

Business As UnUsual

Rick Yvanovich FCMA CGMA FCPA MSc CCMP CCMC CBC

everything[®]hr



People will forget what you said
People will forget what you did
but people will never forget how
you made them feel

Maya Angelou

Rick Yvanovich

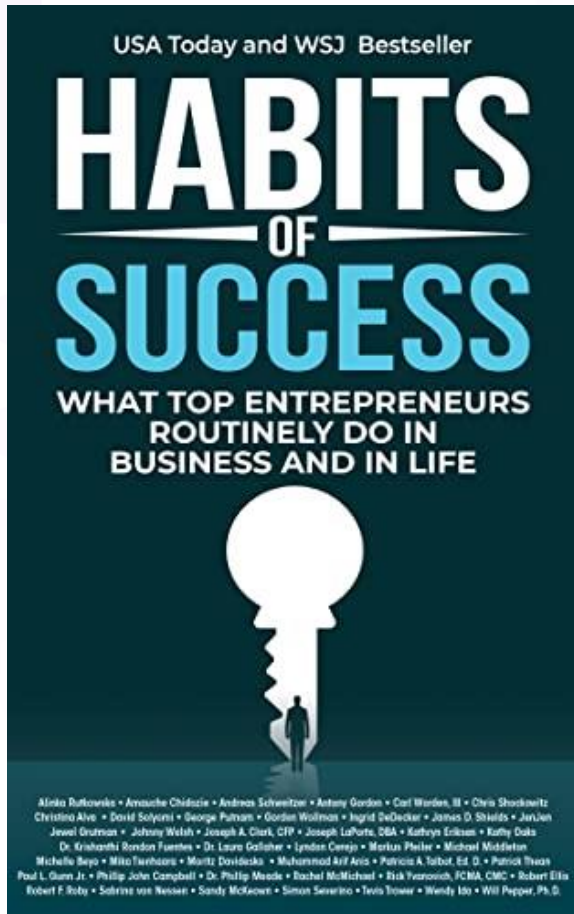


- Founder & CEO, TRG International
- Co-Founder & CFO, **Great People Inside**
- Certified Chief Master Coach
- USA Today & Wall Street Journal bestselling author

