in your childhood?**
Why were those three significant? What changed inside you as a result of those events?
What beliefs did you adopt as a result?
How do those events affect you today?

**What period of your life did you like the most?**
What was it about that time that you enjoyed so much?

**What period of your life did you like the least?**
What was it about that time that you disliked so much?

**What are five of your greatest strengths?**
Are you using all five of those strengths in your life today?
If so, when?
If not, why not?
Strategies to improve your relationship with a co-worker:

GREEN
- Demonstrate how your solutions are innovative, visionary, and creative.
- Be prepared to provide the technical data on solutions you suggest.
- Have your most articulate person present the proposal.
- Make sure the solution is logical, solves the problem, and gives good answers.
- If possible tie your solution to existing company resources to help them justify those resources.
- Whenever possible, present a written plan beforehand to allow Greens time to think about your ideas.
- Don’t expect to convince them the first time. They will need time to reflect and consider.
- Talk one-on-one or in small groups.

GOLD
- Be punctual. If you set an appointment for a meeting or a phone call, don’t be late.
- Establish a clearly defined goal for your meeting and track your success in reaching that goal. If they don’t have a pre-defined goal, help them set one.
- Be dependable. Whether you are delivering a presentation or samples of your products, if you say you will do something – Do it!
- Recognize their accomplishments and expertise.
- Come prepared with a plan that can be modified on the spot as necessary.
- Work out the details of your plan before you present it.
- Arrange your presentation in a logical way with a beginning, a sequence of points, and an end.
- Include the pros and cons.
- Give an explicit statement of the problem to be solved.
- Be honest, ethical and moral. Don’t suggest that you could cut corners to reduce the cost. Show integrity.
- Be cost-effective. Show them how the use of your products or services will enhance their effectiveness and that doing so will increase their financial position.

BLUE
- Be optimistic. Focus on the good that this decision will do for all concerned. Minimize the negative impact.
- Be real and sincere. Put your own ego away. Show your compassion. Get in touch with your own Blue side.
- Be sensitive to how your statements are received. Test for buy-in and significance.
- Start your presentation with a concern for the people involved.
- Include people’s feelings among the causes/facts to be considered.
- Present the team building aspects of your solution.
- Be sensitive to the feelings of the team members. Make sure you thank them for their contributions.

ORANGE
- Project energy and enthusiasm.
- Present information about your company in an exciting, energetic way.
- Show how solving their problems will be an adventure. Be action-oriented.
- Clearly identify the positive results of utilizing your product or service.
- Identify the full spectrum of possibilities, from the risky ones to the conservative options and let them choose their comfort level.
- Give them many options demonstrating the flexibility of your company, your products/services, and your customer service.
ORANGE (continued)
* Listen for information you might have forgotten to consider. Revise your idea to take that information into account.
* Clearly outline the next action to be taken.
* Be out-going, engaging, and humorous.
* Help them realize that working with you will provide a job well done.

Behaviors that would cause stress in your co-worker

GREEN
* Being boxed in. Whenever possible provide three options and let them make the final decision on which way to go.
* Tedium. Greens dislike repetition, so refrain from processes that are boring and obvious. Strive for innovation and far-reaching.
* Ignorance. Take the time to do sufficient research so that you will not be caught unaware. Verify your facts before you present a proposal. Greens love to tear your presentation to shreds with facts you were unaware of but should have known.
* Distractions. Focus on the key components needed for your solutions. Resist the temptation to go off on tangents and cover interesting but unrelated information. You may never get back to your proposal.

GOLD
* Interruptions. Turn off your cell phone. Pick a time for your meeting when the prospect will be less likely to be rushed.
* Insufficient time. Do not let yourself run out of time. Set clearly achievable goals for the time you have been allotted.
* Change of plan. Do not change your plans. If you set a time for a meeting or a phone call, be there on time. Present what you said you were there to talk about. Do not try to change the plan at the last minute.
* Chaos. Come prepared with all the materials you will need organized in an orderly way with everything easy to hand.
* Indecisiveness. Be a strong leader. Have a step by step plan and follow the plan.
* (GOLD Continued)
* No Follow-Through. Make sure to check back later when you said you would to see what next step they would like to take.

BLUE
* Disharmony. Be aware of the other personality types involved and don’t allow conflict to occur.
* Disrespect. Be respectful of age, seniority, and leadership roles.
* Arrogance and rudeness. Create an environment of everyone working together to solve the organization’s problems. Don’t present yourself as the know-it-all who is here to save the day.
* Lack of Support. Make sure that you also present how your organization will support them after the sale and your excellent customer service.
ORANGE

* Negativity. Always be up-beat and positive. If you’re having a bad day, stay home.
* Deadlines. As much as possible, let them define the deadlines and then be flexible.
* Waiting. Get your ducks in order and be ready to deliver. Provide a proposal that is results oriented, flexible, effective, achievable, results-oriented, and immediately deliverable. If you can’t do that break it down in pieces that are deliverable.
* Paperwork. Have your people take care of the paperwork. Try not to set yourself up to be waiting for paperwork from the client.
A mission statement is a guideline for your life. At the end of your life will you be able to look back and consider that you have fulfilled the purpose you intended? A popular quote says, “the good is the enemy of the best.” Without a specific mission statement you could spend your time and energy on good things but never accomplish the best you envisioned. Or the worse case: I have worked in vain and spent my strength on nothing.

You can formulate your mission statement by writing down the key ideas that you have that drive you personally and professionally. Then summarize them and memorize the statement.

**Statement Examples:**

My personal goal is to be a......

My professional goal is to .......

To give all UTSA students the opportunity to....

**Questions:**
What is your definition of success?
Developing a Personal Mission Statement

Tell Your Story

What are 1 or 2 events in your life that define who you are?
1.
2.

What has shaped you?
What is something unforgettable in your life?
What is something that has changed who you are or how you look at life?

How do those closest to you describe you?

If your friends only had 3 words to describe you, what would they say?
If you had to pick 3 adjectives to describe yourself, what would they be?
How did you meet your closest friends? What do you do together?
What are your friends like? What traits do you value in your friends?

What do you want to be?

Where do you see yourself in 5 years?
What do you want to do w/ your major?
What do you want to do with your life?
What do you want to be when you grow up?
Resources

Personal Development Series
Based on the book by Stephen R. Covey
"The 7 Habits of Highly Effective People"
http://www.stephencovey.com
http://www.franklincovey.com/tc
http://humanresources.about.com/od/success/a/personal_vision.htm
http://www.pathwaytohappiness.com/sessions_summary.htm
http://www.selfcreation.com/self-awareness/personal-questions.htm

"Your mission statement guides your life and provides the direction necessary to chart the course of your days and the choices you make about your career and personal life. This statement is the light shining in the darkness toward which you turn to find your way. The words you create should assist you with illuminating your way professionally and personally."