

Welcome to the SIG University HR Roundtable Series

Be Brave. Make Bold Shifts.

Joe Mechliniski, CEO, SHIFT

October 25, 2017



SIG University

Webinars - Seminars - Roundtables - Legal Alerts - Podcasts

SIG University brings you the most critical information you need in order to stay knowledgeable about HR trends and keep your Health and Welfare plans up-to-date with Healthcare Reform and other federal Health and Welfare benefit regulations and trends.



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SAVE THE DATE!

UPCOMING HR ROUNDTABLE

November 16th: FMLA: Part II: Go in Depth with Nuanced Provisions
Under the FMLA

Speaker: Laura Rubenstein, Esq, Partner, Wright, Constable & Skeen, LLP

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SIG University - Webinars

NOVEMBER 8, 12PM – 1PM EST

Trump's Executive Order – What it means to you.

NOVEMBER 14, 12PM – 1PM EST

Future of Wellness



Reminders



BRING A FRIEND OR GUEST!



COMPLETE YOUR SURVEY



**TAKE YOUR HRCI/SHRM
CERTIFICATE**





HEY, YOU'RE A FAILURE!
BE BRAVE. MAKE BOLD SHIFTS.



JOE MECHLINSKI, CEO

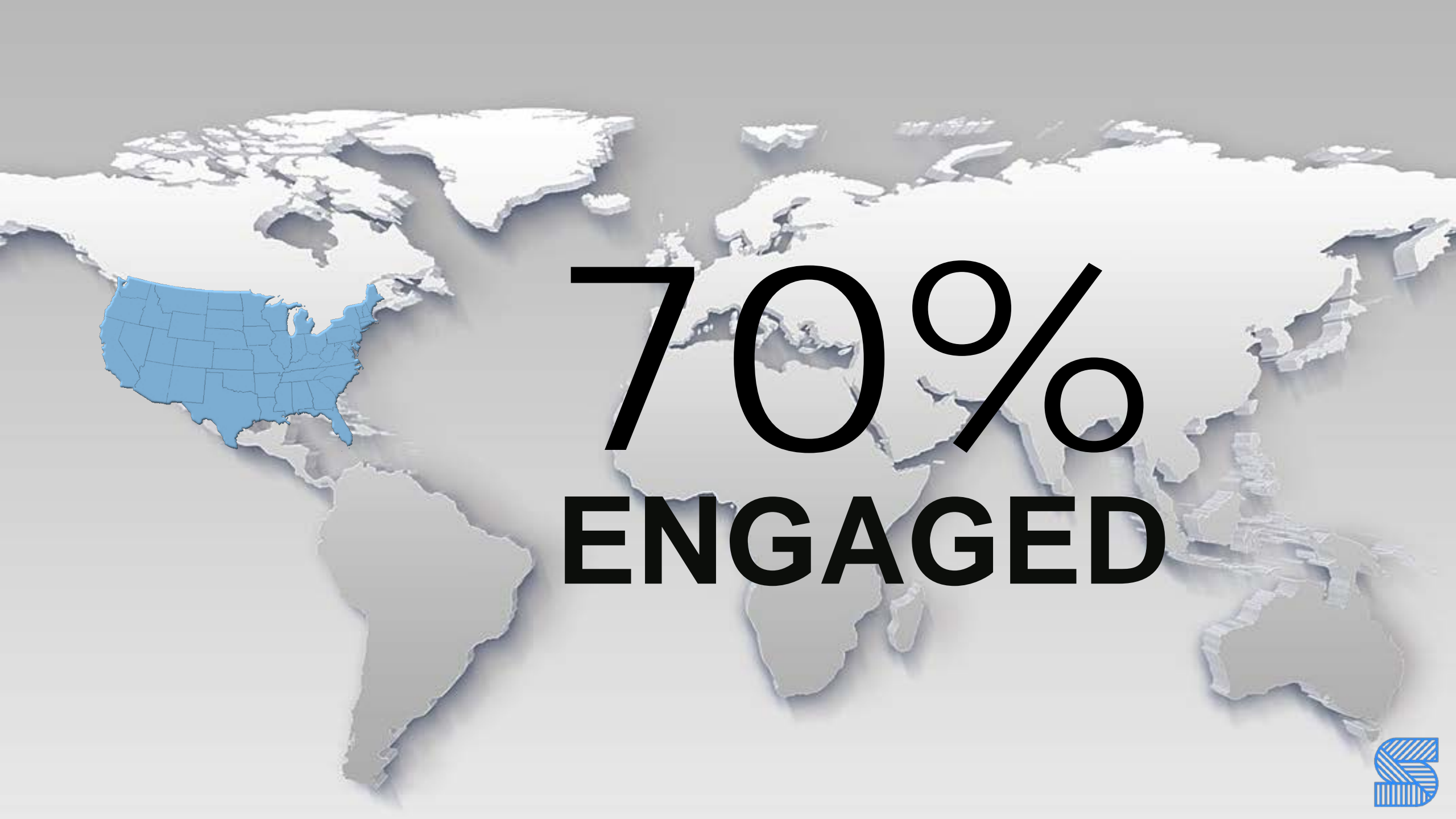
WE BELIEVE THE SINGLE GREATEST LEVER OF HUMAN POTENTIAL IS
A MORE ENGAGED WORKFORCE.





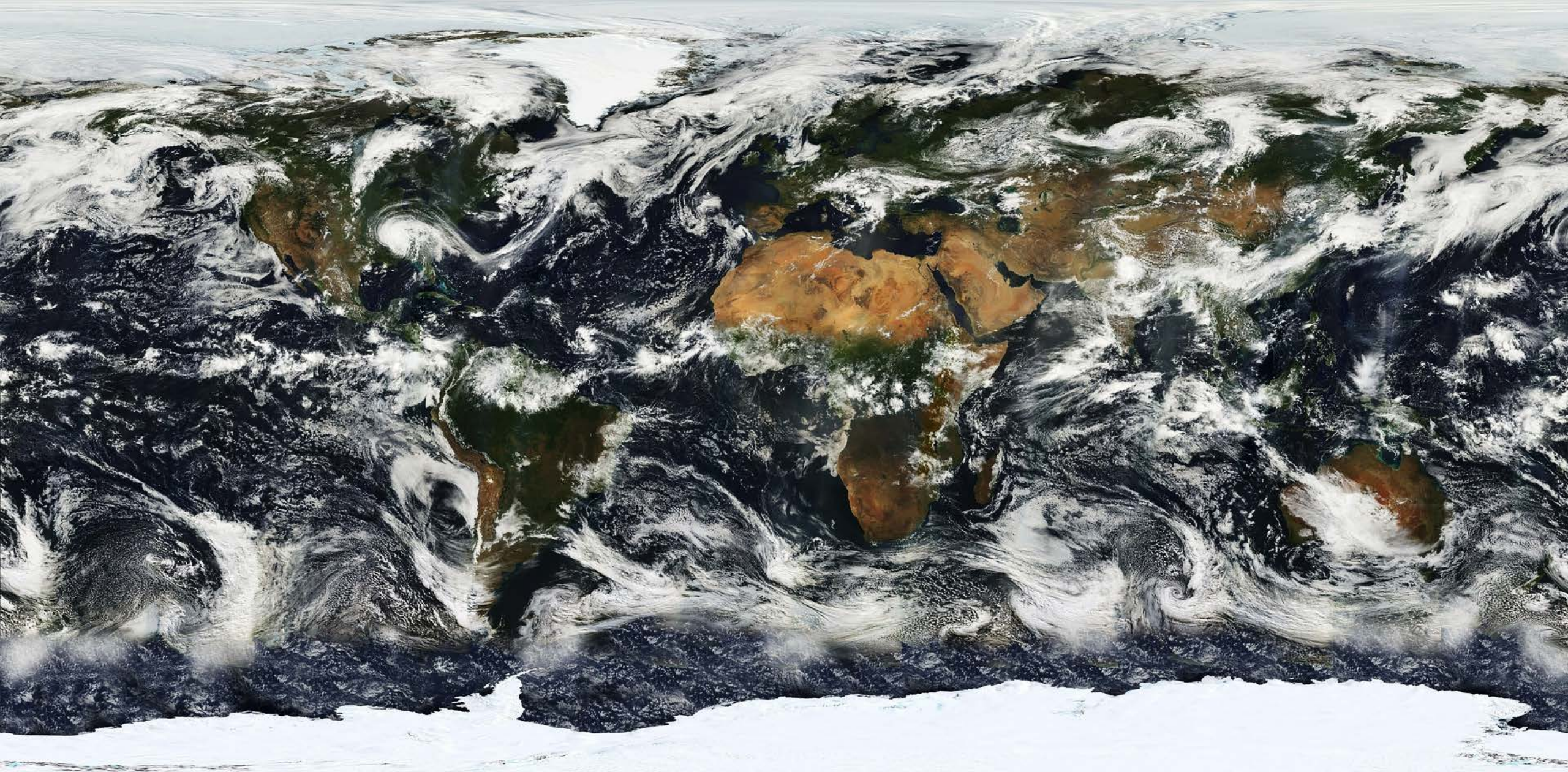
70%
DISENGAGED





70%
ENGAGED





Shift the work to transform the world.



23







10%





WHO?





TODAY'S PURPOSE



Confront Failure
using RESET



Build Trust
through candid
conversations



Coach Others
to think about their
future vision and self



WHY WE FAIL



ORIGIN

fail•ure ('feɪl yər)

n.

1. an act or instance of failing or proving unsuccessful; lack of success.
2. nonperformance of something due, required, or expected: *a failure to appear.*
3. a subnormal quantity or quality; an insufficiency: *the failure of crops.*
4. deterioration or decay, esp. of vigor or strength.
5. a condition of being bankrupt by reason of insolvency.
6. a becoming insolvent or bankrupt *the failure of a bank.*
7. a person or thing that proves unsuccessful.



