

BMTFedNewsletter



Behavioural Management Techniques (BMT) is a blend of applied behavioural science tools and project management skills. BMT is used to improve business and safety performance.

Simplicity

by Howard Lees

The theme of this year's conference is 'Simplicity in Leadership'. I've spent a considerable amount of time observing leaders, some poor, some good, and some great. What do the great ones do? Well, they do all the simple stuff right, every time. To some this credo appears too boring, "I want complexity and mystery" is the cry of the disappointed lesser leaders when I point out that 80% of the game is turning up on time, responding to people in a timely manner and staying calm.

Just have a think about the kind of person you want to work for, are they 'too busy', do they let you down all the time, are they disorganised, do they ignore your phone calls and emails?

Or, are they always on time, always respond to your communications, they're organised and always have time for you?

The best leaders I worked for (and I was lucky) always had time for me, were caring (non macho alert!), always appeared to have a sympathetic view on my screw ups, clipped me around the ear when I overstepped the mark, never left me out of conversations, trusted me with sensitive information, gave me stuff that was outside my comfort zone, always knew when to inject some praise (and a good bonus), always let me make my own decisions (which at times was infuriating), I felt a high level of respect from someone I respected and that's worth a lot.

Are you that kind of boss (or parent)?



"That's been one of my mantras - focus and simplicity. Simple can be harder than complex: You have to work hard to get your thinking clean to make it simple. But it's worth it in the end because once you get there, you can move mountains."

– Steve Jobs

The 8th Annual
BMT Leadership Conference
3rd May 2012 –
Hilton Manchester Airport Hotel

This year's conference theme is
'Simplicity in Leadership'

Dr. John Austin (USA)
– the leading authority on behavioural solutions in America

Andrea Quinn (UK)
– Chief Executive of the Scottish Police Services Authority

Dr. Janet Twyman (USA)
– creator of the leading popular educational tool, 'Headsprout'

Andy Clarke (UK)
– Project Manager, Costain Limited

Dr. J. Carl Hughes (UK)
– Senior Behaviour Analyst, Bangor University

Simon Ellison (UK)
– Project Manager, Bidston Moss Viaduct

Also speaking will be Bob Cummins,
Rachel Edwards, Joanne Lees,
Allison Reynolds, Bruce Faulkner and
Howard Lees.

For more details please [click here](#)

US BMT Leadership Conference
and Workshop Days
13th & 14th June –
Chicago, Illinois

For more details please [click here](#)

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Natural Law

by Rachel Edwards

We recently met with a leadership team for a big construction project; they were a group of well liked, committed professionals keen to deliver a successful job and have fun doing it. When asked about the top areas of concern on the project, they unanimously replied that irritating IT systems were a distraction, and they didn't have enough time to focus on 'important stuff' due to a demanding reporting cycle.

When we asked who was responsible for the strategy of setting up these systems, there was an uncomfortable silence, then one manager said *"umm, well, we are"*.

Certainly they'd never set out to create irritating IT systems or distracting reporting requirements, but that's what had developed over time; without deliberate management, it's easy for the tail to start wagging the dog. Soon we have to fix things that didn't need to be bad in the first place.

Natural law describes what happens if we let the environment manage itself, if we don't interfere and just let natural consequences take over. If it was the garden at home and we didn't do anything to manage it, soon it would run wild and become overgrown. The same is true of the environments we exist in at home and at work; unless we are vigilant for the behaviours we want in these environments, natural law will take over.

If we don't set out to arrange the environment where we get the best out of people, then we just get what we get and nature doesn't do us any favours.

Multi-taskers perform worse than marijuana smokers according to a recent communication from Larkin.

An experiment revealed that interruptions from email and phone calls even when not responded to, drastically reduce performance. 80 people were asked to take an IQ test. The controlled group had no interruptions. The experimental group were blasted with emails and phone calls but were told not to respond. The interrupted group scored 10 points lower on the IQ test – this was twice as bad as another test group, not interrupted, but high on marijuana.

Source: Knight



How many e-mails?

by Howard Lees

At a recent course one of the team of four people in a break out group said *"I get hundreds of e-mails a day and it's very disruptive to me"*. The trainer asked *"have you ever phoned anyone and said please don't send me this type of e-mail"*. She said, *"no I haven't"*. The trainer asked the other three people and none of them had either. The trainer then said *"have any of you ever e-mailed anyone and said please don't send me e-mails like this"* and they all said *"no"*.

A little disconcerted the trainer then said *"here you are whining about e-mail but it appears none of you have ever tried to do anything about fixing it."*

Thankfully the senior member of the group said – *"I think you have made your point very well."*

So, next week will any of them do anything to fix their email volume?