

STOLEN INSIGHTS

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www.mandhyan.com/blog/



Raju Mandhyan

Introduction

Thank you very much for downloading this booklet and becoming a part of my circle of friends and benefactors towards a worlds of clear, creative and and conscientious leaders.

For long I have believed that we all have the internal resources to create an external world that we can envision with clarity within our own minds. The external resources required turning visions into realities can be achieved with a creativity of approach. And, putting together of these visions and strategies must be acted upon conscientiously.

The five articles in this booklet , written on separate occasions, will help you employ your best abilities to unleash potentials in others.

These five articles also, in a very sparse fashion, will give you insights into way of thinking and working at developing others and they will also give you a taste of what is essential in the five books I have written. Next to each of the article I have placed an image of the book which it best represents. For example the first insight aligns massively with my book, Pit Bulls & Entrepreneurs Though this book is addressed to startups and small business but the energy that flows through it is all about visioning, missioning, strategizing, goal-setting and execution.

Wherever possible, if I had an exiting video clip about the subject matter, I have enclosed the link in the booklet.

I do hope and pray that you enjoy this booklet.

Raju Mandhyan

1. On Life

Long before the Secret was let out, way before people began to trust that they can attract anything they want, I was told that my destiny was mapped out on the lines of my palms. You see, I grew up in a culture where poverty, misery and sorrow were all ascribed to fate; to some document etched out in space with my name and address on it. If that's the case, then I used to think, why work, why struggle and why hope? Why not just lie down wherever I am and let the forces of nature take over?

The difference between Pit Bulls and Entrepreneurs is that, sometimes, Pit Bulls can give up.

More recently, I have discovered an amazing thing: it is only when my state of mind tells me to surrender and lie down that the forces of nature overpower me. It is only when I give up and falter that a moving, dynamic world sh
lethargy, and bitterness.

Yes, there are certain aspects of have been etched on my palms. Aspects like; where I was born, who I was born to, and how my turned out. These things I've had but beyond a certain period of completing certain development I realized that I've had more and control over how my destiny play



Everything has been the result of the choices I have made, the words I have spoken, and the actions I have taken.

And so I live with the conclusion that all the things that I've had no control upon were etched on my left palm and all those that I've had control of and will continue to have control over are being consistently rewritten and redesigned on my right palm. Thus, my life is a challenge, a synergistic output of what simply is and what I can think, say and do to keep shaping my future, my destiny.

At the start of 2014, a friend of mine, Francisco "Pax" Lapid, the Dean of Truly Rich Club called me over for a cup of coffee and ambush- interviewed me about how to thrive in life. Caught unaware and unprepared, I thought I'll just let my heart speak out. Today, I realize that my responses that day continue to bring new meaning to me and my world continuously.

Allow me to share the five insights which emerged in that serendipitous moment in the presence of two video cameras.

Trust That Life is a Gift of Abundance:

Just like night and day, like up and down, there are two contrasting foundational world views that we all hold. The first view is that the world is a tough and a messy place where every dog is out to eat the other dog. To thrive and survive, I need to thrash down everything and everyone that seemingly gets in my way. When we are strong and in a rage, we may possibly win a few life battles but the war...oh, that is bound to end up in a disaster. This narrow world-view debilitates and shrivels us.

The Second, a beautiful view, is that Life is not just a rare chance but possibly the only chance for us to live big, live happily and live with gusto. This view drives us to stay appreciative, optimistic, and creative..

It also celebrates and includes everyone else in this party called life. This view does not diminish or hide failures and accidents, but it utilizes such to add to powerful life lessons and rapidly bounce back.

Everything we think, speak and act upon springs forth and forward from this foundational view. If we think the world is a lousy place to be born into and live in, then it will be so. If we trust that life is beautiful, a gift of abundance and happiness, then that is how we will live it.

