

Love What You Do

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**DO COOL SHIT.
EVERY DAMN DAY.
OR DIE TRYING.**

Tom Peters, *Brand You 50*

We get energized by work that we enjoy

We get drained by the mundane & repetitious

The “To Do List” = One Damned thing after another

Help Tickets / Phone Calls / Paperwork / Configurations / Blah Blah

These are an unavoidable part of the job, but mix in work that excites you



But Ken – you have more flexibility in you job than I do.

You are thinking “I have a never ending pile of work needing to be done”

Or you may be thinking “My job is one hassle after another, with no sign of getting better”

Or perhaps this is hard to listen to because you are feeling burned out

As in the words of the country song “My Give-a-damn is busted”

Or perhaps you are a new employee and are wondering what you got yourself into

Well, today I will be sharing ideas about all these topics and hopefully there will be a pearl in there that will help you at what ever stage you are at.



First off: Do stuff that matters

Why? We ALL have a need to feel significant. Everyone.

THEREFORE find ways to make a significant contribution. The onus is on you.

Reading from the "Brand You 50" Handout...

"Stuff that M-A-T-T-E-R-S. Stuff that makes the world a slightly better place. Sound corny? Sorry. Cynicism is for losers. Its Easy. Its glib. And its boring as death itself. I have never met a truly successful person who was a raging cynic..."

Think about what we at Visonex do for the dialysis industry:

- We help caregivers who are helping patients
- Patients are getting better care because of Visonex
- Job Satisfaction of dialysis center staff is improved because they effective tools provided by Visonex



Second of all: Take the Plunge!

Don't be half-committed. Be PASSIONATE

Be committed. Don't look back. Don't be timid

Book: *New Work Habits for a Radically Changing World* states:

"Strong job commitment makes work far more satisfying. It's therapeutic, too, an excellent antidote for stress and a fine cure for the pain of change. It also empowers you, bringing out your very best potential, and making you a more valuable employee"

{Story of my start at Visonex}



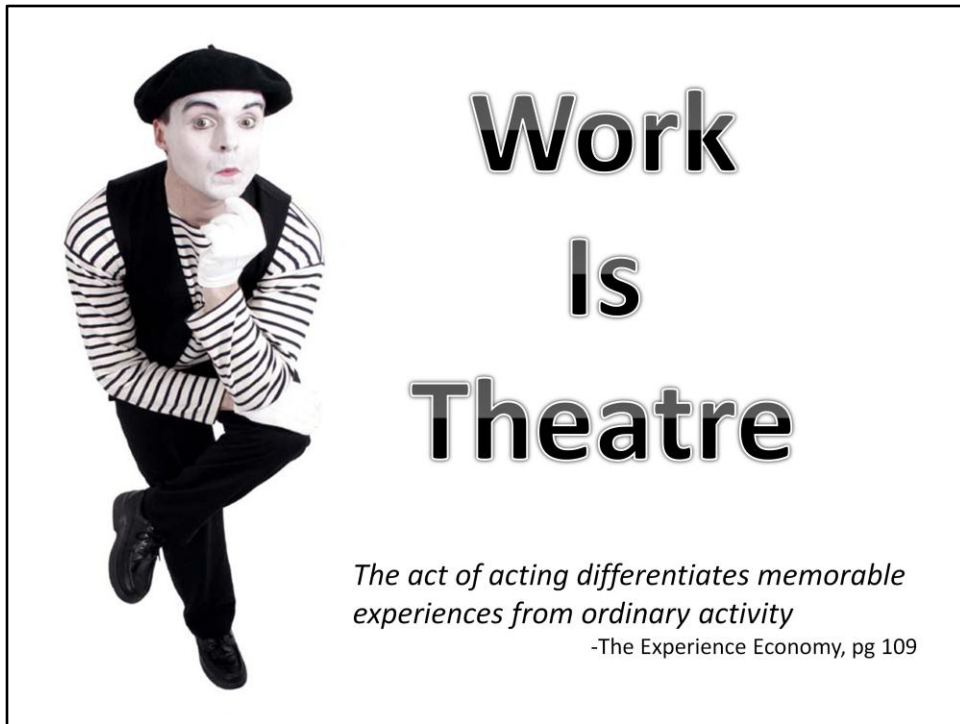
Signs of Burnout

1. Tasks that need to be accomplished are left undone. Deadlines are being missed.
2. Overwhelmed or Bored more than 50% of the time.
3. Negative comments are the norm, not the exception. It is portrayed that there are enormous hurdles that are insurmountable.
4. Punctuality and absenteeism are becoming issues. Sick days and holiday allotments have been exhausted.
5. Lunch breaks are extended and coffee/smoke breaks are frequent – more frequent than what is acceptable.

6. Contributions to group discussions and tasks are non-existent or minimal. Frequently excuses are made to avoid participation in group events.
7. Parties and other social gatherings are passed up. Again, excuses are made to justify a lack of interest or commitment to social gatherings.
8. Alcohol, drugs or other addictions may start to surface or are exaggerated if already present.
9. An opportunity to either move to a more reclusive work area or office it is often a priority or at least an idea. The desire is to be less out in the open for others to recognize the general lack of participation and passion.
10. Fantasies of dramatic career changes, moves to other countries or other exotic changes are frequent.

http://www.suite101.com/blog/joni188/ten_signs_of_burnout





#3 – Remember that Work is Theatre

{Read Excerpt from *The Experience Economy* on Pages 106-107}

“A foreman overseeing workers on an assembly line observes the way they act. A proposal to the boss entails theatre...All work is theatre, even when the audience is not paying customers, because internal acts make impressions on customers who do pay”

Be genuine, but put on a great show

Book from Scott – *Tao of Martial Arts*: “A master reveals his art in all he does”



Number 4: Go for the “WOW”

Clients are demanding
Clients are fickle
Clients change their mind
They frustrate us and exasperate us at times

But we exist BECAUSE of our Clients

Aristotle taught that “The guest is the judge of the feast”

Why not strive for the “WOW”

Build your portfolio of “Braggables”

Get excited about what you do

Spend Energy on Solutions

Action is better therapy than tears. And doing your part to help the organization will lower your emotional level of stress a lot better than resisting the changes ever would.

