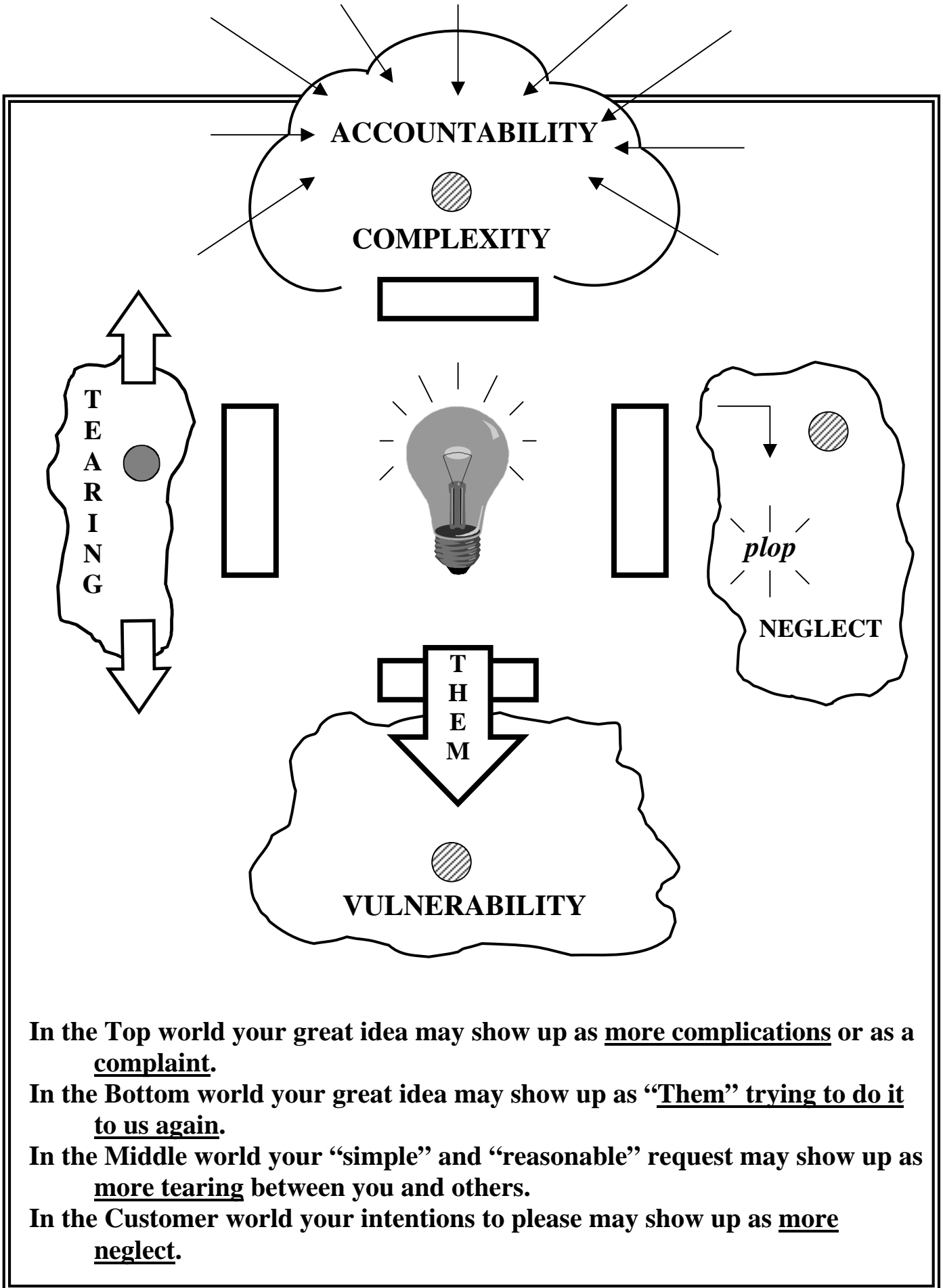


PARTNERSHIP

**A RELATIONSHIP IN WHICH
WE ARE JOINTLY COMMITTED TO
THE SUCCESS OF WHATEVER
PROJECT OR PROCESS WE ARE IN.**



In the Top world your great idea may show up as more complications or as a complaint.

In the Bottom world your great idea may show up as “Them” trying to do it to us again.

In the Middle world your “simple” and “reasonable” request may show up as more tearing between you and others.

In the Customer world your intentions to please may show up as more neglect.