SYNONYMS

failure



[see definition of failure](#)

show

all



Synonyms for failure

noun lack of success



Common



Informal



bankruptcy

breakdown

collapse

decline

defeat

deficiency

deterioration

failing

loss

misstep

abortion

bomb

botch

bungle

bust

checkmate

decay

deficit

downfall

fiasco

flop

frustration

implosion

inadequacy

lemon

loser

mess

misadventure

miscarriage

nonperformance

overthrow

rout

rupture

stalemate

stoppage

turkey

washout

wreck

false step

faux pas

flash in the pan

lead balloon

nonsuccess

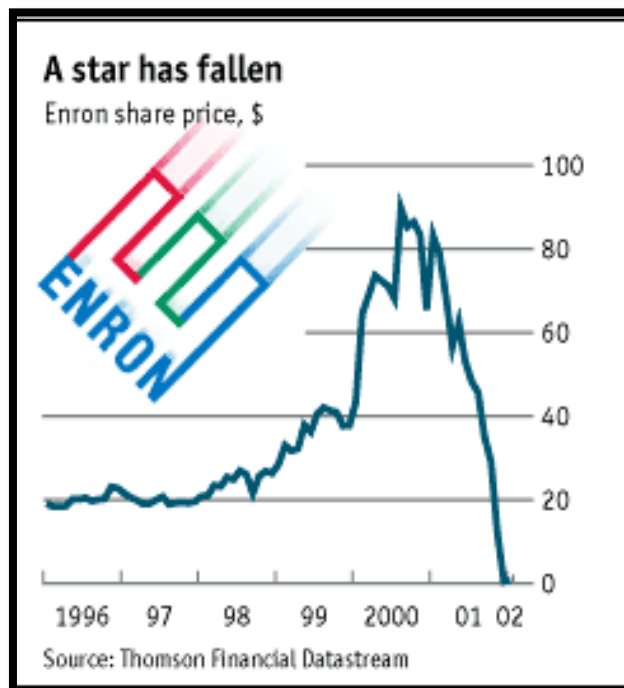
sinking ship

total loss



FAILURES

ENRON



THE BILLS



CHALLENGER



ARMSTRONG



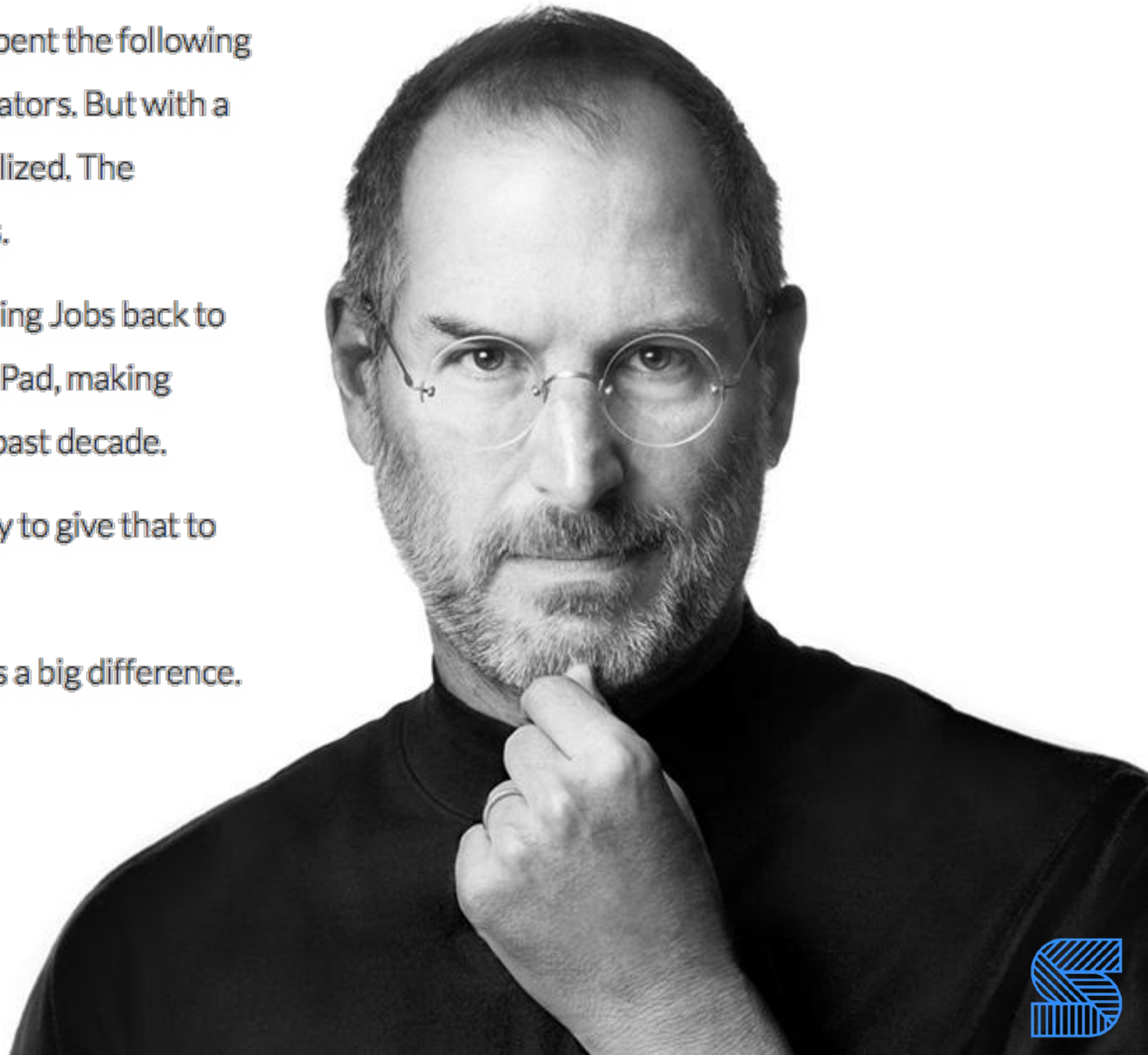
Company: Apple Computer

Setback: After his forced resignation from Apple in 1985, Jobs spent the following several years developing NeXT, a computer workstation for educators. But with a high price tag and reports of numerous bugs, sales never materialized. The company burned through hundreds of millions of investor dollars.

Turnaround: Apple announced it would buy NeXT in 1996, bringing Jobs back to the company as interim CEO. He's since developed the iPod and iPad, making Apple one of the most successful Fortune 500 companies of the past decade.

Quote: "You can't just ask customers what they want and then try to give that to them. By the time you get it built, they'll want something new."

Lesson: Having the right resources and people around you makes a big difference.



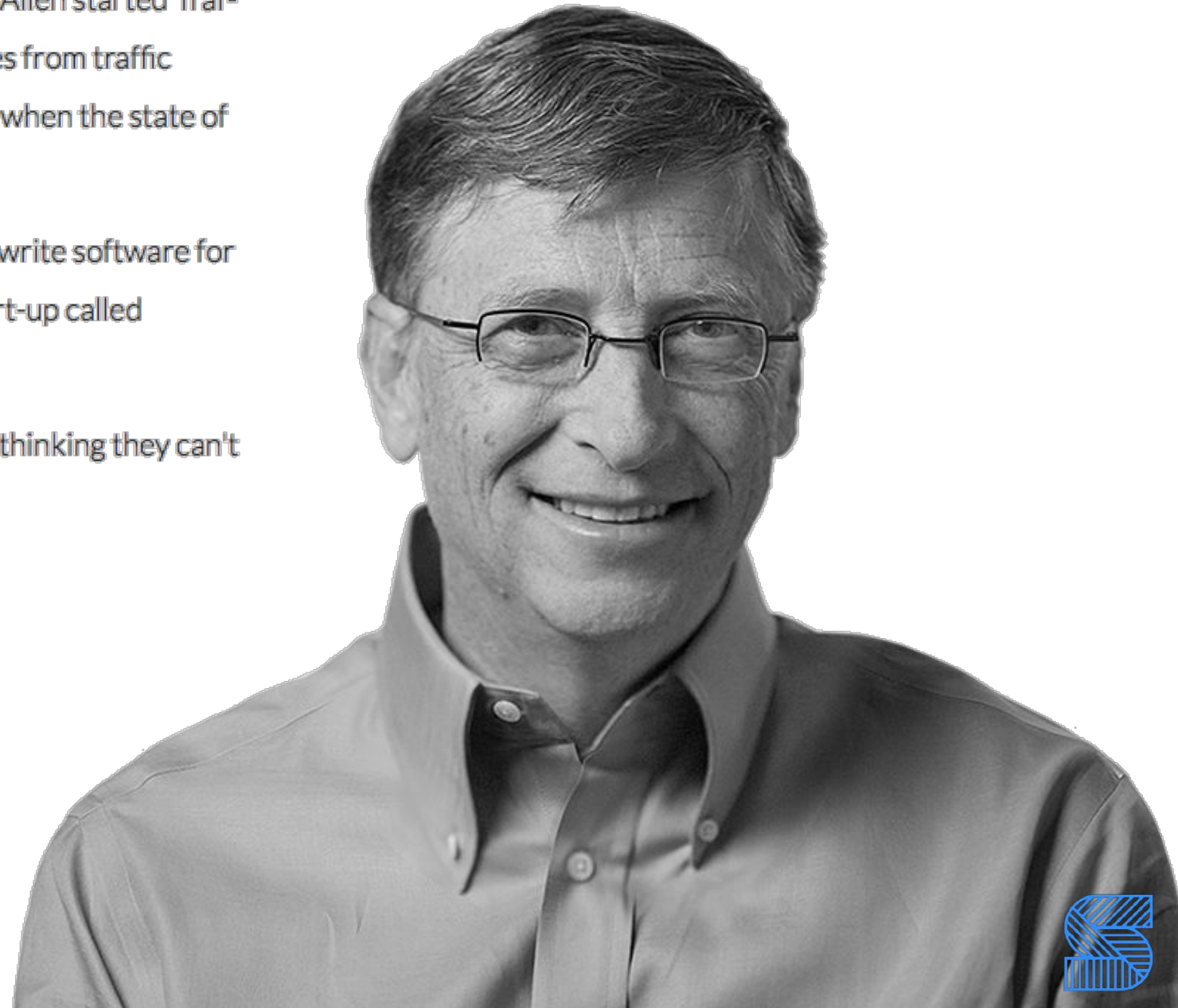
Company: Microsoft Corp.

