

# RO&Ming with Lil Episode 22

## Navigating the world of work - Bruce



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# Introduction to Episode 22

Welcome to Bruce Everett

- Background in business and commerce
- More recent experience in not-for-profit sector
- Currently Regional CEO (Asia-Pacific) , World Commerce & Contracting

# *Drive: Surprising truth about what motivates us*

by Daniel Pink (2009) Riverhead Books

Earning money is not enough. Motivating work involves

1. Purpose
2. Mastery
3. Autonomy

# Rating workplace health

Can we use the VROOM-OMO generic rating scale?

3 = elite – super-healthy, mature, high performance over time, sustained, learning culture, mentoring others, 360 skill share, growth mindset, continuous improvement

2 = competent, documented and managed, the manager has your back; safe to share ideas and how you feel, becoming more self-aware; can call out abuse of power; can challenge without fear of punishment, loss of job or friends

1 = basic, ad hoc, patchy health, dysfunctional, different in each department, depends on manager, the Peter principle, watch your back

0 = beginner – toxic, unsafe, bullying, glass ceilings, victimising, intimidating leaders, devolving mental health, sick leave, mysterious disappearances

Or do we need a bipolar scale, with zero in the middle, to rate levels of toxicity?

# The Google Aristotle project

- Why are teams effective?
- The whole is greater than the sum of its parts
- Psychological safety is important
- When everyone has a say, they feel empowered
- <https://rework.withgoogle.com/print/guides/5721312655835136/>

# Learning a new skill



Healthy workplaces are dynamic and challenging, not fixed

We shift up and down between these levels as we tackle new challenges

# Look out for...

- The Peter principle: promoted to the level of your incompetence
- The Pyramid principle (Barbara Minto):
  - structure and synthesise your ideas then communicate them concisely, top down. Consider:
    1. Situation
    2. Complication
    3. Question
    4. Answer – should be MECE: mutually exclusive and completely exhaustive

# Net Promoter Score®

- A scale from 0-10, measuring customer experience and predicting business growth.
- Customers rate their likelihood to recommend a company, a product, or a service to a friend or colleague, and are:
  - 9-10 "promoters"
  - 7-8 "passives"
  - 0-6 "detractors"

[https://en.wikipedia.org/wiki/Net\\_Promoter](https://en.wikipedia.org/wiki/Net_Promoter)



# Social license to operate

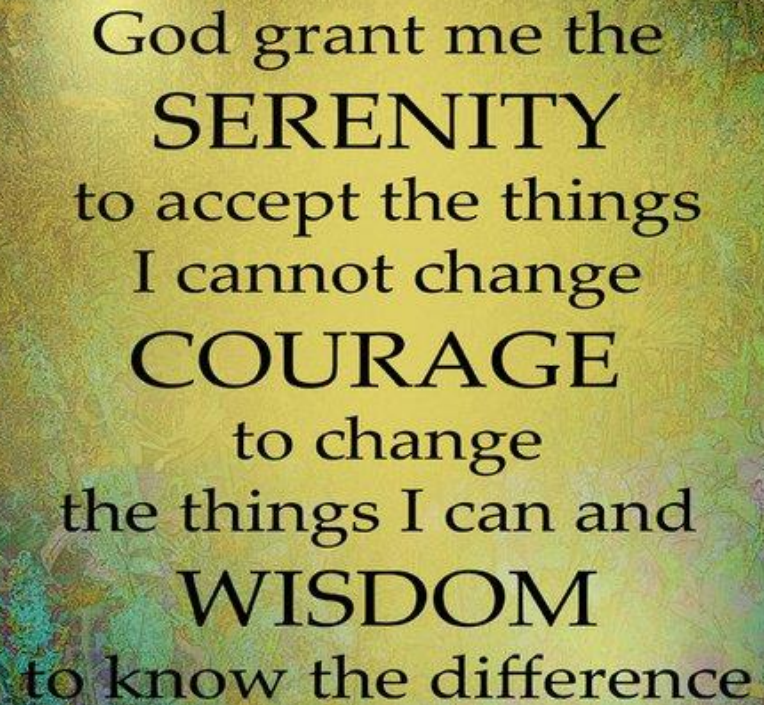
“the ongoing acceptance of a company or industry's standard business practices and operating procedures by its employees, stakeholders, and the general public.”

<https://www.investopedia.com/terms/s/social-license-slo.asp#>:

If ethics and psychological safety are compromised

- Use your emotional intelligence (EQ) – reflect and change yourself first
- Name and shame: bullying, gender bias...
- Shore up your defences – know who has your back
- Choose your battles
- Employees can contest the social license to operate – vote with your feet, take your talents elsewhere

# Serenity prayer

The artwork features a textured, abstract background with a color palette of earthy greens, yellows, and blues, resembling a watercolor or mixed-media painting. The text is centered and reads:

God grant me the  
**SERENITY**  
to accept the things  
I cannot change  
**COURAGE**  
to change  
the things I can and  
**WISDOM**  
to know the difference

Prayer by Reinhold Niebuhr  
Artwork ©2017 Serenity Prayer Gifts

# Stories

- Own your story
- Tell your story
- Listen well to others' stories
- Prioritise people over tasks, every time

# Conferences earning COMS points

- SPEVI Conference – Celebrating Change!
  - 18-19 January 2021
  - <https://www.speviconference.org.au/>



- International O&M Online Symposium
  - 4-6 February 2021
  - <https://orientationandmobilitysymposium.com/>



# Contacts / Resources

- Links and PowerPoint slides for *RO&Ming with Lil*

[www.lildeverell.net/resources/roaming-with-lil/](http://www.lildeverell.net/resources/roaming-with-lil/)

- To discuss VROOM and OMO, offer feedback, suggest a topic, or record an episode together:

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# Credits

- Music
  - *Happy Stroll*, a royalty-free download from Purple Planet Music
- Graphics created by Lil Deverell with
  - PhotoShop lessons and technotherapy from Erin Deverell
  - Photos from
    - An amateur drone photographer from Cornwall, flying over a spaghetti junction in Birmingham (royalty-free)
    - Christine Darwood, a wildlife spotter in the ACT who snapped our sprightly echidna crossing the road (used with permission)
    - Rob Keating, a Canberra-based photographer, who found a weathered wombat crossing the road (purchased from <https://keatingmedia.com.au>)