Redirect brief anger or worry into a passionate pursuit of results. Work from the heart and you heal the spirit. Put fire into your job habits and you burn off worry and anger

Spend your energy and time on finding solutions to the problems of change. You can help shape the culture into an energy-efficient system

- Culture Shift, Price Pritchett, pg 15

#5 Focus on Solutions

Hassle



"Hassle means different things to people. But to me it means the unnecessary difficulties or harassment placed in the path of someone trying to do a reasonable thing." (pg 34)

All those terrible things that people are doing, the hassles that cause defects, are done with the best of intentions. (99)

Unquality costs money. Fixing, correcting, scrambling—all those things cost money. (45)

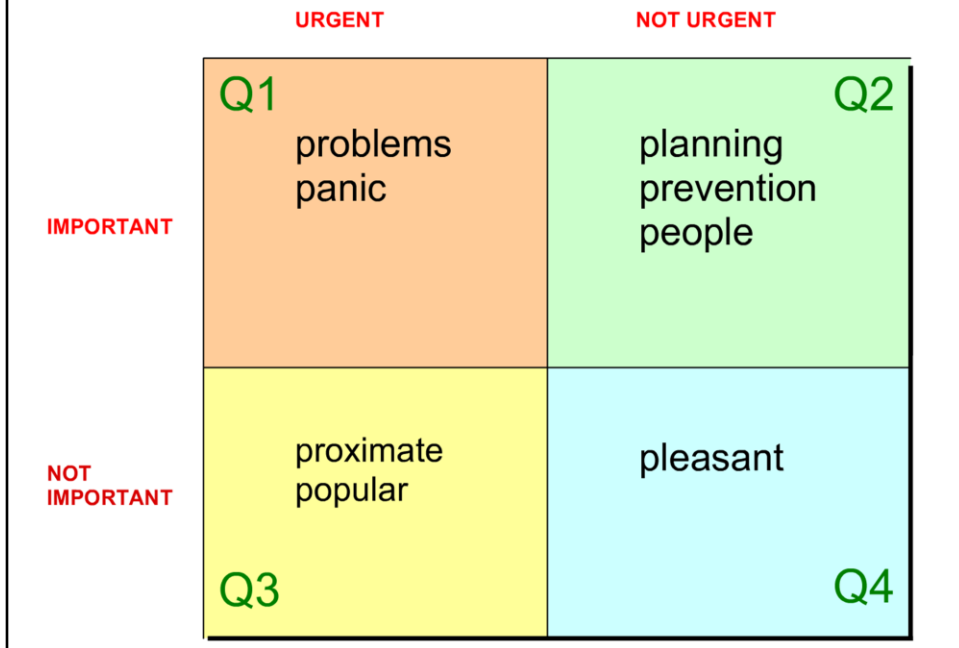
"But little improvement will happen until the real problem is dealt with. The real problem is that management does not take the product and service requirements seriously" (56)

Requirements, like measurements are communications. (65)

Hassle comes about because of vacillation in management's dedication to the policies and processes. (59)

Excerpts from *Quality Without Tears* - Philip Crosby

Steven Covey's Time Management Matrix



Understanding “Flow”

- “Pleasure” versus “Enjoyment”
- Autotelic experience - done just for the enjoyment of it.

When u first start rock climbing, you are very aware of capability, then it becomes automatic



I think that programmers have an intuitive understanding of “Flow” –it’s being “in the zone”

- Lose track of time
- Total Immersion
- Intense focus
- Total commitment in the moment
- Sense of enjoyment

Pleasure is genetic, for our survival, can be addicting

Flow leads to enjoyment

8 Conditions of Flow

- 1) Clearly understood goals (games for example) Overall goals but also tactical goals
- 2) Immediate Feedback - a sense of whether what they are doing is bringing them closer to their goal or not. Allows for course correction.
- 3) Challenges matched to person (skills) involved in activity. Not bored or overwhelmed. Sense that u are up to the task. 'it sucks you in'
- 4) Feeling of focus on what you are doing. Mind is not elsewhere. Inner Harmony
- 5) Unaware of external intrusions/ thoughts of the everyday frustrations of life. Sense of escape. Escape Backwards is detrimental. Escape forward positive.
- 6) Sense of Control over life while living on the edge.
- 7) Lose a sense of self consciousness. Not worried what others think. Sense of Transcendence. Sense of being part of a well-oiled team. Afterward sense of increased self esteem.
- 8) Sense of time is transformed. Lose track of time. Expanded or Collapsed. Time adapts itself to our experience.





"The reason most people never reach their goals is that they don't define them, or ever seriously consider them as believable or achievable. Winners can tell you where they are going, what they plan to do along the way, and who will be sharing the adventure with them."
- Denis Watley

Dream big – Then Make it Happen!