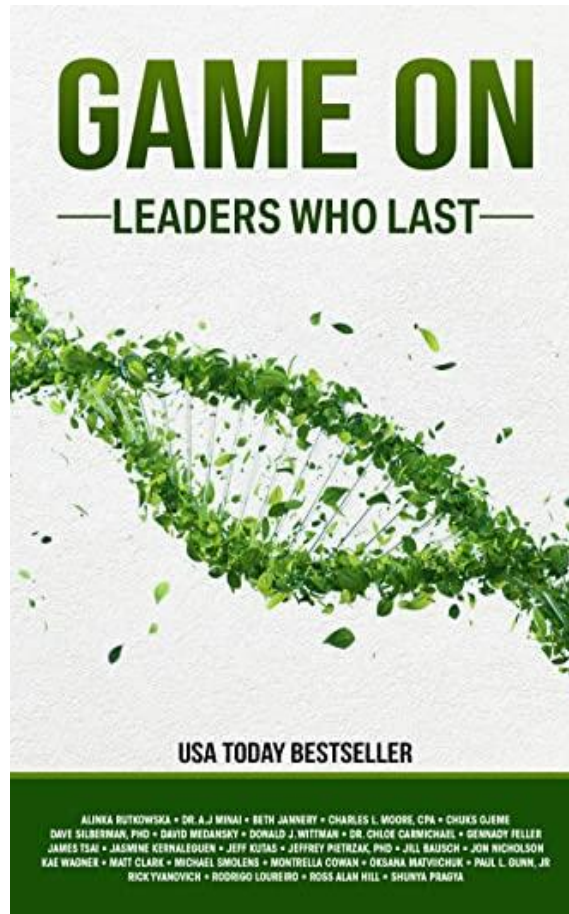


Rick Yvanovich Author

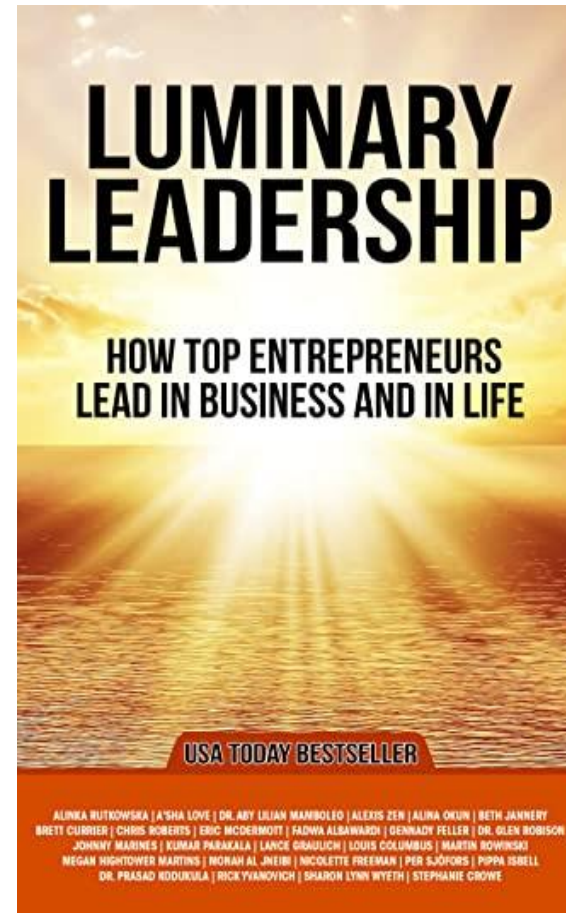
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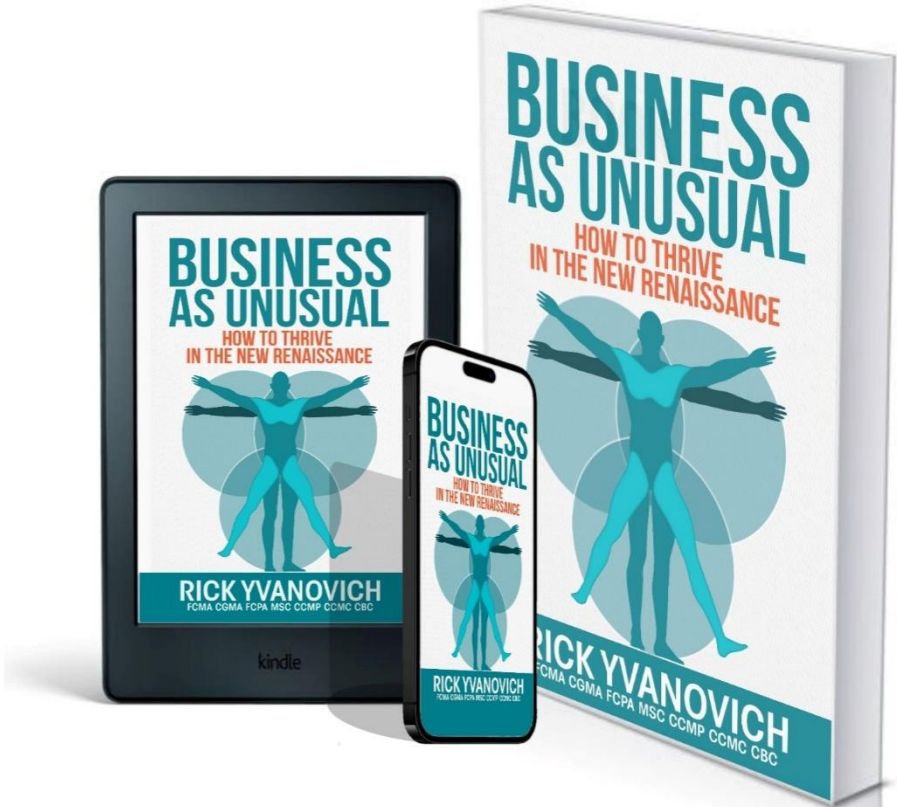
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NOW
AVAILABLE

BUSINESS AS UNUSUAL

BY **RICK YVANOVICH**
FCMA CGMA FCPA MSC CCMP CCMC CBC



What is this?



