

# THE BEHAVIOR GRID

	SELF-AWARENESS & SELF-IMPROVEMENT	COOPERATION	CONSIDERATION	COMPASSION	COURTESY	RESPECT	RESPONSIBILITY
<b>WHAT ARE WE TALKING ABOUT?</b>	A deep understanding of your strengths and weaknesses. A commitment toward self-improvement.	Working together for a common purpose or benefit.	Starts and ends with effective listening.	Someone who shows kindness, caring and a willingness to help others.	A polite attitude and behavior toward others.	A feeling of deep admiration for someone or something, elicited by their abilities, qualities, or achievements.	Fulfilling your obligations.
<b>GOOD BEHAVIOR TRAITS</b>	Getting out of your comfort zone.  Confidence.  Asking for feedback.	Looking out for one another.  Clear understanding of goals.  Recognizing each others skill sets.	Showing patience.  Asking thoughtful open-ended questions.  Good eye contact.	Sharing credit.  Being transparent with information.  Being empathetic.	Being inclusive.  Being approachable.  Go above and beyond.	Seeking the opinion of other stakeholders.  Genuine interest in others.  Trusting others.	Showing up on time.  Honest communication and admitting mistakes.  Trying your very best & having some guts.
<b>EXAMPLES OF GOOD BEHAVIOR</b>	Cultivates a good appearance, proactive, adaptable, shows initiative, sets a good example, comfortable with themselves, willing to try new things and take some risk, genuine.	Fully engaged, fully transparent, team player, enthusiastic.	Good attention span, attentive, asks good probing questions, listens well, constructive feedback, calm, focused, intuitive.	Thoughtful of others, approachable, "open-door" policy, kindness, caring.	Friendly, polite, gracious, civility, appreciative.	Reaches out to people, doesn't gossip, does not badmouth anyone.	"Can do" attitude, meets deadlines and commitments, professionalism, strives for good grades, punctual & honest, conscientious.
<b>BAD BEHAVIOR TRAITS</b>	Do as I say, not as I do (double standards). The "Napoleon" Complex (lack of self confidence or inferiority complex). People acting out poorly.	Interests are not aligned.  That's "not my job" attitude.  Lack of trust.	Pre-judging.  Inflexible.  Impatient.	Egocentric personalities.  Selfish.  Emotionally shutdown or a bystander.	Laziness.  Rudeness.  Uncaring.	Interrupting.  Toxic personalities.  Letting your team members down repeatedly.	Lack of attention to detail or follow through. Taking shortcuts that might undermine the integrity of the final product. Blaming others.
<b>EXAMPLES OF BAD BEHAVIOR</b>	Intimidate, bully, coward, a "fraud," spineless, wimp, embarrassing.	Withhold information, derail, undermine, setting someone up to fail, bureaucracy, possessive.	Ignore, conveniently forget, interrupting, distorting, exaggerating.	"It's all about me," not sharing credit, need to know basis/lack of transparency, abusive.	Cursing, yelling, rude, slacking.	Backstabbers, control freaks, teasing, disrespectful, gossiping.	Cheat, lie, blame, won't apologize, can't admit fault, disobedient.
<b>3 KEY THEMES</b>	The "Little Kid" (inside all of us). Confronting family of origin and inferiority issues. Getting the proper "support system."	Appreciating Harmony. Knowing and addressing Dysfunction. Yin and Yang (achieving balance).	Being "Fully Present." Listening to understand.  Effective probing.	Managing egos. Putting yourself aside.  Importance of self-compassion.	The Handshake. Global etiquette.  Body language and tone of voice.	Bringing out the best in people. It's OK to be humble and wrong.  Be tactful, when you disagree.	Having courage. Taking ownership.  Integrity and using good judgment.
<b>APPLYING THE PARETO RULE</b>	20% of your time should be devoted to "self-improvement."	Reduce bureaucracy and increase efficiency by focusing team on 20% of the information or actions that gives 80% of the benefits.	80% deep listening and 20% talking.	Focus 80% on working effectively with or for others, 20% me.	No one is a saint - give yourself no more than 20% of time to vent - but let's try to be courteous at least 80% of the time.	Focus 80% of your time on giving (showing) respect to others and 20% on assessing how much you are getting the respect you deserve.	Focus 80% of time on doing core job responsibilities and 20% of time on "me-time" (see self-improvement).
<b>3 THINGS WE CAN DO TO IMPROVE. READER "WHAT'S IN IT FOR YOU"</b>	Take care of the "Little Kid."  Get independent feedback and have an open discussion (This is what I do well vs. what I don't). Change is hard - Get a (trainer) coach - but remember, training only works when you show up.	Create a Positive Environment - Leveraging Feng Shui/Team outings.  Clarity around purpose helps people understand "what's in it for them" and inspires action. Understanding and acceptance of roles and responsibilities.	Conscious relaxation and clearing of the mind through Yoga or Meditation (Slow Down).  Learn to breathe properly.  Speak in such a way that others will listen.	Cultivate compassion daily.  Focus on your EQ and factor it into your judgment and decision making. Feed your compassion by getting involved in a cause greater than yourself.	Remember the basics and use common sense.  The value of an apology.  Knowing when to walk away.	Understand Self-Respect vs. Self-Esteem.  Avoid micromanaging; give people a chance.  How to earn respect.	Surround yourself with good people and those who will challenge you constructively.  Step-up to every day challenges.  Be a positive role model (hold yourself and others accountable).