<https://www.youtube.com/watch?v=uAW3i6gGwMA>

Consider Every Job to be Value-Creating Work

I don't mean to refer to the dictionary meaning of work, career and a job but rather to the biblical character "Job," whose life was full of struggle, misery, and punishment

People often tend to relate what they do for a living as a punishment. We all need to realize this fact—we are in a living, moving, and dynamic world. Change happens every second of every day. To keep up with a rotating and a revolving world, we too need to move. We need to march, to sweep, and to toil. Some things will be easier to do, more pleasing to our senses and sensitivities. Other things can be repugnant, and yucky like, say, picking up after our dogs, or diapering a baby. They can be difficult like firing a non-performing colleague who has become a friend. (or other serious but common enough example.)

When we maintain a sense of balance and equanimity in whatever we do, then we will do everything with grace and serenity of the spirit. Our eyes and hearts will be focused on the fact that, just like gifts, life too comes wrapped in paper, pins and sticky stuff. Think of the struggles in life as the proof and evidence of life itself.

Regardless, of the job description and the status it represents, it is our attitude towards it that will decide how we perceive and act upon it. And should we really want to change our job, we can surely and steadily claim it because we know that we can make that choice and act upon it.

https://www.youtube.com/watch?v=Owcp_fMJ5h0

Reframe Regrets into Right Decisions

Far too many times, we tend to dwell on our sorry past. We spend time and energy in these thoughts until they become so murky and heavy that we have a hard time shedding this, pointless, emotional baggage.

Apart from having learned good lessons from a past event for future use, we need to let go of the memory. We need to forgive and forget the people involved in it, the hurt we felt or the anger that still engulfs us. To keep lugging around this emotional baggage serves us no purpose other than to corrode our blood and our spirits in our here and now.

To re-engineer our destinies we need to recognize that whatever we did in the past; whatever activities and relationships we were involved in were all part and parcel of the decision making process based on the material, mental, and societal resources available to us then. At that time, we believed that we were doing the right thing, didn't we? Well, now it is time to let go of the regrets.

Regretting our sorry past doesn't have to define our present but can destroy it. It is only from recreating a happy past that we strengthen the foundations of our future. Regard all the traumatic experiences and the failures from your past as if they were all a bad dream and move on. Wake up, grab a fresh cup of coffee, and go seize the new day ... every day!

<https://www.youtube.com/watch?v=YQppBWP35OI>

Work Your Goals, Inch by Inch

We all have dreams...the good ones, I mean. If you don't have a dream then that implies that you aren't living. It matters not the size and the shape of your dream in comparison to the dreams of others. Your dream might be to own a backyard with a goat on it, while someone else might want to sell goat-milk soap to millions across the world; they are both, individually, valid dreams.

To dream is to see a place in the future, in a world where you can grasp a fistful of the sky for yourself and feel fulfilled and happy with it. Now beyond this “seeing” and beyond this vision, life requires that we put our shoulder into it definitively, smartly, and continuously. If we don’t act and if we don’t work, then the nice, big world will move on and leave us behind with an apologetic smile on its face.

Every single day, every single moment we must pluck a thought, take a step, pick a thing or two, and plod on towards our dream of a goat farm or a soap factory. There’ll be times when you may not be able to measure progress and there will be times when you may have to take five leaps instead of one step but plod on steadily and cheerfully and very soon, you will be there.

Currently, I am in the middle of book on sales and sales coaching. I worked feverishly at it for most of last year. Over the last two months I have been cracking knuckles over things other than the book but, by golly, I know I will be back on track in a jiffy!

Working your goals, big or small, is the measure of you turning your hopes, dreams and life’s purpose, step by step, into a reality.

<https://www.youtube.com/watch?v=d1F7S8-T9s0>

Think in Systems and Think “Ecology”

More than two decades ago, Dr. Peter Senge created a masterpiece with his treatise on Systems Thinking with his book, *The Fifth Discipline*. He made the business world realize how they can either create value with an attitude of nurturing inclusiveness or do harm by staying obsessively driven towards fulfilling just their own goals. What is true for large business is also true for individuals and small groups.

https://www.youtube.com/watch?v=b1G0Fs_u4g

Yes, we must set our goals and pursue our own ideas of happiness but should any of our thoughts, words and actions create harm, directly or indirectly, for others then we need to revisit our dreams and our actions towards our vision. This requires focused and purposeful thinking from a wider perspective, with empathy and with compassion for people and the planet.

