

## ASSUMPTIONS

Our Assumptions underlie all of our behaviour & if unchecked can keep us stuck on the escalator. But if we can identify our Assumptions they can be our greatest source for Inspiration, Innovation & Growth.

## ATTITUDE

Allows us to have the Confidence to deal with Challenge & Change.  
YOU Got This!

## APPROACH

Allows us to be Comfortable with Uncertainty and Ambiguity and to Manage in the Moment.

### What Are Your Scripts?

If you Change how you Define what you do = Change the Assumptions  
If you Change the Assumptions = Change Behaviour  
If you Change Behaviour = Change Outcomes



#### It's Not About You

It's not about your ego, your ideas, or you getting the spotlight.  
Your "job" is to make your teammates, your direct reports look good.  
It's not about you – it's always about the audience, your customer and serving their needs.

#### Common Goal

When everyone is focused on the same goal of serving the ultimate customer it will guide behaviour in the right direction. The Whole can be Greater than the Sum of the Parts.

#### Accept All Offers

Everything that happens at work & in life is an OFFER and you have to accept it, you have to acknowledge it if you want to remain in the scene – if you want to remain relevant.

#### Yes... And

Accept the offer and then build on it, move the idea forward, make a decision, react. Look for what's UP in the idea = The Underlying Principle.

#### Be Present & In The Moment

Be mindful and aware of the present and you will hear all offers.

#### Listen

Listening is a skill that can be developed and practiced.

#### Focus

Understand where the focus needs to be – to give & take focus is a Leadership skill.



• Are you stuck on an **ESCALATOR?**



# unscripted **mindset**

• The only thing we can plan for is that **THINGS WILL CHANGE**

• Change can happen in a **MOMENT**

• You have to be able to go off the **SCRIPTS** of the past



• You need **CONFIDENCE** to deal with **CHALLENGE** and **CHANGE**

• You need to **TRUST YOURSELF** first

## ASSUMPTIONS

• Assumptions **GUIDE** our **BEHAVIOURS**

• **DEFINE** what I do

• **Change OUTCOME**

• **Change ASSUMPTIONS**

• **Change BEHAVIOUR**



**CHANGE the CONVERSATION**

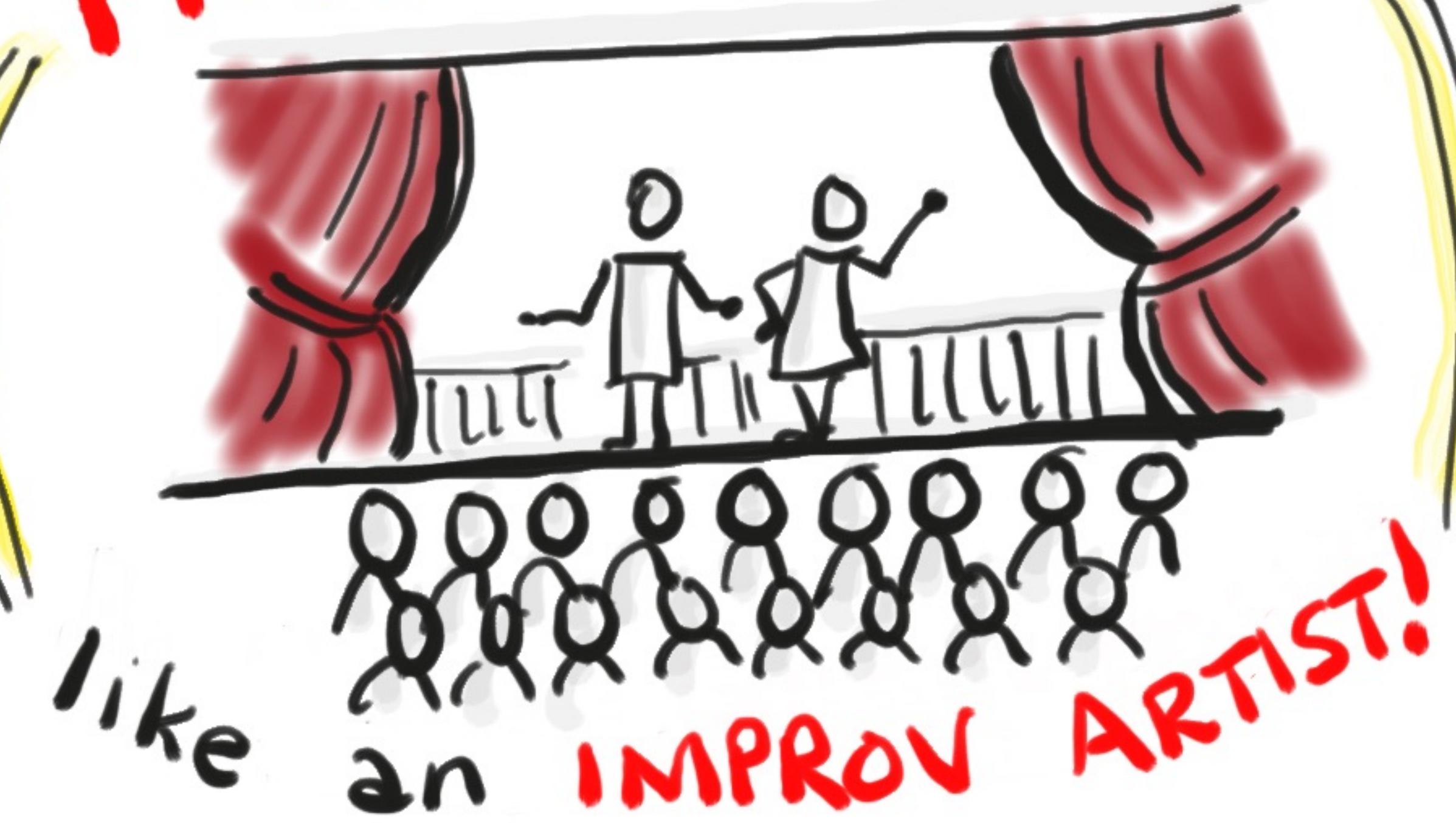
Assumptions can be a **GREAT SOURCE** of...

inspiration  
innovation  
GROWTH

## APPROACH

- ☒ It's **NOT** about YOU
- ☒ **COMMON** goal
- ☒ **ACCEPT** all offers
- ☒ Yes... **AND**
- ☒ Be **PRESENT** and in the moment
- ☒ **LISTEN**
- ☒ **FOCUS**

## PROBLEM SOLVE



• Uncertainty & ambiguity lead to **OPPORTUNITIES**

• Take **ADVANTAGE** of change