Setback: While high-schoolers in the 1970s, Gates and pal Paul Allen started Traf-O-Data, a computer business that automatically read paper tapes from traffic counters for local governments. The idea later became obsolete when the state of Washington offered to tabulate the tapes for cities for free.

Turnaround: The two learned from their failed business how to write software for a computer they didn't yet have access to and created a new start-up called "Micro-Soft."

Quote: "Success is a lousy teacher. It seduces smart people into thinking they can't lose."

Lesson: You can learn a lot from failed endeavors.



Company: The Body Shop

Setback: When Roddick opened the first Body Shop, a beauty products company, in Brighton, U.K., in 1976, two neighboring funeral parlors initially objected to the name.

Turnaround: Roddick fought back by suggesting to a local newspaper that she was a woman entrepreneur under siege. The publicity generated traffic to the store, and by the early 1990s, there were more than 700 Body Shop stores.

Quote: "If you think you're too small to have an impact, try going to bed with a mosquito."

Lesson: Don't let minor setbacks throw you off course.



Company: The Walt Disney Co. (now Disney Corp.)

Setback: The cartoon animation pioneer weathered several major financial setbacks in the late 1920s and 1930s, including losing rights to the popular Oswald the Lucky Rabbit character. His company was \$4 million in debt by the early 1930s.

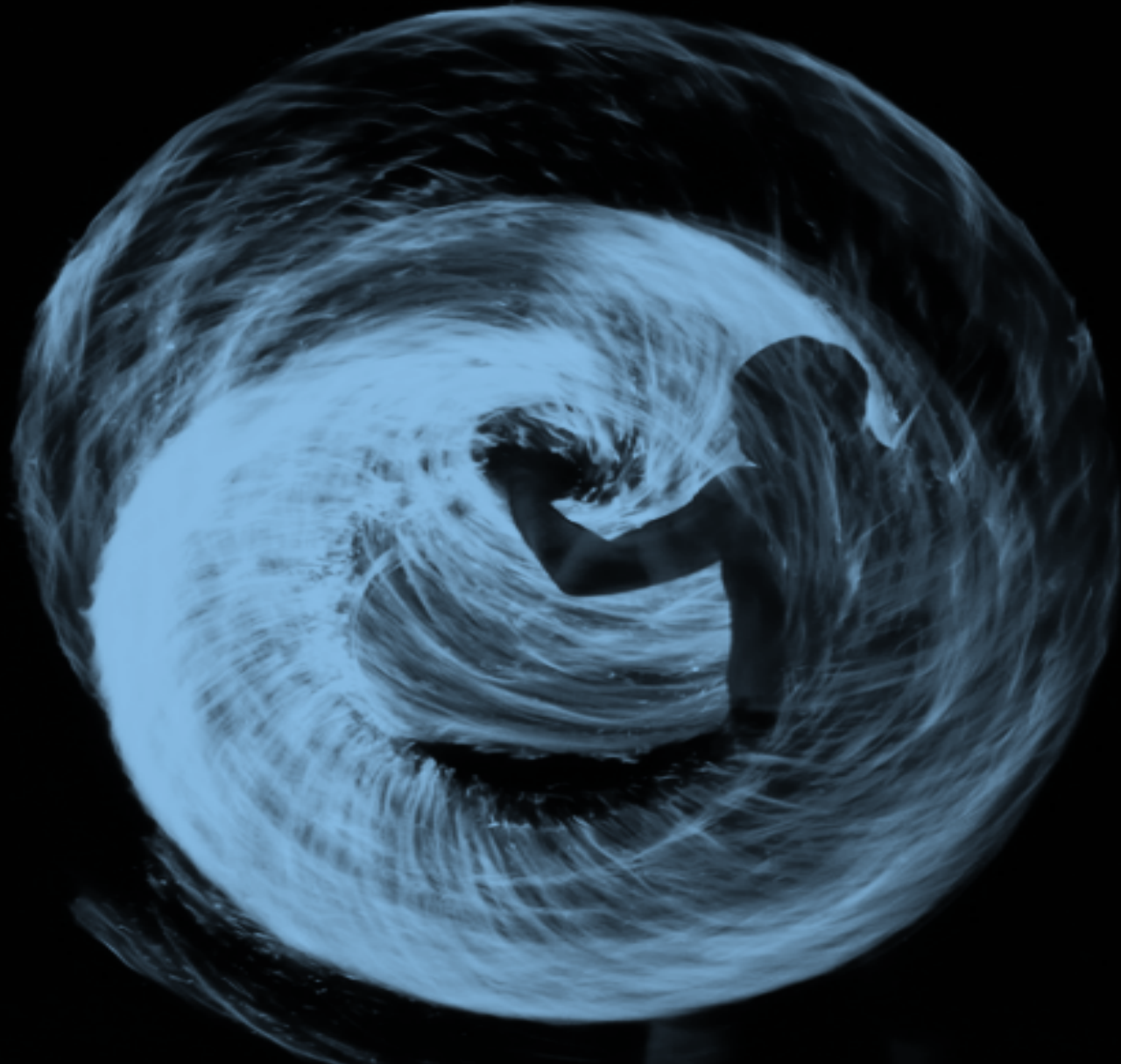
Turnaround: With barely enough cash to finance the project, Disney released "Snow White and the Seven Dwarfs" in 1938. The blockbuster movie sprung the company out of bankruptcy and bankrolled the building of a new Walt Disney Studios in Burbank, Calif.

Quote: "You may not realize it when it happens, but a kick in the teeth may be the best thing in the world for you."

Lesson: One killer idea can quickly make up for a series of flops.



HOW QUICKLY CAN YOU RESET?




R ECOGNIZE

WHAT REALLY MATTERS?

Awareness is everything, you have to be willing to face it.
What you focus on, you will find.



