



ASIL, Inc.

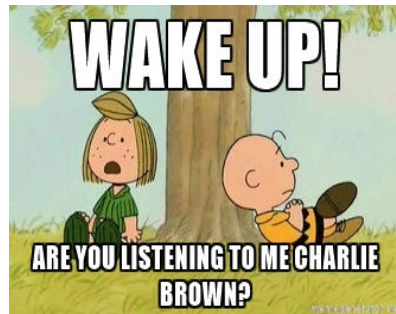


Volume 12 Issue 9

# The Partner View

September 2016

## ASIL, Inc. - YOUR MANAGEMENT CONSULTANCY PROFESSIONALS



### *Listening – the basis of collaboration*

A common definition of collaboration is “to work with another person or group in order to achieve or do something” (Merriam Webster). The act “to work” contains many elements including creating and speaking the idea to others, others listening to the idea, inspiring and enrolling others to participate (or not), reshaping the idea from other’s participation and planning and doing the work of developing the idea to a reality. Each of these areas, thought, speaking, enrollment, decision and doing the work has listening present. Listening occurs between people and within our self and our minds. How we listen to others can, and will, shape the outcome.

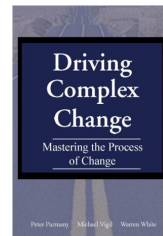
“The word *Listen* contains the same letters as the word *Silent*” (Alfred Brendel). Do you, as a collaborative Leader, listen from a place of silence or does your listening occur from a place of preset filters, bias and limits from prior experiences? Let’s explore this a bit further.

Ever notice how when you’re listening to someone your mind begins formulating a response to what they’re saying? Are you listening or are you crafting your response, you can’t do both at the same time. While you’re crafting your response, are you crossing off or eliminating elements of what the person is suggesting based on preconceived notions of what’s possible? This form of listening, that we all do, has its application but it certainly limits the potential of a collaborative exploratory discussion.

How about when you’re in a developmental conversation with one of your team members? Do you find yourself placing that person inside a preset box of limits based on previous experiences? Do you find yourself limiting their potential simply because they failed to live up to previous expectations? Worse yet, are you limiting potential because of some stereotypical thought or bias because of their age, sex, or some other factor? You’re probably saying to yourself something like “I don’t have biases or use stereotypes”; really? I’m thinking perhaps you probably do! It’s not uncommon as it’s our minds way of simplifying complex concepts so we can respond quickly to situations (<http://www.simplypsychology.org/>).

To excel at collaboration we, as Leaders, need to listen to our team members as an Olympic coach. An Olympic coach doesn’t listen to others as their limits, their past missed opportunities, or what they are as a population grouping. An Olympic coach listens to Olympians as Olympians capable and able to bring forth greatness in the moment either individually or collectively to reach for the gold. If you were to be present and listen to your team members free of past limits and notions what outcomes would be possible today?

If you’re in a Leadership role and you find yourself struggling to create effective collaborative teamwork, consider reaching out to the Management Consultancy professionals at ASIL, Inc. The ASIL team is comprised



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### Featured Partner



### [Success through Collaboration](#)

Visit the [InSightApp™](#) website to view the features and benefits of the App.

### Is your Organizational Development Project stalling?

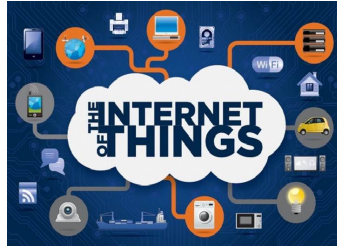
Place your greatest challenge on the professionals at ASIL, Inc. We will quickly assess the situation, develop a solution and deliver results. Contact [ASIL](#) to get the support you

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*Contributed by Warren White*



### *Everybody is Buzzing*

We don't need to look too far to find references to the Internet of Things (IoT), they exist everywhere. Transformative opportunities abound in any imaginable vertical you chose to define. Whether it is gas & oil, government, transportation, smart homes, or smart cities, the acceptance to employ sensors to direct and capture activities and information is growing rapidly. Yes it is more than sensors.

The definition based on the IoT Global Standards Initiative; "The IoT is the network of physical objects or "things" embedded with electronics, software, sensors, and network connectivity, which enables those objects to collect and exchange data."