Dungeon

The BAJU book has done

models and tools

which are to share

Great Hall





Feedback

SUCKS

It's not FUN

Real change requires **real** effort

Today we'll learn:

- What it takes to change **your own** behaviour
- How to **help others** change their behaviour

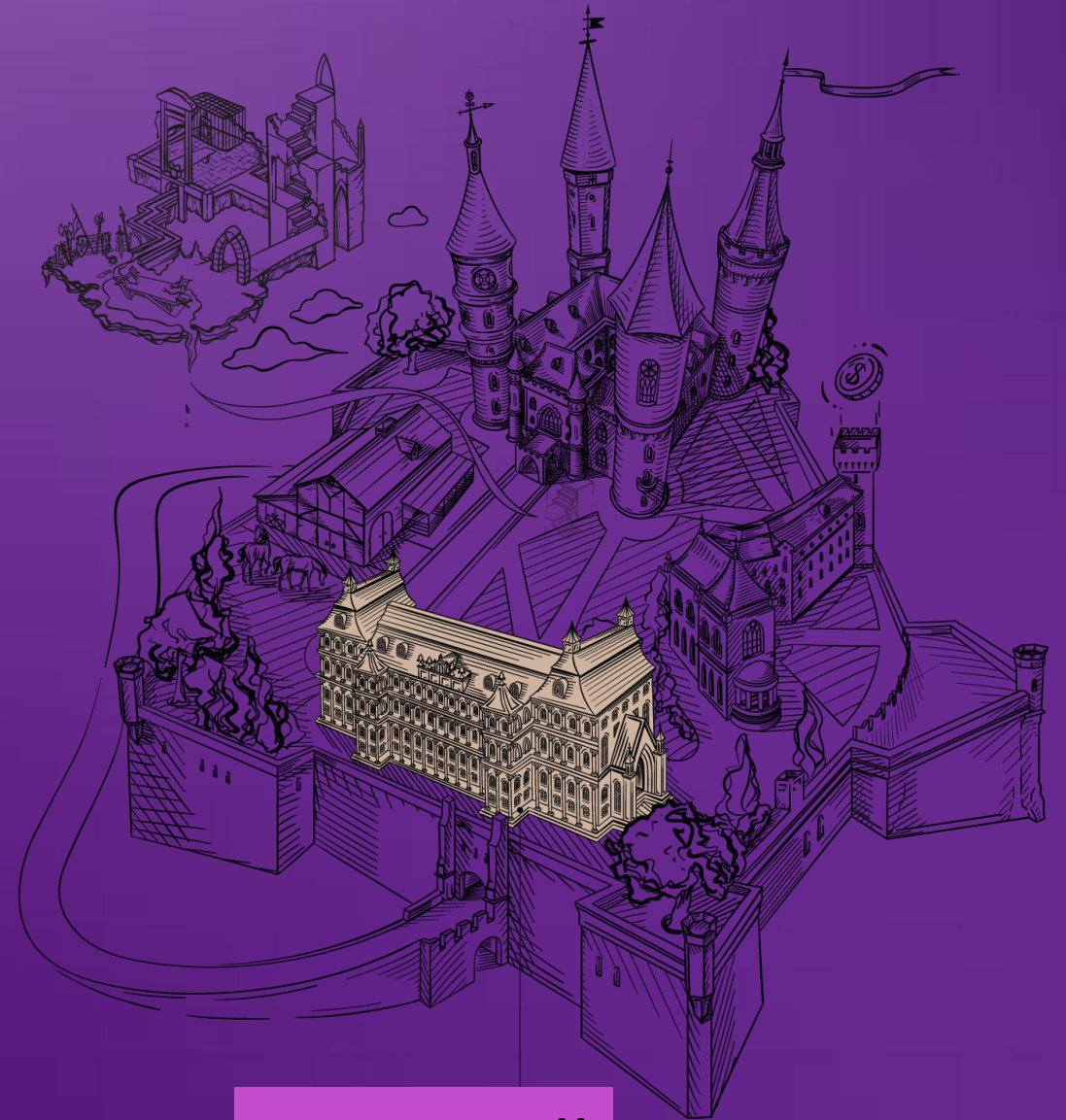
FeedForward

How To get better

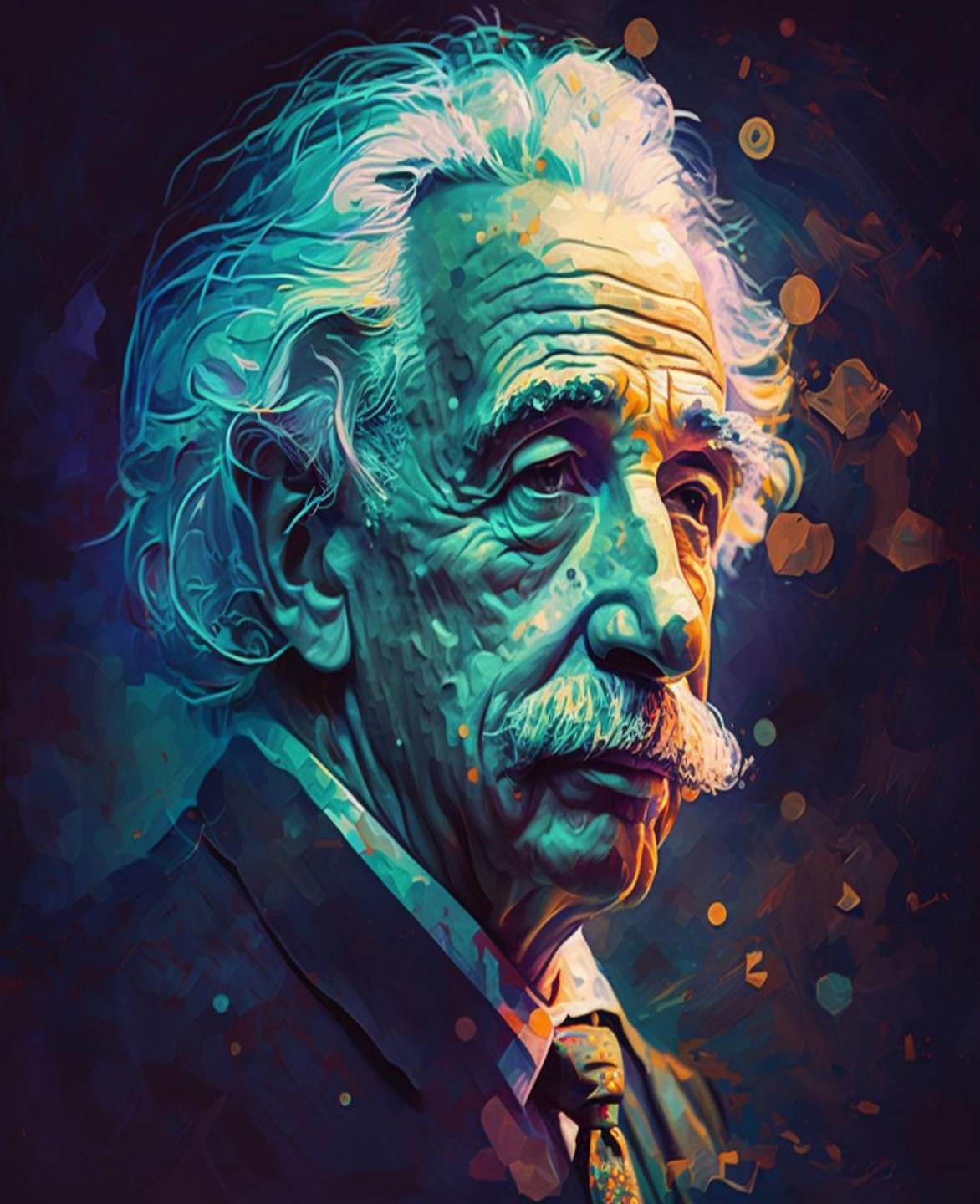
One idea at a time

Pain free and Fun

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Great Hall



Role #1

Learn as much as you can

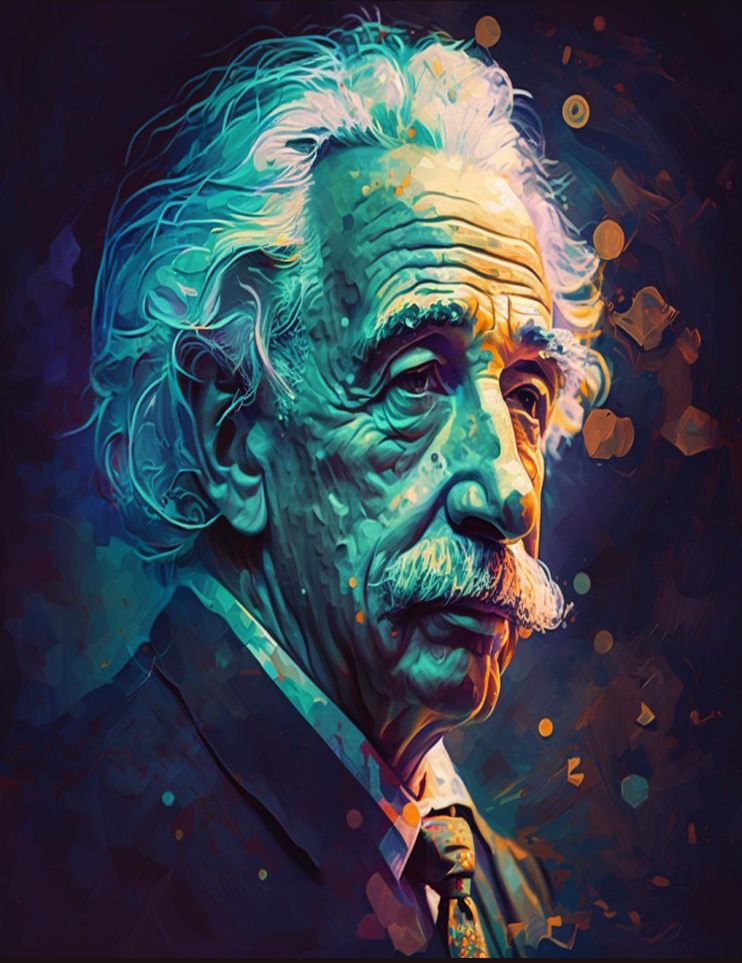


Role #2

Help as much as you can

You'll either be

- Learning from these smart people
- Helping these nice people