Let's take the simple example of you wanting to own the world's largest soap-making factory. If your factory does systemic harm to any other entity, then you need to rethink it. Or if your goal to become the best golfer in town means leaving your family wanting for your attention, then you need to rethink your own aspirations. This is ecology and this is thinking in systems.

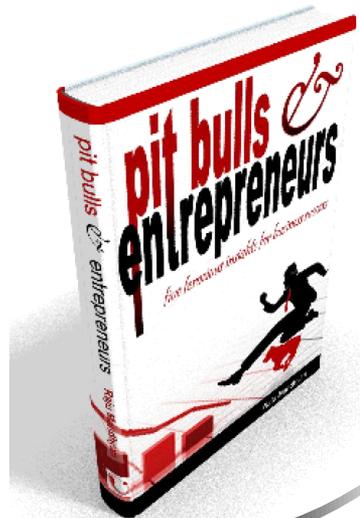
<https://www.youtube.com/watch?v=PR2DYFGJU4s>

In summary, I know many of us often feel like taking off and away from the daily challenges of life. Others grind their teeth and fight life with bitter aggression. History and now neuroscience too, point to the possibilities that good health, true wealth, and authentic happiness are achievable. It is achievable when we are clear about our purpose, creative with our approaches, and conscientious with our actions. This, after all, is an abundant and giving world. All that it asks of us is to be sensible and sensitive towards the world and with ourselves.

Now bring up your hands and glance at the lines of your left palm which represent the unchangeable. Then look at the lines of your right palm where your intelligence, awareness, strengths, and choices are etched out.

Finally, clasp your hands together, ready to dive into a future of your own making in harmony with the world we all live in.

This is the way to thrive at work and in life.



2. On Leadership

Most individual and organizations go around carrying a cudgel of “what is wrong and who is to blame,” in all the businesses and the organizations we lead.

This approach of looking for problems may work for complex machinery and systems but fails drastically when it comes to human groups because human relationships are not just complex but are complicated.

Thus, a mechanical+rational+cognitive approach to resolving issues rarely work and barely sustainable. Over the decades, a new strengths-based, affirmative approach, a way of life has been delivering brilliant and beautiful results.

What will work better is “what’s working, what strengths can we employ and who is passionate about taking the lead?”

And, it takes five beliefs that can come handy in driving productive change:

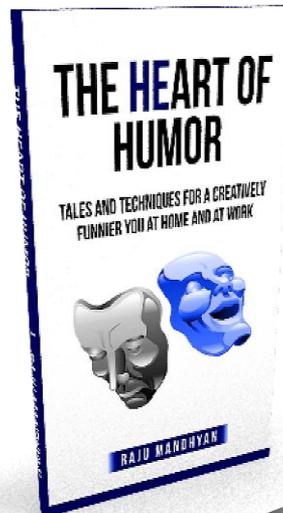


1. Every individual and organization is a beautiful mystery to be unfolded and unleashed.
Instead of approaching entities as if everything were a problem, approach them with a desire to discover and explore new wonder.
2. In life, and at work there are multiple realities and these realities construct according to how we perceive them collectively.
Different stakes for different folks, they say but it also means that with changing times, people and perspectives change too. Sometimes, really fast.
3. The strengths and the resources that we most focus upon will grow magnificently.
Or, what we give attention to grows. Focus on what works and it will multiply. Obsess on problems and scarcity and they multiply.
4. Every positive, empowering question we ask will simultaneously give rise to affirmative thought followed by action.
In the way we ask our questions lay the answers we might get. Change the way you look at things and the things you look at will change accordingly.
5. When we filter, choose and select every grain, every word in our conversations for success and strengths, we build a beautiful world.

Appreciative Leadership is a personal and organizational leadership program influenced by Appreciative Inquiry, a holistic method and a process to initiate, drive and succeed affirmatively and sustainably all change programs.