The leaders in their respective industries have been doing this for some time; GE calls their version of IoT the "Industrial internet". So why are many companies just waking up, or still dragging their feet?

The barriers to entry are at the lowest levels to date. Economics now permit the attachment of devices for pennies. Cloud offerings have increased the ability to share the cost, instead of trying to foot the bill for the total infrastructure. Industries are now seeing the possibilities of how they can manage their infrastructures to maintain availability while diminishing downtime and reducing excessive unplanned cost.

When we take a look at the job market we can see the uptick in the IoT demand for leadership and domain experts. As you read the descriptions of these roles you begin to see the desires of what is believed to be needed, and frankly pure matches are rare. The market is beginning to define this new leadership/domain expert role, and it will take time for the new leaders selected to set the standard.

The IoT creates unlimited opportunities to increase effectiveness and efficiency. Ask your team how they can be an ingredient that drives transformation, it will give you new line of sight to making an impactful change.

*Contributed by Peter Pazmany*

### *Remarkable Employees*

Great employees are reliable, dependable, proactive, diligent, great leaders and great followers... they possess a wide range of easily-defined—but hard to find—qualities. A few hit the next level. Some employees are remarkable, possessing qualities that may not appear on performance appraisals but nonetheless make a major impact on performance.

Here are eight qualities of remarkable employees:

need to ensure a profitable tomorrow!

Contact us at 408-980-9904.

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### **Word of the Month**

#### **Listen:**

to hear what someone has said and understand that it is serious, important, or true

Source: Merriam-Webster

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1. **They ignore job descriptions.** The smaller the company, the more important it is that employees can think on their feet, adapt quickly to shifting priorities, and do whatever it takes, regardless of role or position, to get things done. When a key customer's project is in jeopardy, remarkable employees know without being told there's a problem and jump in without being asked—even if it's not their job.
2. **They're eccentric...** The best employees are often a little different: quirky, sometimes irreverent, even delighted to be unusual. They seem slightly odd, but in a really good way. Unusual personalities shake things up, make work more fun, and transform a plain-vanilla group into a team with flair and flavor. People who aren't afraid to be different naturally stretch boundaries and challenge the status quo, and they often come up with the best ideas.
3. **But they know when to dial it back.** An unusual personality is a lot of fun... until it isn't. When a major challenge pops up or a situation gets stressful, the best employees stop expressing their individuality and fit seamlessly into the team. Remarkable employees know when to play and when to be serious; when to be irreverent and when to conform; and when to challenge and when to back off. It's a tough balance to strike, but a rare few can walk that fine line with ease.
4. **They publicly praise...** Praise from a boss feels good. Praise from a peer feels awesome, especially when you look up to that person. Remarkable employees recognize the contributions of others, especially in group settings where the impact of their words is even greater.
5. **And they privately complain.** We all want employees to bring issues forward, but some problems are better handled in private. Great employees often get more latitude to bring up controversial subjects in a group setting because their performance allows greater freedom. Remarkable employees come to you before or after a meeting to discuss a sensitive issue, knowing that bringing it up in a group setting could set off a firestorm.
6. **They speak when others won't.** Some employees are hesitant to speak up in meetings. Some are even hesitant to speak up privately. An employee once asked me a question about potential layoffs. After the meeting I said to him, "Why did you ask about that? You already know what's going on." He said, "I do, but a lot of other people don't, and they're afraid to ask. I thought it would help if they heard the answer from you." Remarkable employees have an innate feel for the issues and concerns of those around them, and step up to ask questions or raise important issues when others hesitate.
7. **They like to prove others wrong.** Self-motivation often springs from a desire to show that doubters are wrong. The kid without a college degree or the woman who was told she didn't have leadership potential often possess a burning desire to prove other people wrong. Education, intelligence, talent, and skill are important, but drive is critical. Remarkable employees are driven by something deeper and more personal than just the desire to do a good job.
8. **They're always fiddling.** Some people are rarely satisfied (I mean that in a good way) and are constantly tinkering with something: Reworking a timeline, adjusting a process, tweaking a workflow. Great employees follow processes. Remarkable employees find ways to make those processes even better, not only because they are expected to... but because they just can't help it.

Be sure to attract and nurture Remarkable employees so your business can thrive and be competitive in your dynamic and ever challenging environment.

*Source: Jeff Haden - Author*

*Contributed by Michael Singleton*



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