facebook®

twitter 

 iPhone



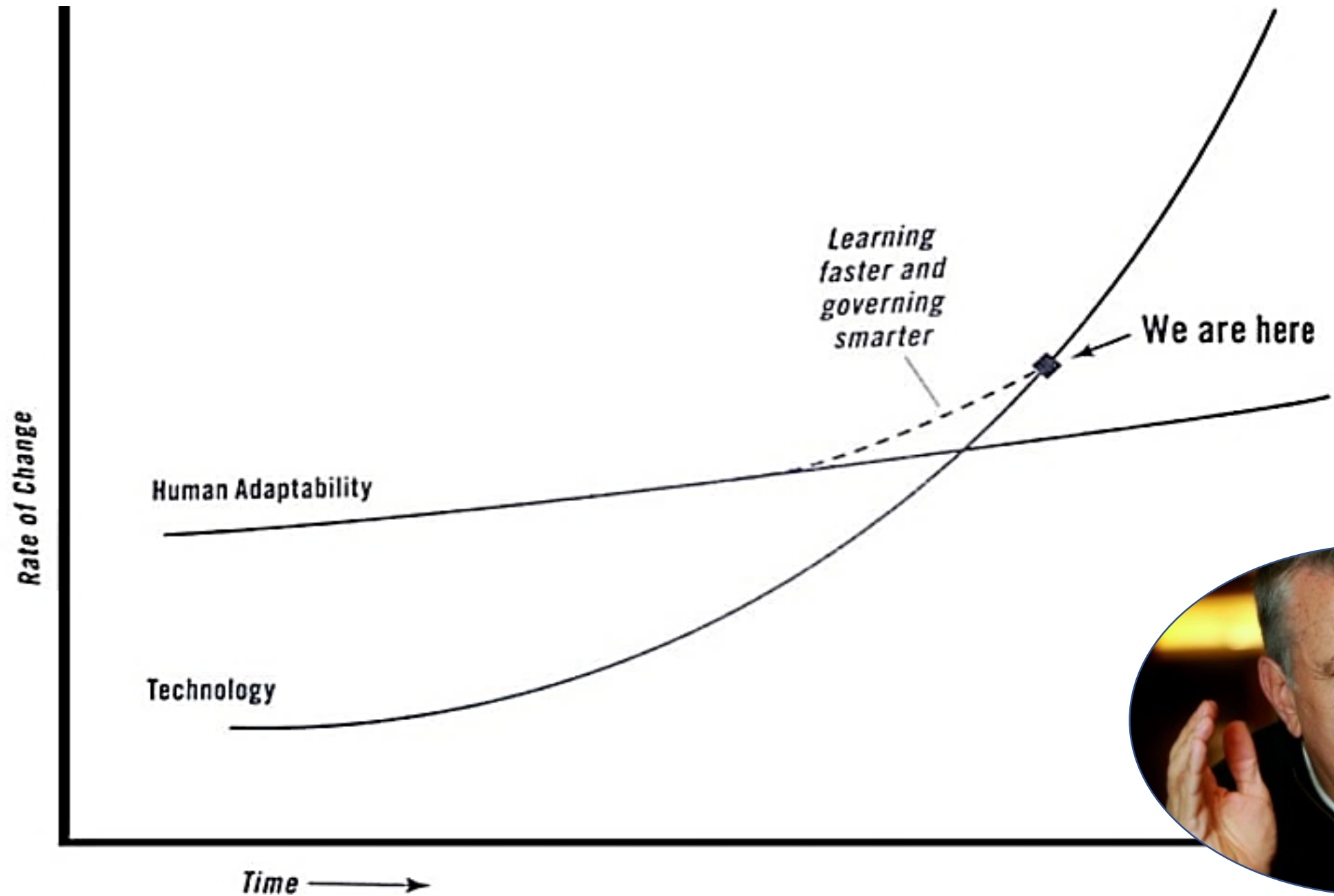
android

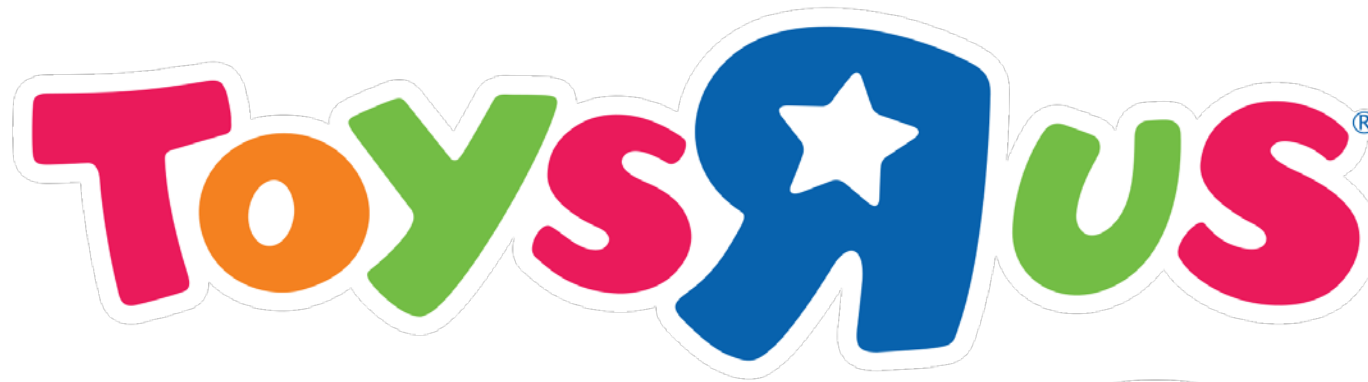


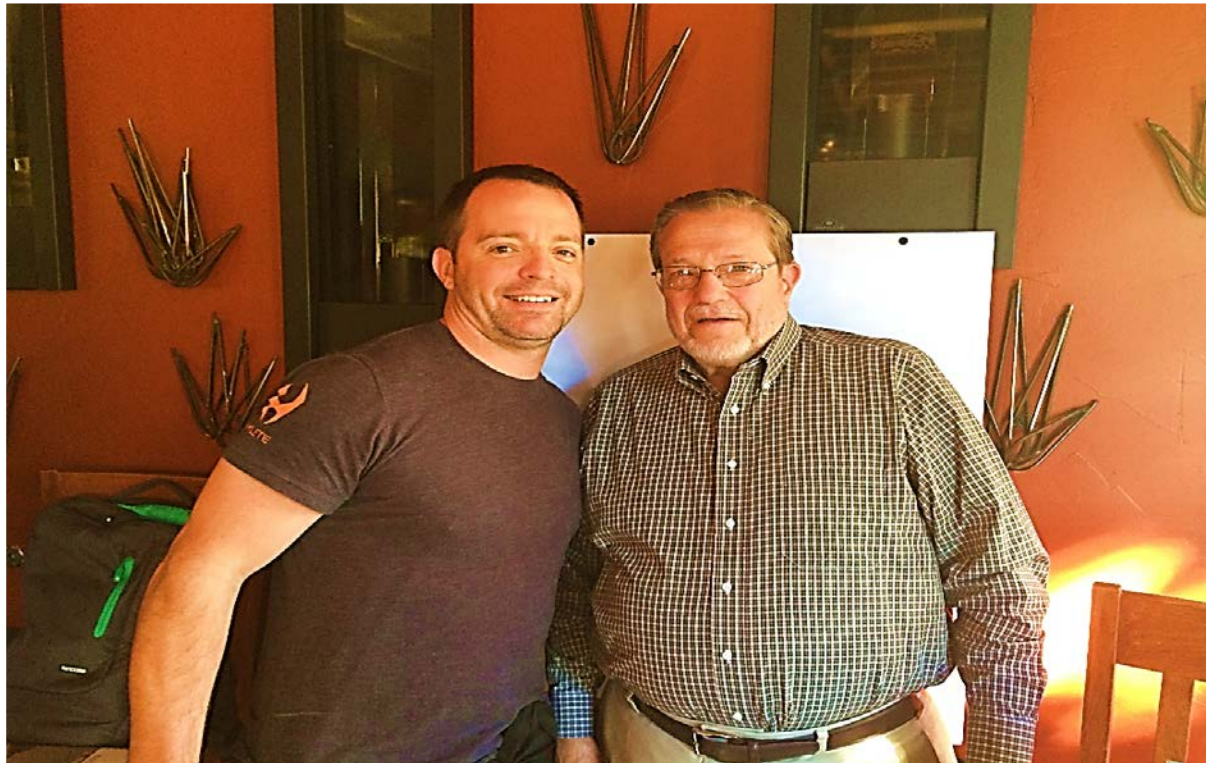
airbnb

IBM









TWO MOST PRESSING FEARS



1 WE WON'T BELONG



2 WE WON'T BE LOVED



Broken Open

Elizabeth Lesser



VILLARD



Broken Open

How Difficult Times
Can Help Us Grow

Elizabeth Lesser

Author of *The Seeker's Guide*



"A most extraordinary book... Lesser is a brilliantly gifted writer."
—CAROLINE MYSS, author of *Sacred Contracts* and *Anatomy of the Spirit*

Beautifully explores...
e: How do we embrace...
encompassing...
pragmatic, and...
SALZBERG,
Your Own Deepest

Years since she...
largest center for...
Lesser has been an...
change and trans...
humorous insights...
tools to help us...
l we be broken d...
Lesser shares tale...
s of illness, divor...
d more in touch w...
world's great spiritu...
too learn to break...

mastication, and sp...
n *Broken Open* are...
NS, author of *Even*...
Life with Woodpeck...
miniscent of Rachel...
, the book is gentle...
ar without being dog...

U.S.A. \$14.95



E_XPOSE

WHAT IS THE CORE ISSUE?

Acknowledge the elephant in the room. Be willing to have candid conversations.





