

QUICK TIPS – CHANGING BEHAVIOUR

I recently had lunch with someone who I had coached. Let's call him Sharez.

When working with Sharez, we covered a wide range of issues from organizing his office, to scheduling his time, to effective use of e-mail and Blackberry. You may recall some of these situations as described in previous *Quick Tips*.

Many of the things that Sharez and I tackled were practical, mechanical techniques for organizing one's work routines. Mastering these approaches requires practise and, when consistently applied, yields significant results.

The major obstacle that Sharez encountered, however, related to his behaviour. With meticulous constancy, Sharez was late for every one of our meetings. Working in a fast-paced environment, he just couldn't seem to organize himself to be on time.

Our discussions about his "*lateness behaviour*" became quite deep and personal. Once all the excuses were exhausted, Sharez reluctantly engaged in an introspective analysis of the root causes of his behaviour. This was an emotionally upsetting, but extremely rewarding experience for him.

So when we met for lunch, what do you think happened?

To my surprise, Sharez did not arrive at the appointed time. **He actually was early!** And, he immediately turned off his Blackberry.

With pride, he described the orderliness of his office, how he crafts his daily, weekly and monthly schedules, and how he checks his Blackberry only three times during the day. Sharez said that he feels more in control of things and that all this is reflected in his vastly improved performance.

I commended him for his diligence and emphasized how impressed I was that he had mastered his "*lateness behaviour*". He said that he has to be very deliberate and disciplined in order to be on time, and even then, he still is late on occasion. I encouraged that his improvement will continue with more reflection and practise.

Sharez has come to understand that his behaviour is his responsibility. He knows that he controls the means to change his behaviour and, thus, to be on time. Believe me, if Sharez can achieve such a remarkable improvement, so can you!!

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