



INCREASED PRODUCTIVITY THROUGH BEHAVIOURAL WASTE MANAGEMENT



NEVILLE GAUNT





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Knowledge Now, a spin-off of Medina Institute of Leadership and Entrepreneurship (MILE), is a knowledge based executive consulting firm providing executive development services and full cycle knowledge based consulting solutions including strategy consulting, online marketing, strategic positioning, custom solutions, technology implementation and backend support, content creation, outsourced content marketing, lead generation, demand generation and online portfolio design, online strategy development, performance management, productivity efficiency, leadership and management and a particular focus on advanced analytics. **KN** is a trusted knowledge solutions advisor to some of the world's largest firms.



BEHAVIOURAL WASTE™
MANAGEMENT

■ BEHAVIOURAL WASTE™ MANAGEMENT

Knowledge Now present a one day master class on Increased Productivity through Behavioural Waste™ Management conducted by Neville Gaunt, an internationally renowned keynote speaker; co-founder of Mind Fit, a UK based company; and co-author of “Is your mind fit for golf? The missing link to your success”, and Graham Williams, Director of Development at Mind Fit. Architect of the Mind Fit process. Author of Personal Power – the power that drives performance, Mind Fit for Success, and co-author of Recycling Behavioural Waste and Reality-Driven Leaders in a Complex World. The master class aims to enable students, professionals, entrepreneurs and leaders to identify negative activities through the term 'Behavioural Waste™' and the experience of being trapped or ignoring gaps between beliefs and reality which generates much of that waste – it is this identification of Behavioural Waste™ that forms the first step to its elimination. The master class will further aim to raise individual awareness and that of your business about how attitudes and behaviours impact on everyone's ability to perform to their optimum, lead and engage, work in teams, and ultimately improve performance.

“ BEHAVIOURAL WASTE™ MANAGEMENT

WHAT IS BEHAVIORAL WASTE™?

Behavioural wastes are all forms of behaviour that divert energy, focus, talent and resources away from personal or organisational purpose. They stop us thinking, leave us in a frustrated state and we lose the drive to do anything different. Behavioural Waste results in unproductive 'games' that people persist in playing that lead to and may

- »»» Unchallenged low performance and weak leadership
- »»» Setting unrealistic targets
- »»» Unnecessary ritual meetings or consistent lateness at meetings
- »»» Supporting internal competition that benefits the minority and not the business
- »»» Training that consistently fails to deliver results, whose ineffectiveness is accepted or ignored
- »»» Failure to tackle bullies or resolve conflicts
- »»» Persistent, cynical attitudes that reduce commitment
- »»» Maintaining obsolete working practices and processes
- »»» Unfair loading of key individuals
- »»» Developing the few 'talented people' sending a message of 'you're untalented' to everyone else

Such behaviours are caused by 'can't-do' or 'won't-do' beliefs and attitudes where people ignore or make excuses for failure or simply do not put the effort in to face them, name them and taking action to eliminate them. Sometimes people lose sight of what is needed and spend their time stabilising unproductive activities because the fear of doing something different may be too scary and they find themselves locked into hygiene or tidying routines under pressure. When we hear a new idea, we become programmed to look for weaknesses or flaws instead of trying to identify the positive, useful elements. If offered an alternative approach we often decide not to take the risk by applying a routine 'won't-do' defensive excuse and block a new thought or initiative to transform a difficult situation.



“ BEHAVIOURAL WASTE™ MANAGEMENT

BENEFITS OF MASTERCLASS

In the Middle East and Asia, regular Gallup surveys suggest that only 10% of those in work are engaged in what they do. With this stubborn, immovable figure that is 90% will be disengaged – hence organisations will struggle with innovation, new more effective and efficient processes or any productive change because people's attitudes will simply block any progress. And although it is widely accepted that people do not like change, management ignore it and research continues to suggest that organisations invest and surge ahead expecting people to join in merely because it is a better solution. That approach has not worked in past and never will. People that are engaged in their work are happier and will perform better because they have a direct link from their personal meaning and organisational culture, to the organisation's purpose. Why ignore these facts, and why not use them to your benefit? Organisations that use this knowledge effectively are very few and Apple, Google, Microsoft, Virgin Airlines are global brands that have used it wisely.

We can start improving at any level but the quickest and most effective is to address the leadership, the management employed to drive the organisation. In June 2009 in the Harvard Business Review Jack Zenger and Joseph Folkman published their finding on “The Ten Fatal Flaws That Derail Leaders”. They included a lack of energy and enthusiasm, lack of clear vision and direction, resisting new ideas and not learning from mistakes. Does that look familiar?

LEARNING OUTCOMES:

- »»» Discovering the power of a Reality-Driven Leader.
- »»» How to identify Behavioral Waste™, the parasite that blocks personal and organisational progress.
- »»» How students, professionals, leaders and entrepreneurs first reduce their personal Behavioral Waste™ and then focus on cultural and systemic waste through personal focus and effort.
- »»» How to engage people and develop growth mind-sets, “Can-Do” attitudes with little Behavioral Waste™.

TAKEAWAYS:

- »»» **GUARANTEED**
Improved personal productivity and performance – be it academics, profession or business.
- »»» **GUARANTEED**
Improved organisational productivity and performance.

NEVILLE GAUNT

“ BEHAVIOURAL WASTE™ MANAGEMENT

Neville is the co-founder of **Mind Fit**, a UK based company. He's an international keynote speaker and co-author of "Is your mind fit for golf? The missing link to your success" and "Mind Fit Golf for Kids". As a Finance professional, **Neville** had a long career in FTSE 250 companies at both strategic and operational levels. His corporate and commercial finance background is gained over 30 years in international businesses mainly in the oil and gas industry, dealing with large and small businesses, educational institutes and complex supply chains. He has an accomplished track record of negotiating the business maze of short and long term commercial, political and environmental forces that influence all decisions. Neville has a proven record of optimising financial and commercial outcomes through a combination of original thinking, pragmatism and a determination to get results. Whilst business improvement is his primary specialism, he is also focused on helping young people improve themselves and enhance their employment opportunities.

Neville started his long career in the Oil & Gas industry in Sunoco's exploration division in the UK as a management accountant and was part of the team that developed the Balmoral field. He then moved to Ultramar Plc and soon moved overseas to their New York offices as General Manager of Group Consolidation where he was responsible for management reporting, developing the annual report and strategic plan of the group - Upstream and Downstream. He then joined Lasmo Plc as part of their hostile acquisition of Ultramar and helped sell off the downstream operation in an IPO.



For 10 years he then worked at both strategic and operational levels in Lasmo's global upstream business and was familiar and a regular visitor to Pakistan and Lasmo's offices in Karachi and Islamabad as well as the Kadanwari gas field. Because of his downstream experience, alongside his oil specific roles, he was also CFO of a small team responsible for non-core USA asset disposal which led to diverse sales in retail, residential and golf course developments. He left Lasmo Plc following a corporate friendly takeover after successfully integrating projects into the global structure of new owners ENI (AGIP).

Thank You!

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