ALL-NEW

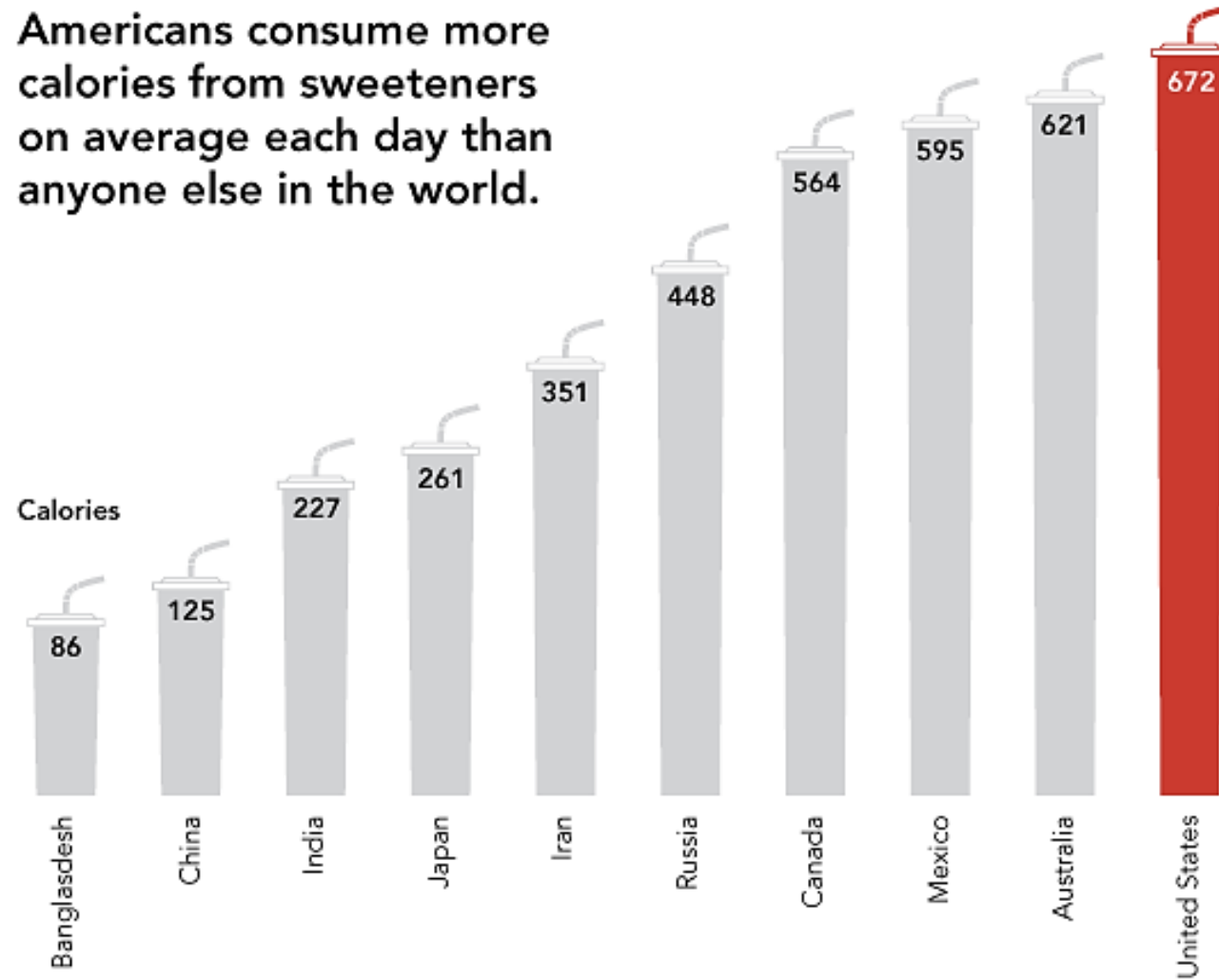
CAPTAIN AMERICA



EATING



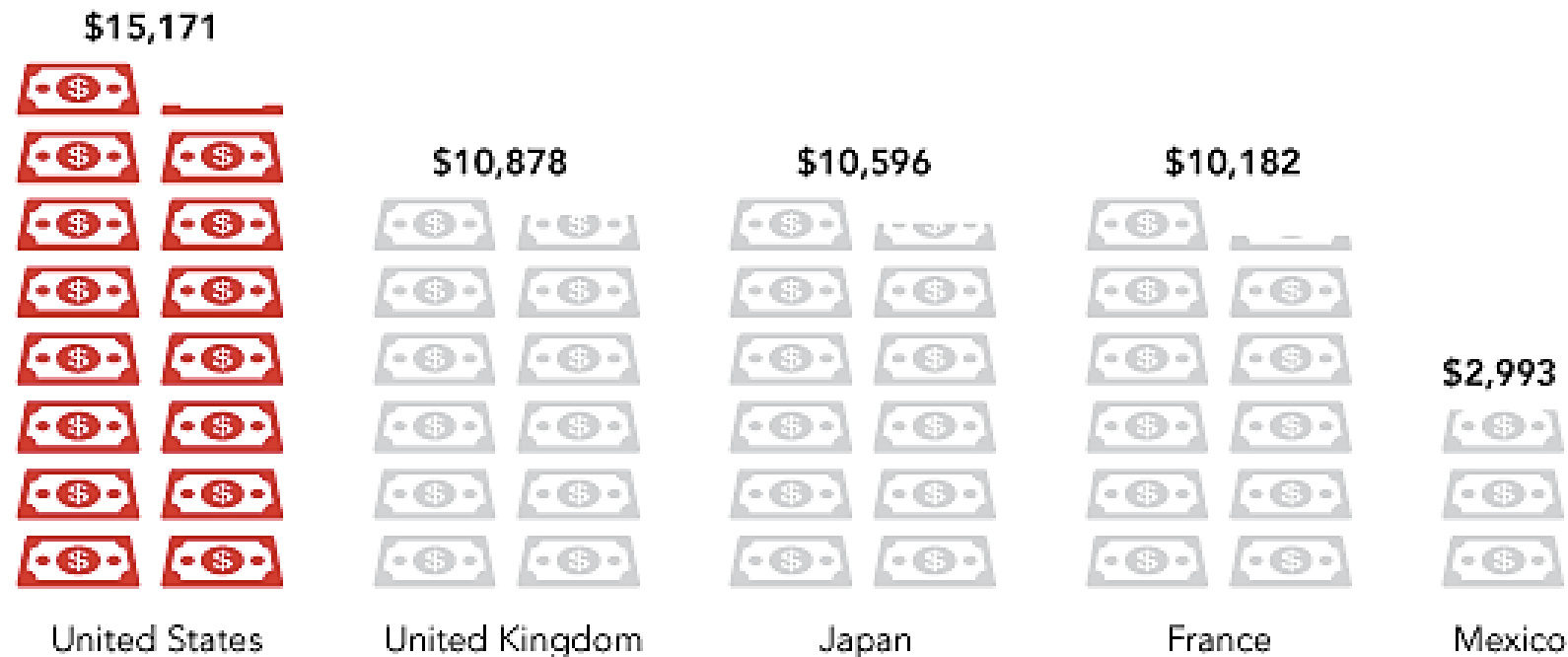
Americans consume more calories from sweeteners on average each day than anyone else in the world.



EDUCATION

We spend the most per student on education, but outcomes aren't great.

Expenditure per student, all education levels, in U.S. dollars



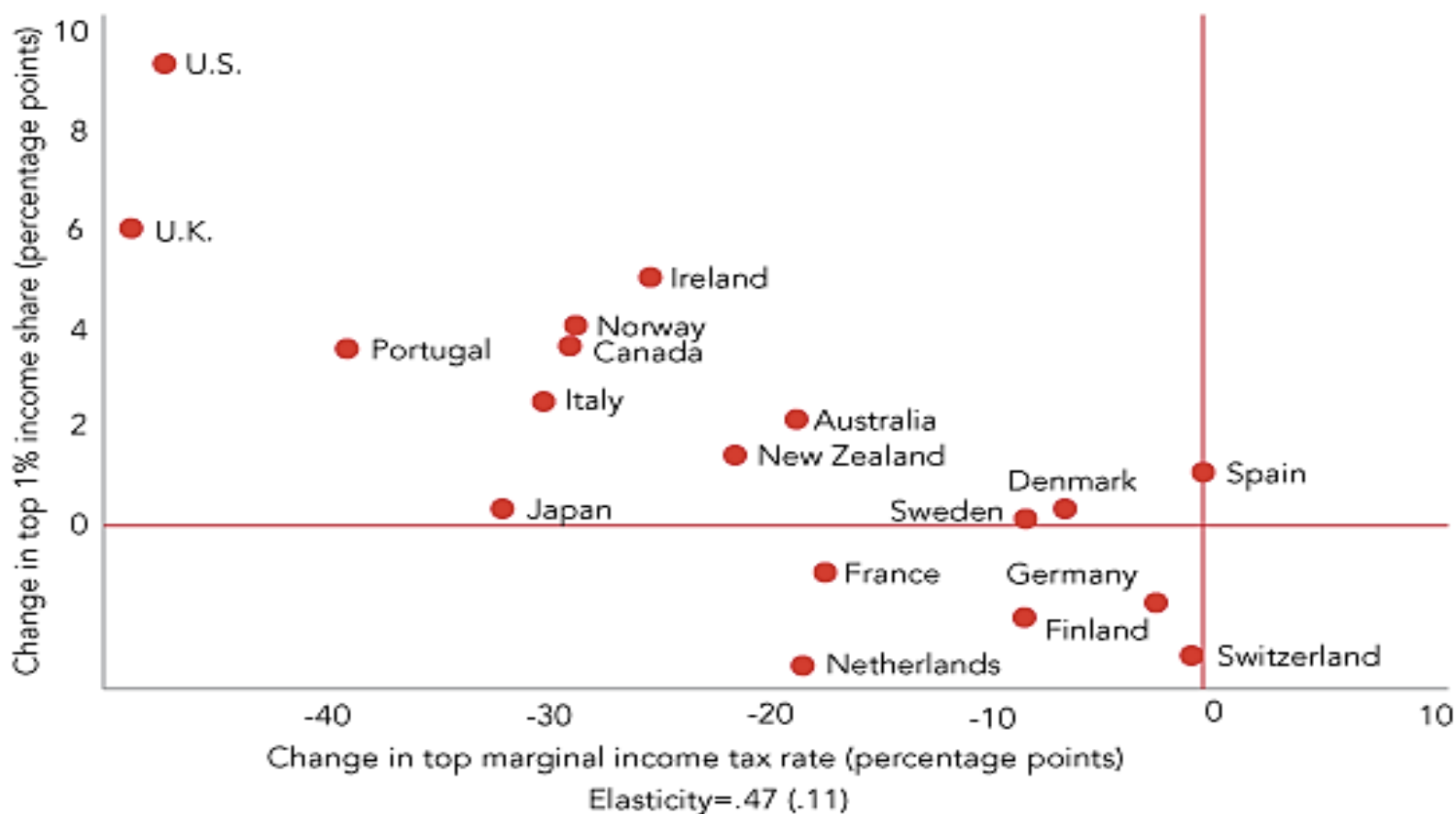
Average student performance on the OECD's Programme for International Student Assessment (PISA), age 15

EQUALITY



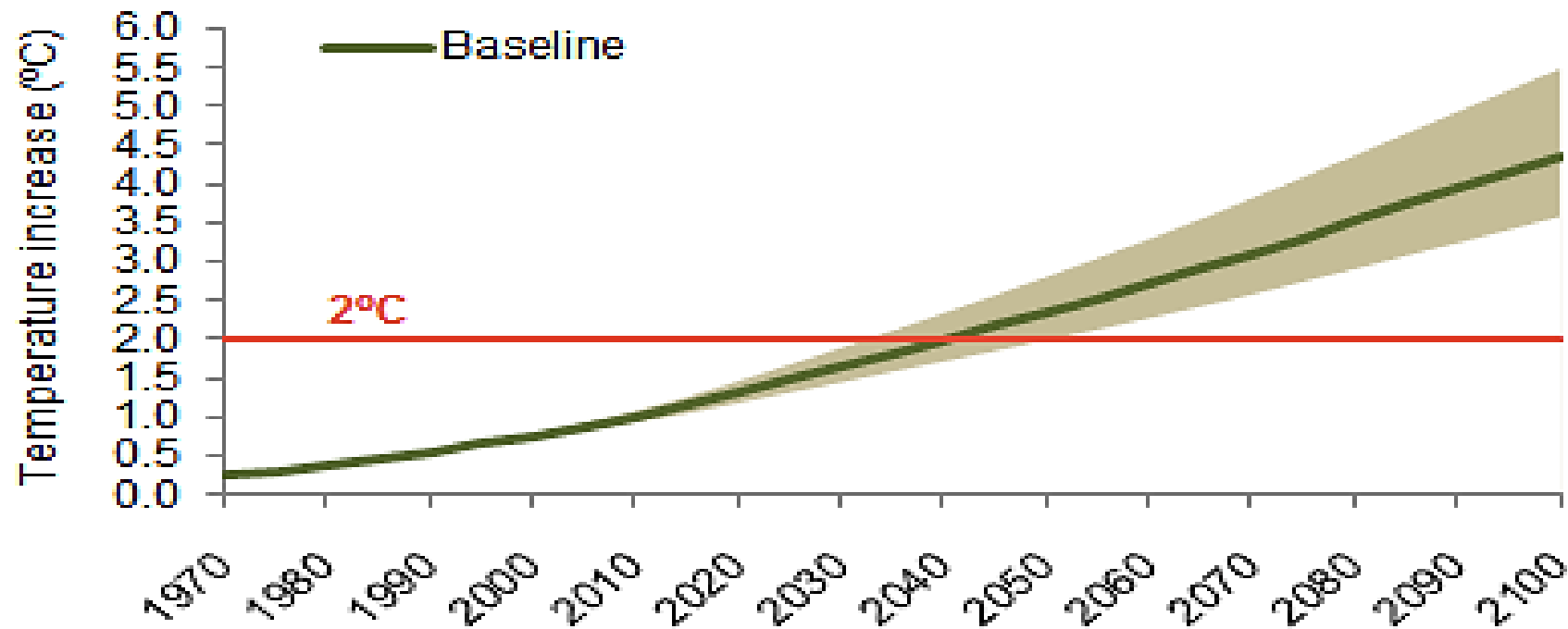
Inequality in the U.S. is the worst in the industrialized world.