It claims, our default approach in looking at people, looking at teams and organizations made of people is to try and zero in on what is wrong with them and how do I, as a leader, fix that problem. It questions, what if we were to simply flip that first, defaulting assumption of ours and look for strengths, for resources, for successes? Wouldn't that change our approach, our mind-sets and thus our behavior towards these entities, these systems and these living organizations?

Over the years, across the globe several leaders and change agents have discovered this secret and used it powerfully and fruitfully to turn individuals and organizations from good to great. It's an approach, a way of life that adds power, beauty and strength into our initiatives to change and innovate.



3. On Presentations

In my line of work, I have always believed that crossing lines between art and science, society and business; and between one discipline and another catalyzes personal and organizational development.

Over the years I have mixed and matched theater skills with presentation skills, improvisation and business negotiating, humor and leadership among others.

Yesterday, on a lazy Sunday afternoon in my hometown, I barged into a workshop on Spoken Word Poetry run at the center for literature, GYaN ADAB in Pune, India. In the past, I had attended presentations, watched scores of videos of Sarah Kaye and Phil Kay and have loved this art form. The possibilities of tapping into the nuances of this genre and using them for business and leadership communications are enormous.

Spoken Word Poetry, or Slam as it is colloquially called, is a powerful blend of creative writing skills and highly engaging delivery skills. It is poetry and storytelling in one and it hits you right between your eyes and can steal your heart away. It is raw, romantic and unleashes the authentic you to your audiences of one or many.



Don't start reciting or speaking until your audiences' attention has turned towards you. Get up on center stage or across the boardroom table, stand silently until it is time to speak. Doing this allows your anxieties to quell and for people to wind off whatever they might be involved with and give you their eyes and ears. This doesn't take long and that is why it is called the **Five Seconds to Start Rule**.

Further quell your anxiety and ground yourself deeper into the performance by planting your feet flat on the ground and keeping them still while you smoothen and calm your breathing. You may slowly look around and relax your upper body. This is called Keep your **Feet Still for a While** thingy.

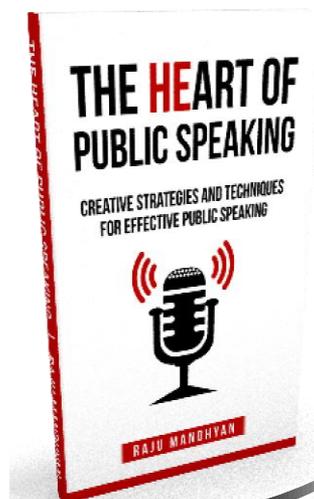
When you do look around, depending on the number of faces in your audience, make eye contact with an optimum number of people in the room. Do not just glance over people make sure that you let care and warmth ooze from your eyes. Throughout your performance and delivery look at people and let your feeling show through. This works in two ways; they sense your feelings and recognize that you care and you can keep tab on how the transaction and transfer is occurring. The number of smiles, nods and wide-eyed interest are your measures. Call this the New Insights into the **Old Fashioned Eye Contact** cliché.

As you speak make sure that your voice comes from the depths of your diaphragm and that you roll your "Rs," stress your "Ts" and "Ss." Since Slam is dependent not just on the quality of the content but on engaging delivery too, it helps to **Enunciate Your Words** and project them far into the back of the room with or without amplification.

Kudos to the workshop facilitator Shantanu Anand! I loved his analogy of how to add pauses to your presentations and end your slam on a high note. "Have you seen an old-fashioned locomotive come to a halt on steel rails?" he asked. It doesn't drop down with a thud like a sack of rice and it doesn't screech to halt like careening motor car.

It roars into the railway station and grows larger in sight while chugging to many slowdowns and stops before its huge, iron wheels grab onto the steel structures beneath it. It comes in “chug, chugggh, chugggghh, pause; chug, chugggh, chugggghh, pause; chug, chugggh, chugggghh, thumping halt!”

