

Paul Hoyt's "Office Hours" Series



THE **Awakened** CEO System

Office Hours

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Welcome to Office Hours

- A relaxed, informal mentoring program
- Held every Monday at Noon Pacific Time
- All recordings, slides, and exercises are archived in our member's area
- All recordings are available on my YouTube channel:

www.YouTube.com/user/PaulHoyt

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The Reasons

- Being a successful small business owner can be a great experience!
- It's tough - you need Education, Training, Tools, and Team to be successful
- We want you to get to know us

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The Reasons

- First and most importantly, we want you to know that we care about you.
- We want you to succeed in every area of your life, whatever that means to you.
- We want you to find the **greatness**, the **happiness**, the **divinity** within yourself, and then remember it, embrace it, and live it every day.

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Our Passion

To increase the survival rate...

Accelerate the growth rate...

And reduce the struggle rate
of businesses in America

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Our Vision...

To help millions of CEOs and
Entrepreneurs accelerate their business
growth and enjoy greater harmony and
balance in their lives

Please Pass the Word!

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Office Hours Agenda

- In depth discussion of a business success principle
- Closing remarks, special offers, and invitation for next weeks session
- Open Q&A and coaching
- Best question or comment wins!

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Join Us!

- The Awakened CEO Communities on both LinkedIn and Facebook
- Business Success Principle of the Day postings on both Facebook and LinkedIn
- Energy of the Day posting on Facebook

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Today's Topic:

Taking 100% Responsibility:

An Essential Leadership Skill

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The Key Performance Areas



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The Key Performance Areas



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The Awakened CEO System

	Business Growth	Professional Growth	Personal Growth
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Agenda

- Three Levels of Responsibility
- The Value of Taking Responsibility
- The Challenge in Taking Responsibility
- Control and Delegation
- Processes You Can Use Today
- The Bottom Line

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Responsibility

- Having a duty to lead or manage
- Being accountable and answerable
- Being reliable and dependable
- Responding professionally to whatever comes up
- Goes hand in hand with authority

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Responsibility

- Big difference between
 - Having Responsibility
 - Taking Responsibility
 - Being a Responsible person

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Three Levels of Responsibility

- Level Three - Highest
- Level Two – In Between
- Level One – Lowest

- Thank You to Annette Bau
www.MillionaireSeries.com

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Level One

- Takes no responsibility
- Blames and shames everyone else
- Nothing is ever their fault
- They feel relatively powerless, with a lot of Victim and Prisoner Energy
- Often focused on survival
- They complain more than work

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Level Three

- Takes complete responsibility
- May hold others accountable, but not in a blaming or shaming way
- They feel very powerful, and have a great Growth Mindset
- Make great decisions, and then do the work

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Level Two

- Takes some responsibility
- Still feel powerless in many ways
- May see what to do, but don't always do the work
- Are heavily influenced by who they are with

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About the Levels

- Most people are variable – moving up and down
- When you find that you are operating at Level One or Two, always ask:
 - What has triggered you
 - What gets you back on track
- And then do what it takes to rise

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The Value of Level Three

- Improved teamwork and morale
- Increased productivity
- Increased self-esteem
- Eliminates defensiveness
- Improves relationships
- Better profitability

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Taking 100% Responsibility for Everything that Happens in Your Business

- “The Buck Stops Here” mentality
- Jim Ward – a shining example

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Not Normally Recommended

- Not a common corporate virtue
- Success in a business is often about being very clear about your limited responsibility and authority
- Lots of PYA and CYA activities
- Not often recommended by attorneys

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Essential in Business!

- It is **YOUR JOB** to to make tough decisions and take complete responsibility for the results
- It is a skill that can be developed!
- You do not have to do the work yourself
- There is a big difference in between taking responsibility and doing the work yourself

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Control

- Not everything is in your control
- But how you respond **IS** in your control
- Take 100% responsibility for managing the problem, and dealing with the problem

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Delegation

- You have to learn to delegate and outsource
- You can never abdicate
- Blaming others is not allowed

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The Importance of Processes

- Makes responding to challenges with an “I’m Accepting Responsibility” attitude is much easier
 - When you expect challenges
 - When you have a process for managing problem situation
- A process is empowering!