It's all good!



2 Rules in FeedForward

Rule #1

- No feedback about the past
- You can't change the past, **let it go**

Rule #2

- You cannot judge or critique ideas
 - Treat an idea as a gift
- What do you say when someone gives you a gift?
 - say **Thank You**

Activity: FeedForward

Think of one behaviour you wish to improve eg

- ✓ Active listening
- ✓ Speaking up, not being silent
- ✓ Turning up on time
- ✓ Getting fit
- ✓ Eating healthy food
- ✓ How to Prioritise
- ✓ Be a better friend

Person 1

My name is ____ and I want to get better at __X__

Person 2

Give 1-2 quick ideas for future & no feedback about past

One idea to get better at __X__ is _____

Another idea to get better at __X__ is _____

Person 1

Thank You

Person 2

My name is ____ and I want to get better at __X__

Person 1

Give 1-2 quick ideas for future & no feedback about past

One idea to get better at _X_ is _____

Another idea to get better at __X__ is _____

Person 2

Thank You

Person 1

My name is ____ and I want to get better at __X__

Person 2

One idea to get better at _X_ is _____

Person 1

Thank You

Person 2

My name is ____ and I want to get better at _Y__

Person 1

One idea to get better at _Y_ is _____

Person 2

Thank You

Partner with as many other people as you can around the room

Activity: FeedForward

Shout out 1 word

This exercise was ...

FeedForward – What did we learn?