“STUFF” HAPPENS

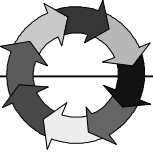
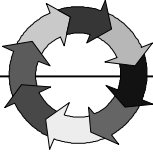
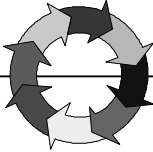
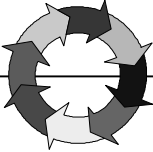
THE SIDE SHOW

- MAKE UP A STORY ABOUT IT
- EVALUATE OTHERS--MALICIOUS
INSENSITIVE
INCOMPETENT
- TAKE IT PERSONALLY
- REACT--GET MAD
GET EVEN
WITHDRAW
- FOCUS ON THE “STUFF”

THE CENTER RING

- HAVE UNDERSTANDING/EMPATHY
FOR OTHERS
- STAY FOCUSED ON WHAT YOU WANT
TO HAVE HAPPEN
- DON'T GET HOOKED ON “STUFF”
- BE STRATEGIC—TAKE THEIR
WORLDS INTO ACCOUNT
- EASE THEIR CONDITION

HOW COME IT GOES THE WAY IT USUALLY GOES AND WHAT ELSE IS POSSIBLE

PREDICTABLE CONDITION	PREDICTABLE RESPONSE	FAMILIAR REALITIES	LEADERSHIP STANDS
<p>TOP OVERLOAD</p> 	<p>SUCK IT UP</p>	<p>BURDENED BY CIRCUMSTANCES</p>	<p><i>BE A TOP WHO CREATES RESPONSIBILITY THROUGHOUT THE ORGANIZATION.</i></p>
<p>BOTTOM DISREGARD</p> 	<p>HOLD THEM RESPONSIBLE</p>	<p>OPPRESSED BY <u>THEM</u></p>	<p><i>BE A BOTTOM WHO TAKES ON RESPONSIBILITY NOT ONLY FOR YOUR CONDITION BUT FOR THE WHOLE THING.</i></p>
<p>MIDDLE CRUNCH</p> 	<p>SLIDE IN BETWEEN AND GET TORN</p>	<p>TORN BETWEEN <u>THEM</u> AND <u>THEM</u></p>	<p><i>BE A MIDDLE WHO MAINTAINS YOUR INDEPENDENCE OF THOUGHT AND ACTION.</i></p>
<p>CUSTOMER NEGLECT</p> 	<p>STAY ALOOF AND HOLD <u>IT</u> RESPONSIBLE</p>	<p>RIGHTEOUSLY SCREWED BY THE DELIVERY SYSTEM</p>	<p><i>BE A CUSTOMER WHO GETS IN THE MIDDLE OF DELIVERY PROCESSES AND HELPS THEM WORK FOR YOU!</i></p>

TOP LEADERSHIP STRATEGIES

➤ **INFORMING**

Share high quality information

Provide feedback

➤ **DEVELOPING**

Invest in training and development

Invest in relationships

➤ **INVOLVING**

Involve others in the BIG issues

Make others Top; you coach

Ask for help

➤ **STRUCTURING**

Create and use teams

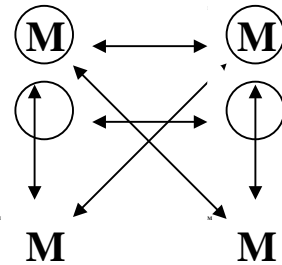
Create enrolling visions

**Reduce the differences between Tops
and Bottoms**

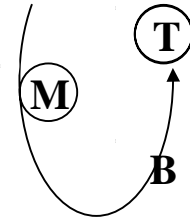
Support Middle integration

BE A MIDDLE WHO MAINTAINS YOUR INDEPENDENCE OF THOUGHT AND ACTION

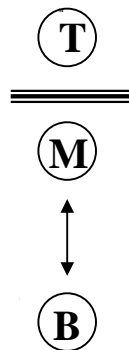
1. **Integrate**
with your
peers



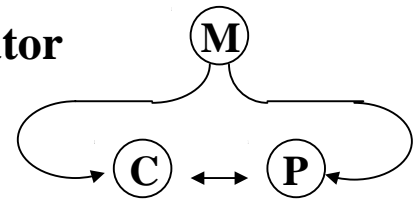
4. **Be Coach**



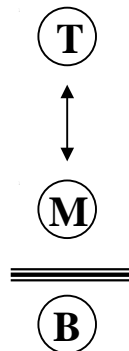
2. **Be Top** when
you can



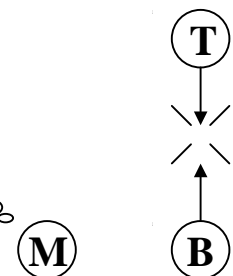
5. **Be Facilitator**



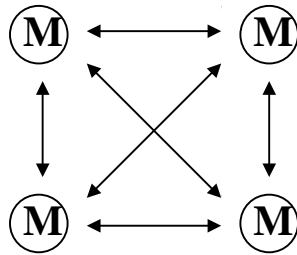
3. **Be Bottom**
when you
should



6. **When they're fighting,**
remember:



INTEGRATION

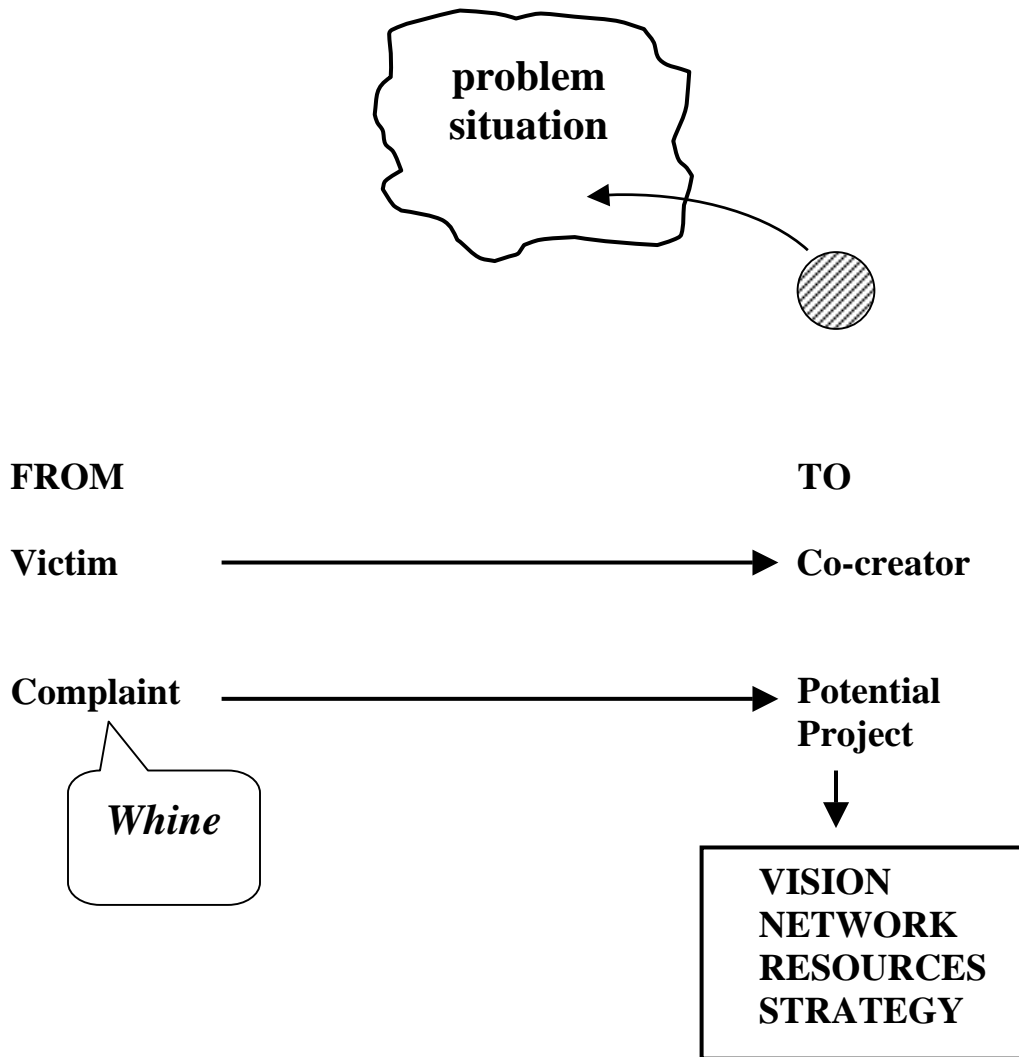


- **SHARE INFORMATION**
- **WORK THE INFORMATION**
- **COORDINATE**
- **PROBLEM SOLVE**
- **SUPPORT ONE ANOTHER**
- **LOOK FOR NEW
POSSIBILITIES/SYNERGIES**

**We say that the reason we don't integrate is
how we feel about one another,
and that if we felt differently about one another,
then we would integrate;
the truth is:
it's just the other way around.
We feel the way we feel about one another
because we *don't* integrate;
and if we did integrate
we would feel very differently.**

BOTTOM EMPOWERMENT SHIFT

[NOTE: This is not about “Bottoms;” this is about us and our bottomness in whatever positions we are in.]



CUSTOMER STRATEGIES

- **CONTRACT WITH THE SUPPLIER TO BUILD A RELATIONSHIP/PARTNERSHIP**
- **KNOW HOW IT WORKS**
- **SET CLEAR DEMANDS AND STANDARDS**
- **GET INTO THE PROCESS EARLY AS A PARTNER, NOT LATE AS A JUDGE**
- **STAY CLOSE TO THE PRODUCER**