In this way when slamming down your Spoken Word Poetry or a Business Presentation take time to bring your spiel to a slow, pause and power-filled halt. **Punch and Pound out your Last Few Sentences** to increase impact. If the sentence is long shorten your pauses and if the sentences are short then lengthen your pauses. Like *“ask not what your country can do for you but ask what you can do for your country!”*



4. On Learning

All my life, I have enjoyed and applauded great teachers of all kinds and in all walks of life. I have spent thousands of hours watching,

listening, reading up and pondering about how is it that there are a few teachers/trainers who transfer so much knowledge and wisdom and also do it in a light and a non-intrusive way. I have a special affinity for such people and my life has been blessed by many such “gurus” of learning transfer.

Here are a handful of laws, I believe, they follow to become good at what they do and to churn up learning in individuals and organizations. Mind you these are not just the things they do but these are their guiding principles and they follow them, consciously and unconsciously, as if they were unwritten laws for Octane Learning Transfer.

Five Laws of Learning Transfer



Focus on Learning Needs Only

Many trainers and learning development specialists focus on what they can do well rather than what is needed on the job, by the learner and by the overall objectives of the enterprise.

Stay away from what is “nice-to-know, easy-to-do” and focus only on what is needed to learn.

Focus on real-time, real needs. Let lightness, entertainment and everything else be the packaging for the real learning.

Keep the Training Plan Simple & Flowing

Learning can occur through a structured flow or through lack of structure because “we are almost always learning.” What this means is that all 5 senses of the learner are constantly active and so is their ability to interpret, analyze and remember stuff. Our minds, no matter what, are constantly churning.

Do include multiple modality shifts every so often. Use dialogue, exercises, inquiry, music, activities, humor, cross-pollinated questioning, visuals, videos etc., Do all this strategically and smoothly.

Simplicity and Flow allow for new inputs by the learners and by the conversations that take place in the room, in the group space.

Rev Up your Intention to Elevate Everyone’s KSA

If you don’t walk into the classroom with an intense and an honest desire to create value for the learners in the room then what you will achieve will be mediocre and lukewarm. When you are committed to catalyze new learning, new discoveries and new results then your success rate automatically improves.

Let your good intentions be followed by good self-discipline too. Come way ahead of time, be prepared, be courteous, polite and professional at all times. Give answers wherever needed and be honest about your own knowledge, skills and attitude.

Work on Becoming Invisible

More than a “trainer” like as in a gymnastics trainer, in the workplace atmosphere, you are a learning “facilitator” and that means you create the ambience and you are responsible for creating the ways and means for others to learn. Thus refrain from grand-standing, from being always right and from spoon-feeding the learners.

When the group and the group dynamics are supporting the needed learning and the learning ambience then make efforts to step back, stay silent and applaud; become invisible. Your work is getting done by what you jump-started and is now snow-balling.

Celebrate all Successful & Serendipitous Outcomes

Master the ability to recognize all successes in new knowledge being understood, accepted and acted upon by learners. This is success and you must applaud it.

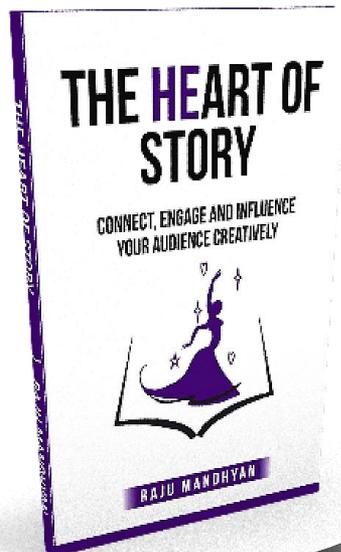
Master the gentle alacrity to recognize that because of the new concepts and new challenges newer knowledge and attitude is generated. These are what are typically known as “aha!” moments in learning. Sharpen your senses to spot these serendipitous moments and applaud them too.

So let me share this story of two mother birds that I once heard. There was this one eager so excited at the thought of having a baby that she could not wait for her chick to hatch, She pecked the egg excessively and the little chick complied and popped out sooner than she should have. The mother bird was thrilled. However when she did grow up her wings were so weak that she was never able to fly without a boost from her mother. Then there was this second mother bird who so trusted in the paradigm that every chick must learn its own lessons and tackle life through its own efforts and expenses. When her little egg crackled a bit, she just stood by and watched. The baby chick struggled hopelessly to get out of its shell and in the struggle lost her life.

