



Welcome to the  
May Issue of  
[\*Think.Act.Talk\*](#)



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Receive regular  
Learning Lessons!

### *Client Spotlight!*

We would like to congratulate Barry Carter, CIO of Alliance Data on his recent recognition

As we swiftly move into the 2nd quarter of the year and for some of us, engage in some 'spring cleaning', our thoughts should be aligned to how we can manage to do more with less - in more ways than one. As the garbage bags go out of our homes and garages, so should they go out of our stores of unproductive behavior and practices. Exercise your *Think.Act.Talk.* skills, shed some unwanted weight and align yourself for success and profit!

*Helanie Scott*

## *Do More with Less*



Do more with less...what does it really mean? Well, it depends on who you ask. If you ask your local IT guru, he/she might tell you to get the latest 100 Terabyte back-up system. Or if you ask an herbal expert, they might be able to whip up a concoction that will allow you to sleep two hours less to accomplish more. But if you ask Align4Profit, we'd tell you people just need to harness the courage to take accountability.

If you took just a moment to consider the amount of time that is zapped away when there is a lack of accountability, you'd discover a pot of gold spilling over and dropped through the grates beneath your feet. Think about it! Time wasted in meetings because Susie thought Rob was responsible and Rob saying he knew nothing about it, yet Bob clearly remembers that it was Jane who was accountable for the next steps, that she claims she did but was on hold until she received a response from Chris. Ever heard that conversation?

as one of 2009 Top  
10 Leaders at the  
Global  
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### *Community News*

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voting goes through  
May 5 & the election  
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When you add up the hourly wage of those five earners to have dialogue about something as simple as sending out a meeting notice, it is easy to feel the costly impact of the absence of accountability.

Resolution choice #1...throw a tool or a process or a herbal concoction at the problem and wait for it to rear its ugly head once again. Final resolution...have an accountability conversation!

At Align4Profit we know that there are two distinct parts to accountability; taking and driving. Today's newsletter will focus on [taking accountability](#). Prepare yourself to become an owner..., but first Look in the Mirror and engage in...

### **The quick self-test on Accountability**

Accepting feedback, non-defensively, is a challenge to our ego and our fears. The reality is, we've been trained since day one to defend ourselves, hold our position and argue our case...so we do! We are so practiced at our defensive behavior that the moment we are pushed into a corner, out comes our verbal shield, 'it wasn't me'!



Recognize it? Test yourself

What do you do when you receive feedback?

- Justify your behavior by creating excuses
- Disagree and argue about the validity of the feedback
- Attack the person providing it - kill the messenger
- Blame others for the situation
- Assume the role of the victim and accept failure - poor me
- Play games and respond with sarcasm
- Pay Lip Service and pretend that you are hearing the feedback
- Overtly avoid accountability

If this sounds like a familiar way in which you react, Align4Profit is suggesting that you exhibit radical behavior and do that which is counterintuitive!

Start with demonstrating ownership, even if you have to fake it until you make it!

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***Feedback is the breakfast of champions!  
Think...Act...Talk...BE ACCOUNTABLE!***

#### **THINK:**

*Fill your Tool Box with Humility*

- It is not career limiting to admit a mistake. Remember no-one is perfect. Lying about and hiding your imperfections, is a much bigger risk...

- Think about your commitment to create differentiating performance (if you do what you always did - you will get what you always got)

### **ACT:**

#### *Listen with Bigger Ears*

- Act through listening. Listen to what is being said. What about the feedback can you use for the purpose of your growth? Even if it is all lies, what might your active listening do for your outward reputation of emotional maturity, by calmly listening.

### **TALK:**

#### *Respond, Don't React - a way that is NOT reactionary*

- Here are some samples of what you might say
  - 'Thank you for the feedback, I want to be sure I heard you correctly. Did you say...?'
  - 'I am sorry. That was not my intent. Do you mind if I share?'
  - 'I don't want this to happen again, so this is how I would like to work on that...., will that help?'
  - 'If this should happen again, can you help me by saying/doing...?'

### **BE ACCOUNTABLE:**

Commit to yourself that you will implement an overt display of action. Use caution, watch your tone of voice, say what you do and do what you say. Trust is a precious commodity.

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*'An optimist is the human personification of spring.'*

*~Susan J. Bissonette*

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### **Align4Profit *aligns* teams, impacting lives to truly Profit.**

Discover the power to transform yourself and your team through our 'fit-for-purpose' training, observation, coaching, and exclusive measurement tools, we powerfully address the people-related issues that directly and indirectly influence Profitable Performance. We teach Leaders how to think, behave and communicate in radically different ways.