- Fun, fast, simple, positive, proactive
- Focus on what you can change (the future) and not on what you can't (the past)
- Learnt to ask for input and listen non-defensively
- Learnt not to judge or critique
- Learnt to give people recognition for what they say
 - Treated the ideas received as a gift & said **Thank You**

Everyone is focused on helping

No one is focused on judging

*“Whatever you vividly imagine,
ardently desire,
sincerely believe
and enthusiastically act upon
MUST inevitably come to pass.”*

Jim Sirbasku 1939-2010

Mantra to Manifest your reality

*I AM AMAZING
YOU ARE AMAZING
YEAH!
WE ARE AMAZING*

YEAH!



YEAH!

Manifest your reality

*I AM AMAZING
YOU ARE AMAZING
YEAH!
WE ARE AMAZING*

YEAH!



YEAH!

Manifest your reality

*I AM AMAZING
YOU ARE AMAZING
YEAH!
WE ARE AMAZING*

YEAH!



YEAH!

Manifest your reality

Thank You

Maake Asante Shukria Dhanyavadagalu Manana Dankon

감사합니다 감사 감사합니다 Kam Sah Hammida ار كاش Mauruuru Biyan Matondo

Dank Je Dankscheen Kitos Maake Asante Shukria Dhanyavadagalu Manana Dankon

Blagodaram Ngiyabonga Dziekuje Mauruuru Biyan Matondo

Juspaxar Chokrane Diolch i Chi Terima Kasih Taiku Tack

நன்றி धन्यवाद Arigato Grazie Mochchakkeram

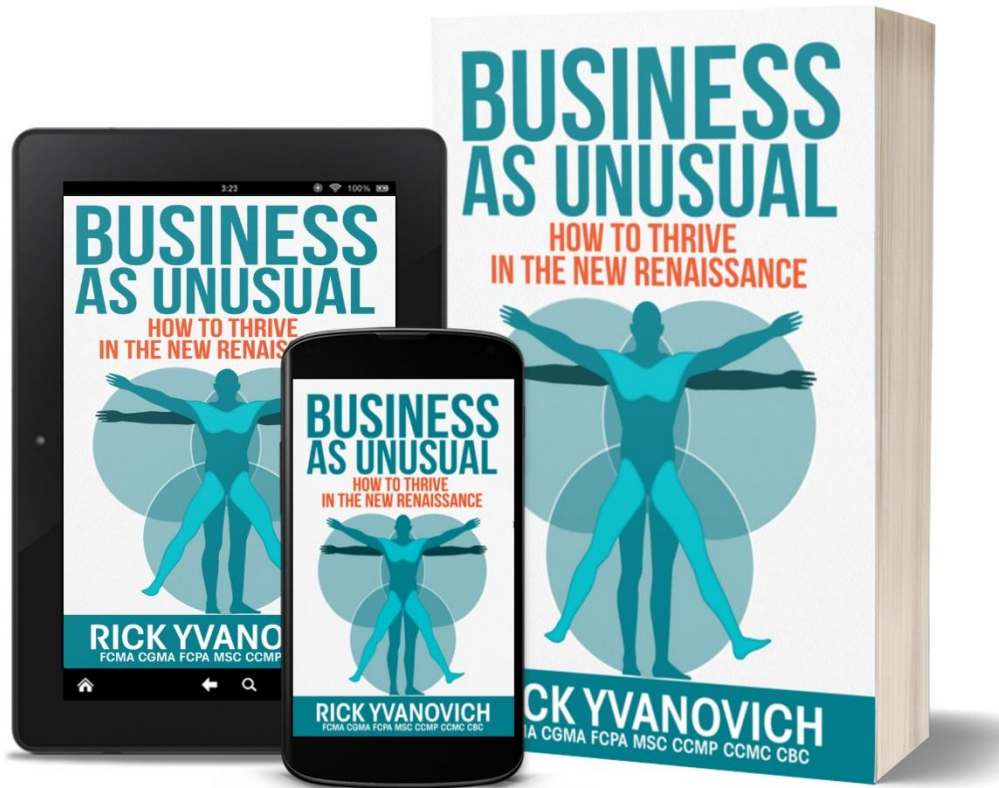
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Misaotra Rahmāt Matur Nuwun 谢谢 Хвала Welalin Merci Go Raibh Maith Agat Djere Dieuf Eskerrik Asko

谢谢

Najis Tuke



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