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**Newsletter Issue # 22**  
**Are you unlearning?**



**THE HUMAN FACTOR, Inc.**

... helping companies, teams & individuals be better, faster, stronger



Are you swift?  
Can you move  
fast with  
focus and  
flexibility in  
today's  
rapidly

changing world? Holly can serve as your thought partner to help create the type of thinking you and your organization need to thrive.

It's not rocket science...it's harder! Call today. The world won't wait.

Holly has traveled the country the last few weeks working with clients large and small on a variety of projects. She architected and facilitated a global innovation conference with a FORTUNE 500 client. She designed, developed and launched a performance excellence program for another FORTUNE 500 including learning sessions, behavioral prompts, leader messages, video, etc. She facilitated numerous strategic planning sessions for large and mid-sized companies, and worked with a client to develop and implement the *Inform, Inspire, and Engage*<sup>TM</sup> approach to aligning resources for winning.



With the DOW at last hitting and remaining at or above the 10,000 mark for a few days, cautious optimism that the recession is behind us and we are headed towards recovery continues to gain momentum. However, most agree that the recovery will be slow and that things will look different on the other side. With that in mind, are you giving thought to what you will need to learn, unlearn and embrace in order to be successful during the recovery and beyond?

Recently, I ran across two interesting (but unrelated) articles - [one from the Wall Street Journal about the expectations of the future Generation F](#), and [one from Business Week about Detroit](#).

As you can read from these blogs and their comments, both the articles generated quite a bit of excitement from the readers. Whatever your opinion of either of these articles, if nothing else they confirm the fact that clearly we will never again be part of an environment that is "stable". Our economy, and the job market, are now, and will forevermore be, in a constant state of change. Because of this, in order to keep yourself marketable, up to date and developing at the speed of change today, you need to think about and plan how you will keep up, constantly adapt and learn new ways of being successful. Keep in mind, however, the more successful you are, the less likely you are going to *want* to change. This is the underlying reason so many people keep doing what they have always done, even when they see it is no longer working or everything around them has changed.

Today is likely the slowest things are going to move. Our history is less and less predictive and our future less and less predictable. Leaders and managers must continue to evolve. The really great ones are constantly learning, unlearning, and developing themselves. Following are a few of the characteristics that they have in common:

- Like to master things. They are motivated and driven to constantly get better.
- Are observant and flexible. They can consider multiple perspectives to create general guidelines that help them make sense of what is around them. They consider alternatives and update their

Are you getting where you want to go? Are you thinking differently to win in the 'new normal'? Holly can help you and your team get focused, get aligned and get there.



SAN DIEGO STATE  
UNIVERSITY

The inaugural class at the **Management Development Institute** was an incredible group of people. A certificate for **Core Essentials in Management**

will be offered again in March 2010. Click [here](#) to download your priority registration code as well as more info.

*You can't afford to be mediocre!*

*Are your managers the best?  
Are they continuing to learn & unlearn to keep up?  
Do they have the tools they need to thrive?*

## Keynote Presentations



Do you belong to a professional organization or industry group? Holly would love to speak to your group or

conference.

You need real tools to thrive as a leader and manager in today's environment. You need new ways of thinking. Holly provides them in interactive keynotes and workshops. Contact [Holly](#) today to discuss how she can customize content to achieve the results you need. **What are you waiting for?**

mental models to remain agile in change.

- Focus on problem-solving. They consider current issues from the perspective of making things better versus blaming or worrying. Their thinking is characterized by a balance of the ability to visualize what might or could be and an effective day-to-day approach to get the right things done.
- Are self-aware. They are constantly working to become ever more aware of their own intentions as well as their impact on others. They admit mistakes and learn from them. They recognize that just because *it always worked that way* does not mean it still will.
- Think strategically. They are able to see, understand and appreciate the current state, as well as see possibilities. They operate from a broad, long-term perspective rather than just taking a narrow view or focusing only on short-term implications.
- Are action-oriented - they get things done.

Chapter 5 in *More Than a Minute* goes into greater depth on this subject. To get personalized help applying these concepts to your business, **call Holly today**. Not only will she provide the customized tools, frameworks and an approach that works, she'll serve as your thought partner to keep you evolving as a leader so you can achieve success.

Answer to last edition's *Who said this?* "A good plan today is better than a perfect plan tomorrow."  
George Patton

This issue's *Who said this?* "The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn." Find out who in the next newsletter.

## Shift Happens

Holly has been working on a book with 20 colleagues who were named to America's PremierExperts® All-Star class of 2009. The book they wrote together, **Shift Happens: America's PremierExperts® Show You How to Make Your Business More Fun and More Profitable** is coming out Thursday! Get it on Amazon.com and you'll be eligible for amazing bonuses. Just [email Holly](#) your Amazon.com receipt and we'll be sure to enter you in a drawing for cool stuff.





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Connect to Holly via social media and learn even more about being a great leader and manager today!

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