Changes in top income shares and top marginal tax rates since 1960
(combining both central and local government income taxes)



ENVIRONMENT

Projections of temperature increase Baseline scenario (without action), 1970-2100



Source: OECD (2012), Environmental Outlook to 2050





anchoring

The first thing you judge influences your judgment of all that follows.

Human minds are associative in nature, so the order in which we receive information helps determine the course of our judgments and perceptions. Be especially mindful of this bias during negotiations.



confirmation bias

You favor things that confirm your existing beliefs.

We are primed to see and agree with ideas that fit our preconceptions, and to ignore and dismiss information that conflicts with them.

"The first principle is that you must not fool yourself" – and you are the easiest person to fool."
- Richard Feynman



backfire effect

When your core beliefs are challenged, it can cause you to believe even more strongly.

We can experience being wrong about some ideas as an attack upon our very selves, or our tribal identity. This can lead to motivated reasoning which causes us to double-down, despite disconfirming evidence.



declinism

You remember the past as better than it was, and expect the future to be worse than it will likely be.

Despite living in the most peaceful and prosperous time in history, many people believe things are getting worse. Use metrics such as life expectancy, levels of crime and violence, and prosperity statistics.



just world hypothesis

Your preference for a just world makes you presume that it exists.

A world in which people don't always get what they deserve is an uncomfortable one that threatens our preferred narrative. Try to remember that we're all fallible, and bad things happen to good people.



sunk cost fallacy

You irrationally cling to things that have already cost you something.

When we've invested our time, money, or emotion into something, it hurts to let it go. Ask yourself: had I not already invested something, would I still do so now?



dunning-kruger effect

The more you know, the less confident you're likely to be.

Because experts know just how much they don't know, they tend to underestimate their ability, but it's easy to be over-confident when you have only a simple idea of how things are.



barnum effect

You see personal specifics in vague statements by filling in the gaps.

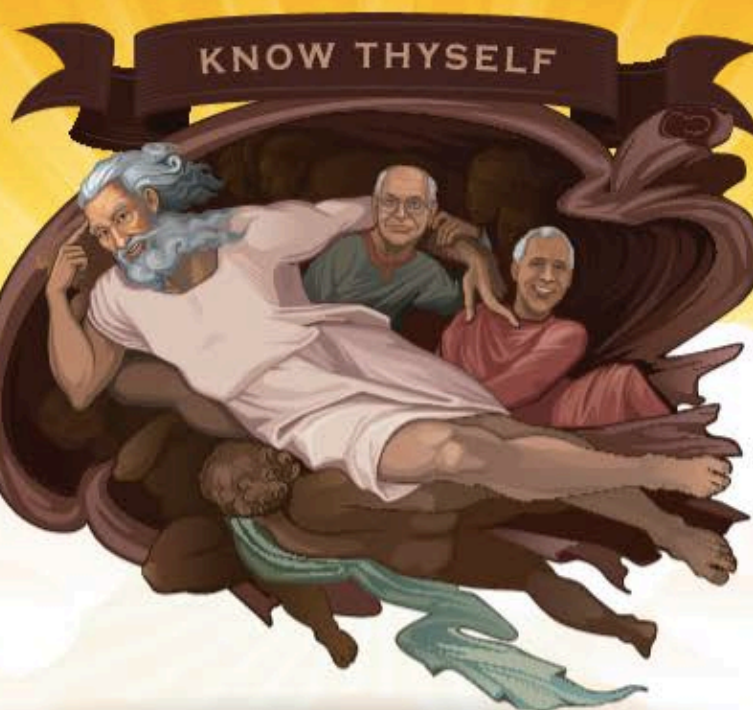
Psychics, astrologers and others use this bias to make it seem like they're telling you something relevant. Consider how things might be interpreted to apply to anyone, not just you.



framing effect

You allow yourself to be unduly influenced by context and delivery.

Only when we have the intellectual humility to accept the fact that we can be manipulated, can we hope to limit how much we are. Try to be mindful of how things are being put to you.



fundamental attribution error

You judge others on their character, but yourself on the situation.

It's not only kind to view others' situations with charity, it's more objective too. Be mindful to also err on the side of taking personal responsibility rather than justifying and blaming.



placebo effect

If you believe you're taking medicine it can sometimes 'work' even if it's fake.

The placebo effect can work for stuff that our mind influences (such as pain) but not so much for things like viruses or broken bones. Keep a healthy body and bank balance by using evidence-based medicine from a qualified doctor.



halo effect

How much you like someone, or how attractive they are, influences your other judgments of them.

If you notice that you're giving consistently high or low marks across the board, it's worth considering that your judgment may be suffering from the halo effect.



bystander effect

You presume someone else is going to do something in an emergency situation.

When something terrible is happening in a public setting we can experience a kind of shock and mental paralysis. Presume to be the one who will help.



availability heuristic

Your judgments are influenced by what springs most easily to mind.

How recent, emotionally powerful, or unusual your memories are can make them seem more relevant. This, in turn, can cause you to apply them too readily. Try to gain different perspectives and source statistical information.



belief bias

If a conclusion supports your existing beliefs, you'll rationalize anything that supports it.

It's difficult for us to set aside our existing beliefs to consider the true merits of an argument. In practice this means that our ideas become impervious to criticism, and are perpetually reinforced.



groupthink

You let the social dynamics of a group situation override the best outcomes.

Dissent can be uncomfortable and dangerous to one's social standing, and so often the most confident or first voice will determine group decisions.



optimism bias

You overestimate the likelihood of positive outcomes.

There can be benefits to a positive attitude, but it's unwise to allow this to affect our ability to be realistic. If you make rational judgments you'll have a lot more to feel positive about.



reactance

You'd rather do the opposite of what someone is trying to make you do.

When we feel our liberty is being constrained, our inclination is to resist, however in doing so we can over-compensate. Wisdom springs from reflection, folly from reaction.



curse of knowledge

Once you understand something you presume it to be obvious to everyone.

When teaching someone something new, go slow and explain like they're ten years old (without being patronizing). Repeat key points and facilitate active practice to help embed knowledge.



self-serving bias

You believe your failures are due to external factors, yet you're personally responsible for your successes.

Many of us enjoy unearned privileges, luck and advantages that others do not. It's easy to tell ourselves that we deserve these things, whilst blaming circumstance when things don't go our way.



negativity bias

You allow negative things to disproportionately influence your thinking.

The pain of loss and hurt are felt more keenly and persistently than the fleeting gratification of pleasant things. We are primed for survival, and our aversion to pain can distort our judgment for a modern world.



pessimism bias

You overestimate the likelihood of negative outcomes.

Pessimism is often a defense mechanism against disappointment. Perhaps the worst aspect of pessimism is that even if something good happens, you'll probably feel pessimistic about it anyway.



spotlight effect

You overestimate how much people notice how you look and act.

Instead of worrying about how you're being judged, consider how you make others feel. They'll remember this much more, and you can make the world a better place.



VULNERABILITY = VICTORY

A person in a black swimsuit is crouching on a dark, jagged rock in the middle of a choppy ocean. They are holding a black flag on a pole. The scene is in black and white, emphasizing the contrast between the person, the rock, and the turbulent water.

WHAT ARE YOUR 3 BIASES?



SURRENDER

ARE YOU WILLING TO BE VULNERABLE?

Take full responsibility for the moment: accept, acknowledge, and apologize.



An underwater photograph of a person swimming, viewed from below. The person is in a graceful, horizontal position, with their head and arms extended forward. Bubbles trail behind them, indicating movement. The water is a deep, dark blue, and the surface above is visible, showing ripples and the reflection of the swimmer. The lighting is dramatic, with light rays filtering through the water.

**TO TRUST YOURSELF,
YOU MUST KNOW YOURSELF.**





**TO KNOW YOURSELF, YOU MUST EXPLORE
AND EMBRACE THE LIGHT AND DARK.**





BIGGEST TURNING POINT



EMPATHIZE

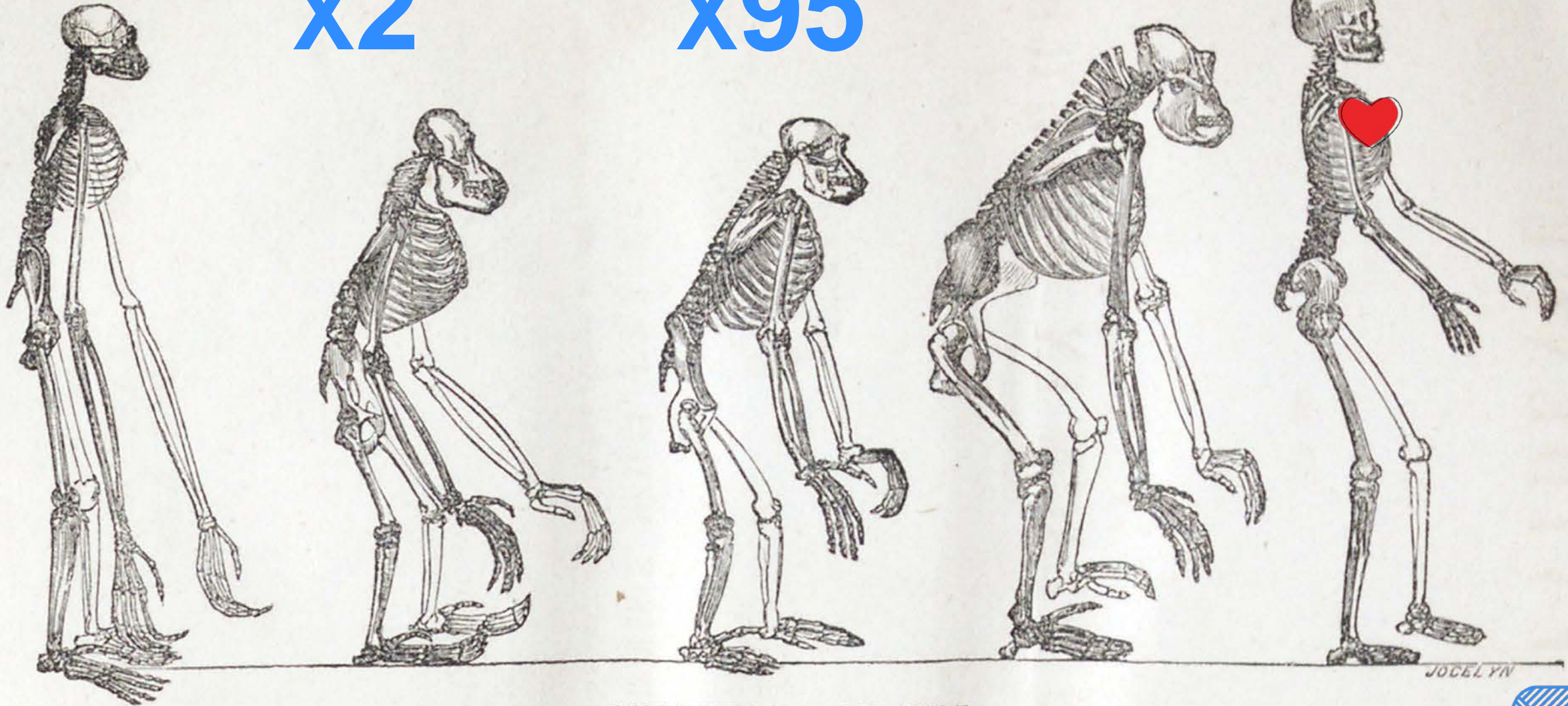
WHO REQUIRES VALIDATION?

