

Behavioural Digest

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Tickets on Sale Now:
BMT for Leaders Conference &
Workshop
May 17th & 18th, 2023
Manchester, UK
www.hollin.co.uk



What Did You Say? By Howard Lees

Some people have a habit of repeating the same short phrase or pithy sentence, or introduction to a sentence, multiple times a day. These small narratives don't seem to do anything other than irritate any person within earshot of them. For example, "It's really funny because," when it's not funny at all. "I am 85 years old you know," becomes mind numbing multiple times a day. "I don't have any capacity for that right now", says 'I am busier than you are'. "I've been looking after the kids all day," may well be true and of course can be pretty mind numbing but do i need to hear it? These oft-repeated vignettes really grate after a few weeks/months/years; it feels like I am being stabbed with them. If it were possible, I would just delete them from these people's daily narrative. My life could be much improved by erasing some of these tiresome ticks. I know, I could pretend to be deaf. That will make a smooth and happy environment.

Behavioural Leadership Conference and Workshop

Our two-day event comprises the Conference (17th May) and the Workshop (18th May). The theme this year is 'Reflections on Leadership.'

Visit www.hollin.co.uk to book tickets

Heads Buried in the Sand By Bryony Sherry

Gen Z are known as 'digital natives', having never known anything other than a world where technology is at the tip of their fingers. When engrossed in social media, the user becomes enthralled in the immediate gratification of likes, pokes, comments, and shares of posts online. It is an addictive dopamine hit; it's easy to understand how this reinforcement becomes a distraction from the real world.

Going out to a restaurant and seeing a couple (or even worse a family) sat with their heads buried in mobile phones is alarming. Of parents surveyed in the UK, 46% said they "feel addicted" to their mobile devices. This is a widespread phenomenon and is not restricted to one generation. Relying too heavily on technology distorts our perception of the real world, our expectations of reality... leading to disappointment. If alarm bells are ringing, it may be time for a digital detox.

Wellbeing is a Leadership Issue By Jonny Bennet

Our survey data over the last 20 years very clearly demonstrates that the workplaces that are well-led work best. Great leaders create great workplaces that are productive and safe, even happy. They also look to minimise stress for the incumbent wealth creators. However, a lot of organisations are peddling apples, water coolers, prayer rooms; anything that looks as if the company cares about its people. Anything apart, that is, from working to remove the stressors within the workplace caused by the leadership! You can't yoga your way out of genuine workplace stressors.

Quick- Your House is on Fire

By Bryony Sherry

Greta Thunberg spoke about behaviours which are harmful to the environment and said: "I want you to act like your house is on fire". This came to mind, when reading 'Ideas for Wimps,' by Howard Lees. Howard discusses the idea that it is difficult to emulate urgency; you either feel it or you don't. Knowing that you need to do something, but using various reasons to rationalise why it can be pushed to the bottom of the 'to do' list is a symptom that urgency is missing. This is the same problem that Greta is facing. People who do not feel to be amidst a climate change crisis will carry on engaging in the same behaviours (which are not aligned with the goal).

When there is an issue with performance, it should be dealt with (or given reasonable attention) in a timely fashion. Urgency is likely to be present when a performance issue relates to a safety breach; there is no choice but to deal with the issue quickly. If it is not a safety issue, but still causing distress/ annoyance/ unsatisfactory performance; perhaps you should act like your house is on fire.

Spoken Out Loud, In Public

By Howard Lees

I was strolling down a beach this afternoon when I overheard the most extraordinary statement: A man in shorts and flip flops said, "Yes I am just leaving the office now!" Of my list of unwanted incoming verbal detritus, this is a few notches up from the commonly announced "I am on the train," which at least is true (if I hear it whilst travelling on a train). It is also in the category of strangers polluting public spaces with their inane chit chat at a loud volume.

Are these people short on friends to listen to them? In this case however, it must be a bare-faced lie. What's going on? One thing I am considering now after this afternoon's silliest eavesdrop ever is advertising a new and creative workplace: "Office space available, half a square mile, hot desking only, sun lotion essential, rent at sand bottom prices."

Shades of BMT

- "It is never wrong to do the right thing". (Mark Twain)
- The day-to-day behaviours of healthy human beings is largely unaffected by 'awareness' training.
- How much time are you prepared to clear in your schedule to do this piece of work properly?
- Ask for one simple thing at a time, it's the only way you will know if you are anywhere near the journey towards the right target.



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The Guilty CEO (But Not Guilty Enough)

By Walter Hufnagel

I know I shouldn't, but I don't have the self-discipline to stop:

- Sending an email rather than picking up the phone.
- Getting to work really early then wandering around wasting other people's valuable time.
- Setting up my work life so that I can pick and choose what I do hour by hour, discarding the plan with alacrity.
- Drinking wine on weekdays.
- Drinking less respectable alcohol on weekdays.
- Spending time with people that just waste my time.
- Power playing with selective phone returns and emails.
- Sending pithy non-answers to people on emails.
- Joining in on the work 5-a-side when I should let them all enjoy themselves.
- Playing keepie-uppie but with only my right foot.
- Ignoring the people that I know need some of my time.
- Introducing politics into operational delivery and confusing everyone.
- Staying out of things that really do need my input.
- Making my opinion known way too early on in the debate.
- Leaving work early then calling the office while driving home.
- Making other people take the crappy meetings.
- Avoiding dealing with the senior person that I know is bullying others.
- Rationalising the company feedback system to suit my biases.
- Sending long weekly updates to the entire company - that no one reads.
- Everyone needs to be back in the office 3 days a week, except for me!
- Arriving late to meetings, being really apologetic, multiple times each week.