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Two Types of Processes

- Improving the system
- Managing the immediate issue

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Improving the System

- Take responsibility for the solution
- See the problem as an opportunity to learn and grow
- Ask yourself - "How did I contribute?"
- Ask yourself – "What can I change to minimize or eliminate the chance of it happening again?"

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Examples

- Hiring
- Better Agreements

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Managing the Immediate Issue

- Conflict Resolution Process
- Opportunity Management Process
- Customer Service Issue Process
- Critical Conversation Process
- Problem Solving Process

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Problem Solving Process

1. Take Responsibility for the Solution
2. Define and State the Problem
3. Analyze the Problem
4. Define the Rewards for Resolving, and the Consequences for Not Resolving
5. Define the Obstacles that you can See or Anticipate

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Problem Solving Process

6. Set High-Level Goals for Resolving the Problem (Dates and Desired Outcomes)
7. Form the Problem Solving Team
8. Brainstorm Alternatives
9. Gather Information

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Problem Solving Process

10. Evaluate Alternatives
11. Make the Decision
12. Secure Commitment for the Decision
13. Implement the Decision
14. Evaluate the Results

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The Bottom Line

- The more Empowered you are, the more Responsibility you take – and vice versa
- Level one people have moments of strength
- Level three people have moments of weakness
- Self-awareness, shifting techniques, and processes are key

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The Value

- Improved teamwork and morale
- Increased productivity
- Increased self-esteem
- Eliminates defensiveness
- Improves relationships
- Better profitability

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The Awakened CEO System

	Business Growth	Professional Growth	Personal Growth
Mindset			
Methods			
Momentum			

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Mindset

- Believe in the power of taking responsibility – in all areas of growth, in all areas of life
- Believe that you can learn to take complete responsibility
- Believe in your ability to get better with practice

	Business Growth	Professional Growth	Personal Growth
Mindset	★	★	★
Methods	★	★	★
Momentum	★	★	★

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Methods

- Use the Level One, Level Two, Level Three framework
- Use a systematic approach to solving problems, resolving conflicts, having critical conversation, and taking advantages of opportunities

	Business Growth	Professional Growth	Personal Growth
Mindset	★	★	★
Methods	★	★	★
Momentum	★	★	★

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Momentum

- Start **RIGHT NOW!**
- Practice self-awareness
- Practice shifting and rising
- Hold yourself and others to a higher standard

	Business Growth	Professional Growth	Personal Growth
Mindset	★	★	★
Methods	★	★	★
Momentum	★	★	★

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The Higher Standard

- Tell everyone you know: "My happiness depends on me, so you're off the hook."
- And then demonstrate it. Be happy, no matter what anyone else doing or feeling. Practice feeling good, no matter what.
- And before you know it, you will not give anyone else responsibility for the way you feel - and then, you'll love them all.

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Homework / Exercise

- Just do it!
- ... in every area of your life!
- Get your processes in place
- Get a mentor or coach to help

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Related Office Hours

- 91 – Emotional Intelligence
- 103 – How to Be a Great Leader
- 109 – How to Be Great at Customer Service
- 112 – Creating Your Company Culture
- 117 – Structured Conversations
- 133 – Your Growth Mindset

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Open Q & A and Coaching – in a minute

- Comments and questions on the topic of the day, then any other issues
- Tell me what your biggest “take-aways” are and what insights you gained from this presentation
- Tell me what you are going to focus on

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Our Support Services

Service	Teach You	Do It With You	Do it For You
Education	X		
Training	X		
Coaching	X		
Advising / Mentoring	X	X	
Consulting		X	X
Growth Management		X	X

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Our Support Systems

- Business Growth
- Personal Growth
- **The Awakened CEO System for Integrated Growth**

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Join Me for An Awakened Conversation

- Starting monthly webinars / discussion sessions
- Group coaching and mastermind groups are coming too!
- Watch your emails for announcements!

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Next Office Hours: Oct. 3rd

- Topic is: Live Group Coaching
- Let me know what topics you would like for me to address: www.PaulsSurvey.com
- Do your homework!

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Open Q & A and Coaching

- Comments & questions on the topic of the day, then any other issues
- **Best question or comment wins!**
- Contact Me at paul@paulhoyt.com
call or text: 415.997.8001
- www.SchedulePaul.com

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Paul Hoyt's "Office Hours" Series



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