Make sure the individual(s) involved feels heard, valued, and supported.



SURVIVAL vs. LOVE

x2 x95



GIBBON.

ORANG.

SKELETONS OF THE

CHIMPANZEE.

GORILLA.

MAN.













Announcement

An Apology from Amazon

This discussion has reached the maximum length permitted, and cannot accept new replies. [Start a new discussion](#)

[See latest post](#)

Showing 1-25 of 1000 posts in this discussion

Sort: **Oldest first** | [Newest first](#)

Initial post: Jul 23, 2009 12:16:08 PM PDT

[Jeffrey P. Bezos](#) says:

This is an apology for the way we previously handled illegally sold copies of 1984 and other novels on Kindle. Our "solution" to the problem was stupid, thoughtless, and painfully out of line with our principles. It is wholly self-inflicted, and we deserve the criticism we've received. We will use the scar tissue from this painful mistake to help make better decisions going forward, ones that match our mission.

With deep apology to our customers,

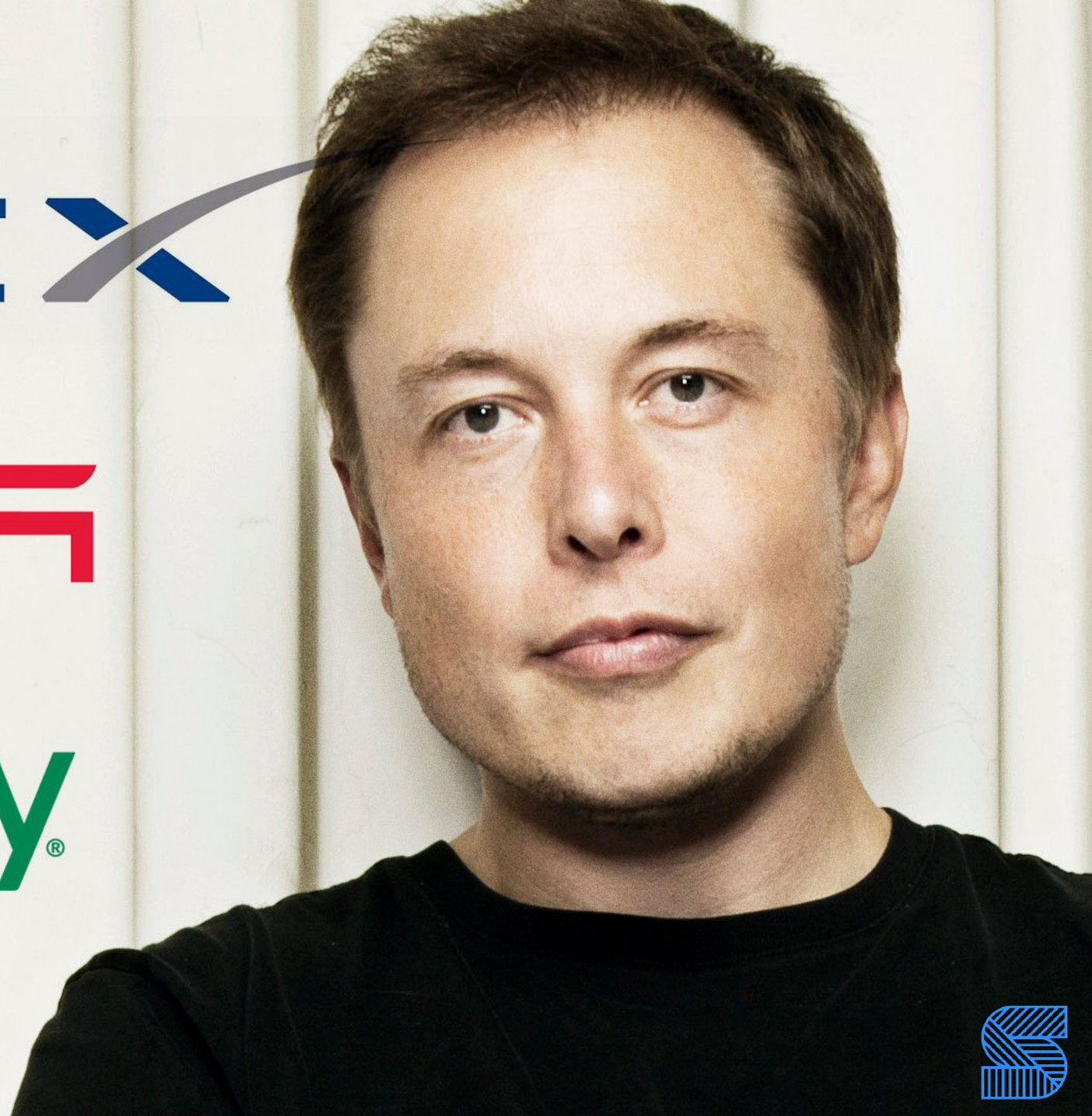
Jeff Bezos
Founder & CEO
Amazon.com



SPACEX

TESLA

 SolarCity®



The test of a first-rate intelligence is the ability to hold two opposed ideas in mind at the same time and still retain the ability to function.

F. Scott Fitzgerald

quote fancy



T H I N K I N G , T E R M , + T I M E L I N E

WHAT IS THE NEW WORLD ORDER?

Define what this means and determine the timeframe for achieving it.



