



# Milt's "Ultimate Management Tool"\*

**Habits Create Your Future:** "People really do not determine their futures, they determine their habits and their habits determine their future."

**All Thoughts Become Things:** "You are what your think."

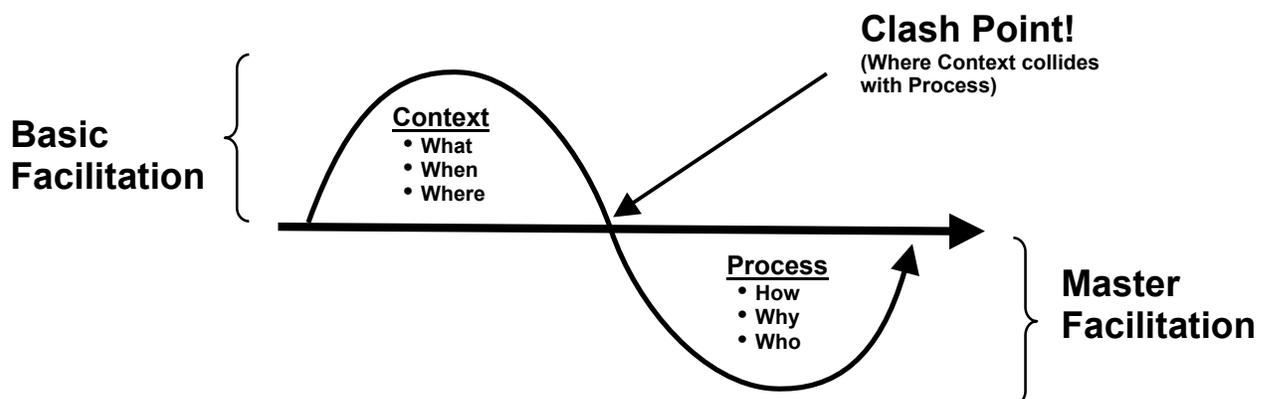
**Do Nothing:** "Just be available, accessible, approachable, to anyone, on anything, any time."

If you look busy, prospective clients won't approach you—they think you are too busy for their problem. Always be [and appear to be] approachable. If you always carry a brief case, if you are always on the cell phone, people won't feel comfortable approaching you. If you are not approachable to your children, they will find somebody who is or find a bad habit to substitute for your appearance of un-approachability.

**Change is Inevitable:** Growth Is Optional.

**180 degrees:** Study your competition and become different.

**Do The Right Thing:** "Character is doing the right thing when no one is watching"—J.C Watts, Congressman



## Facilitative Leadership—Milt's talking points

1. **OE vs. OD:** O.E. focuses on efficiency; O.D. is management's role ...
2. **Focus on the person:** 'People' is the common element in all human systems and all organizations. However, the human element is typically the [overlooked and neglected] element. How do we create spirit in the corporate arena? How do we energize people to have empathy?
3. **Entrepreneurial Passion:** An entrepreneur uses their business to express their passion. Passion means 'to suffer.' Entrepreneurs 'suffer' to realize their passion. When they do suffer, they live through it. 'What someone loves' is their passion; ask a person—'what they love?'
4. **Facilitative Consulting:** Assess a client's passion; then put your passion into their passion. I don't advertise - people will find you. Take care of one client very well, they will tell two others who will tell two others, etc. You don't find clients—they find you. Over time, you build an image.
5. **Hitting the Wall:** The eight types of 'preneurs' hit the wall at different times (see Milt's 2<sup>nd</sup> book: "*Having the Courage*" with fold-out graphic describing this in detail)
6. **Tap into your sub-consciousness:** Before retiring each night, review your 'to do' list for the next day—focus on each one for 5 minutes. Go to sleep and let your [unconscious] brain go to work. Learn how to use your sleep in a productive way.
7. **Networking/connecting:** Develop 'team netting'—connect one group of people to another.
8. **Conversations:** Dialogue is between two people—'Metalogue' is between 3 or more people. 'Weave and thread' your conversations among and within different people and different groups.
9. **Rules of Business:** Learn about cash flow and never forget the 17 rules of business.
10. **The Nine principles of solving problems and facilitating growth:** Principle of: Shared Information, Shared Trust, Shared Expectations, Shared Roles, Shared Commitment, Shared Productivity, Shared Stability, Anticipated Disruption (internal or external), Healthy Discontent. (see Milt's 1<sup>st</sup> book: "*Adapt to Change: Manage Growth*" with inside back cover graphic describing this in detail.)
11. **Inherent nature of people:** People move in the direction of their predominate thought—whether positive or negative.
12. **Eight basic fears:** Eight basic fears really work on CEOs and company leaders. As a facilitator, it is important to understand what fears they have and what is driving them.
13. **Context vs. Process:** Context (what, where, when) is basic facilitation—doesn't solve the problem. Process (why, who, how) is master facilitation—practice master facilitation. Most organizations focus on 'context' when they should focus on process.
14. **Milt's 3<sup>rd</sup> book:** Traits of successful people: Passion, Positive Self-esteem, Content with 'enough.'

## NOTES

*\*Milt Toratti's "Ultimate Management Tool" (documented on toilet plunger prominently displayed above his computer monitor—June, 2004.)*