TED

Ideas worth spreading



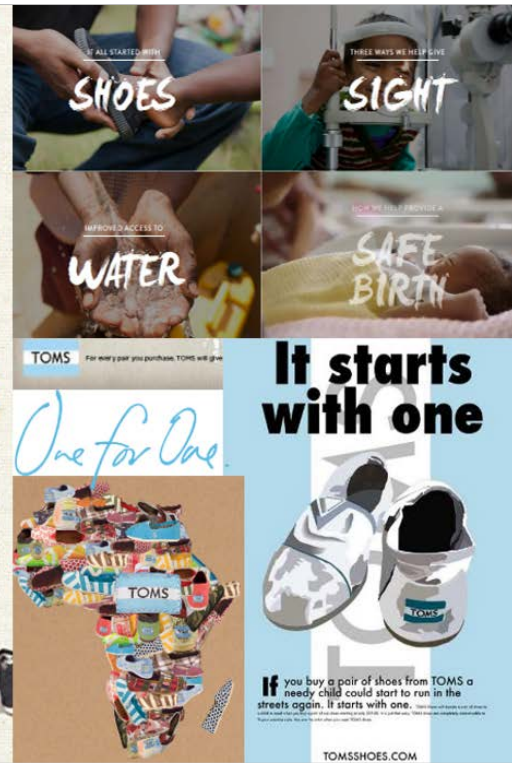




**START
SOMETHING
THAT
MATTERS**

**BLAKE
MYCOSKIE**

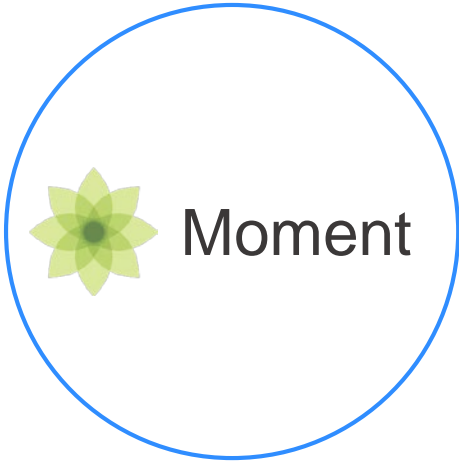
Chief Shoe Giver, TOMS







TOOLS TECHS + TIPS





TOOLS TECHS + TIPS

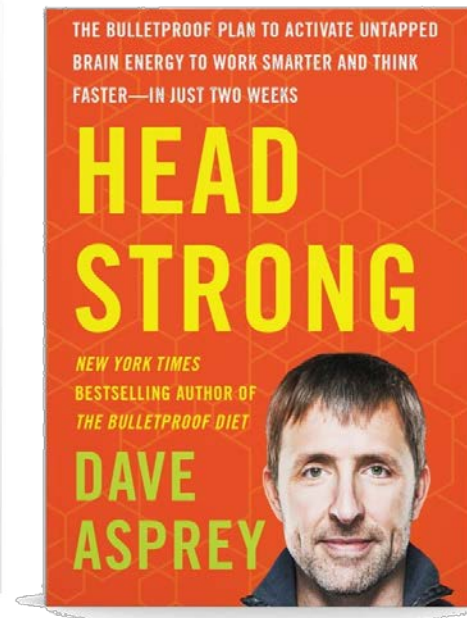
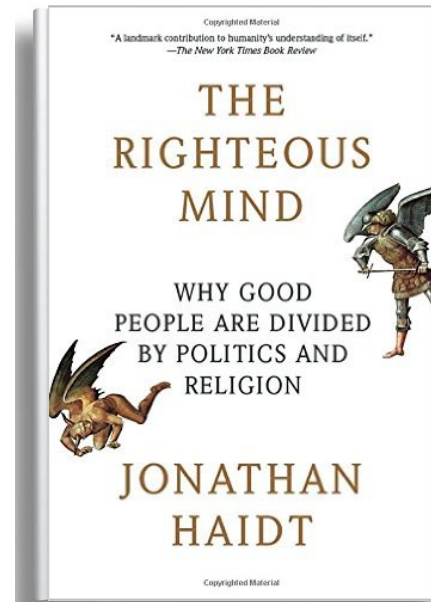
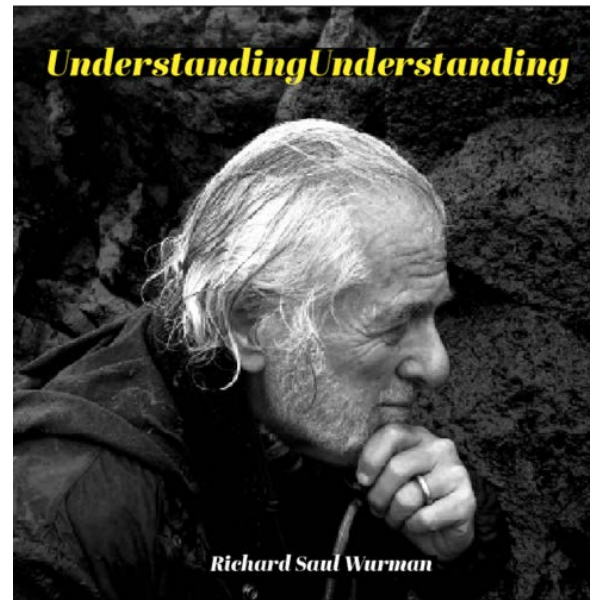
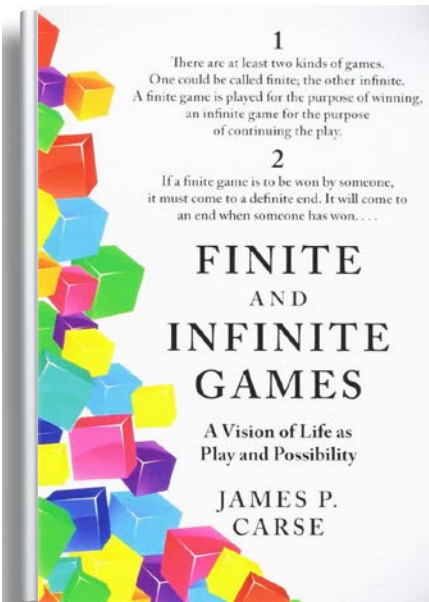
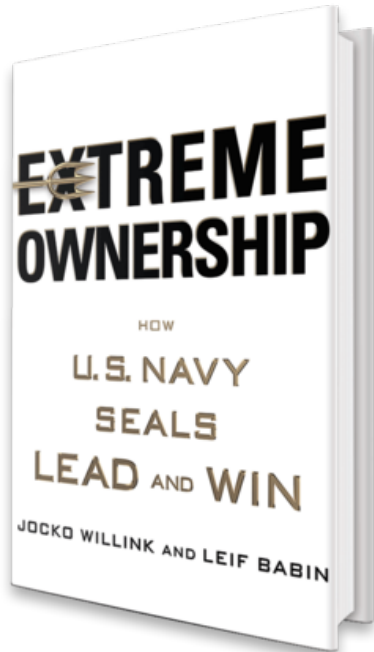




TOOLS TECHS + TIPS



FIVE MUST READ BOOKS





**BE BRAVE.
MAKE BOLD SHIFTS.**





5X

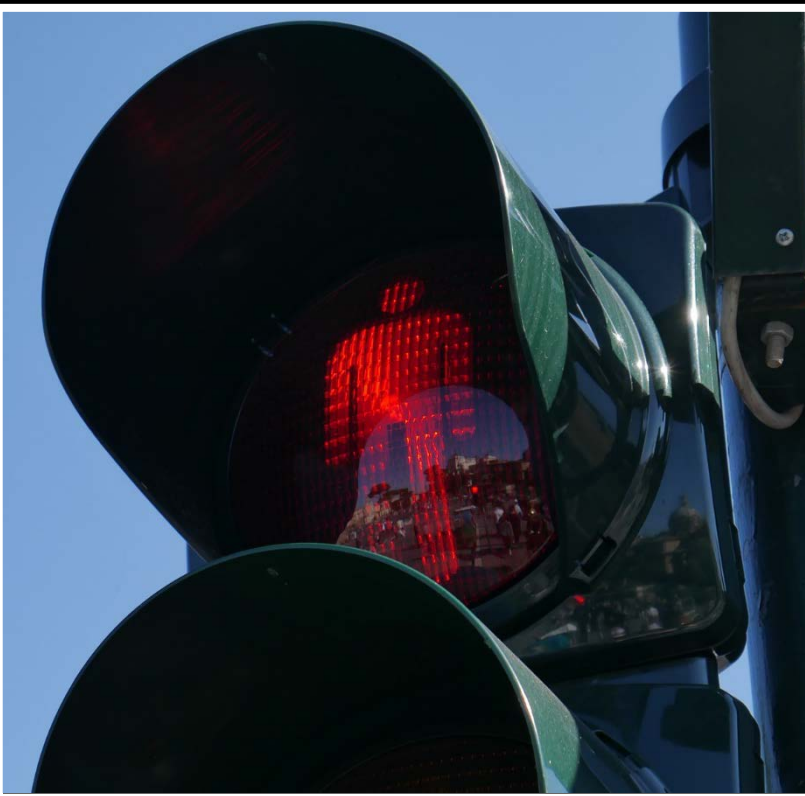
Baltimore Business Journal
Best Places to Work



WHAT WILL YOU



START



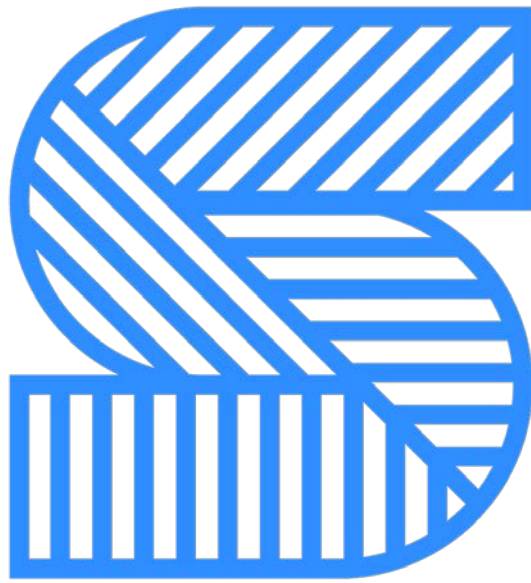
STOP



SHIFT



we are



SHIFT
CONSULTING



SHIFT
RECRUITING



SHIFT
SOCIETY

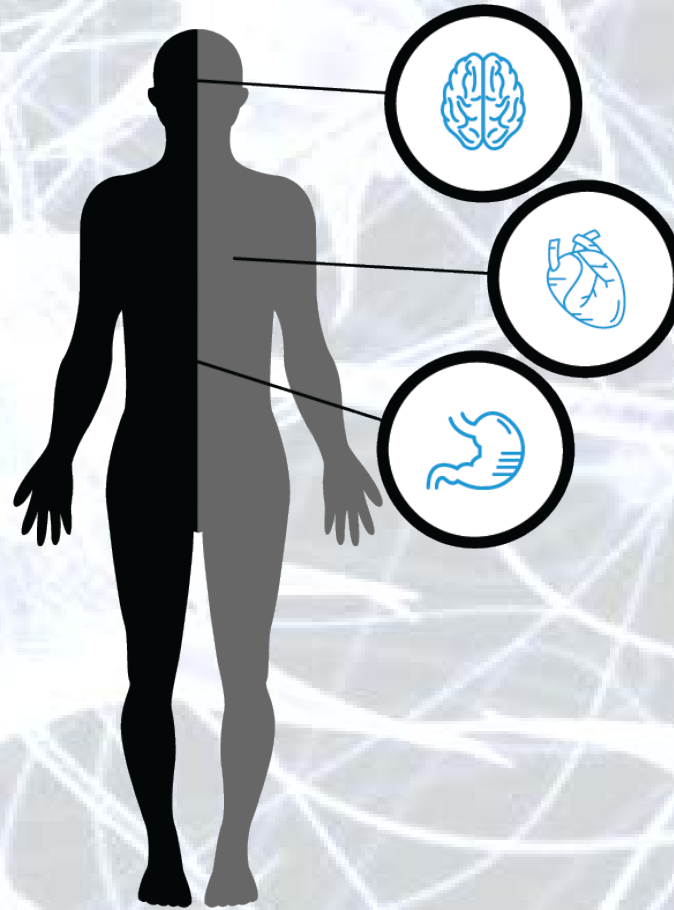


SHIFT
VENTURES



BRAIN BASED ENGAGEMENT

ALL IN ENGAGEMENT: INDEX, BOOK, CERTIFICATION



WANT TO GET INVOLVED?

We're looking for 25 HR professions who are willing to participate in the final beta of our **SHIFT All In Engagement Index**

WHAT'S IN IT FOR YOU?

An exclusive first peak at our ***Culture Shift Certification Program: The 7 Essentials to Effectively Lead Organizational Change***

ARE YOU IN?

Email me within the next 24 hours to confirm: **joe@shiftthework.com**





Better you.

Better us.

Better all.





SHIFT

Thank you for attending!

#SIGU



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