In essence, your participation as a learning facilitator has to be so balanced such that your pupils seemingly learn the right things, on the right time and learn such that they are empowered to fly on their own at work and in life.

Learning professionals will claim that there is a lot more needed to achieve excellence in transferring learning, nurturing a learning atmosphere in an organization and becoming a “guru” of learning but trust me, getting into the depths of these five laws and their many-sided applications will certainly boost up your abilities to become an excellent learning facilitator.

And, should you want to include creative thinking and creative structuring strategies in your training design and development may I recommend my book, [The HeART of Public Speaking](#) which employs the free-flowing technology of [mind-mapping](#) as a learning and training tool.



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5. On Meetings

The whole world is constantly participating in meetings. “Let’s have a meeting,” “I am in a meeting,” “Call you right back after the meeting,” are statements you hear all the time. Sometimes, it makes me wonder if most everyone I know is so often in one meeting or another who then, in heaven’s name, is minding the proverbial, store? Who is building the bridges and who is baking all the bread in the world?

The truth is that a lot of time, across the world, is being wasted in and during meetings. Should we be able to salvage all the wasted energy from the din and noise generated during meetings then we would have no energy crisis. We’d be cutting down lesser trees, digging up lesser oil and, leaving lesser carbon foot-prints on the face of this lovely planet. The air will be cleaner, the oceans will start cooling down and the birds won’t always have to fly south.

A typical meeting usually starts late and it involves catching up with others, waiting for the late-comer, listening to his excuses and a traffic-report of the city;



bringing him up to speed, ordering coffee, re-reading the minutes of the last meeting, plugging the computers, logging onto the net and rushing through the true agenda so as to catch up with the next meeting at another venue...ad nauseam.

If this is even partially true for you then here are five quick ideas to bash up the beast of bad meetings. Five ideas is a good number because it represents the number of sensory inputs and outputs and research in the field of neurosciences has shown that the conscious mind can only juggle and manage seven plus minus two chunks of information at a given moment.

Idea One: Email everyone, a substantial time before the meeting, a five-point agenda that is more illustrative than narrative. Use sketches, diagram and flowcharts because pictures are easier to remember than words. Assign expectations and tasks for every individual. Keep it simple and to the point.

Idea Two: During the meeting issue a little more detailed version of the same illustration to everyone with their roles and tasks color segregated. Allow space for that individual to make and takes notes. Look up Edward De Bono's 'Six Thinking Hats' and use the science behind Five of those hats. Throw out one of the hats or use it as a pan to collect penalties from the late-comers and hecklers in meetings.

Idea Three: Choose one big, hairy goal for the meeting and less than three minor goals to be achieved as outcomes of the meeting. Hang a large sign of the big, hairy goal where everyone can see it before and during the meeting. The large visual aids focus, and like bees to honey, such that everyone will keep directing their conversations to the big, hairy goal. The minor ones will easily fall in place just like dominoes do. You have heard this, "Don't Sweat the Small Stuff."

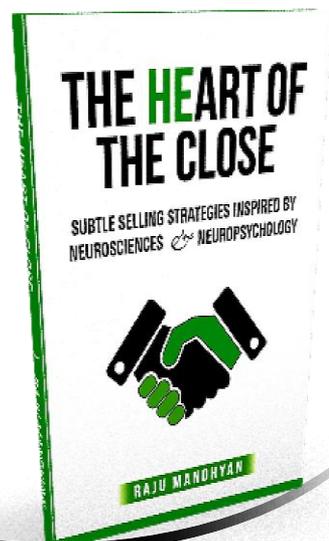
Idea Four: Allow a few minutes before the meeting ends to stamp “Done!” on the big, hairy goal sign and the small illustrative notices that you sent out. Capture the outcomes of the meeting in an illustrative format and sketch out the measures and the next, big hairy goal for the next meeting. Oops, scratch out the last sentence! Your every meeting should be good enough for you and your team never to meet again.

Idea Five: All research, option generation, plans, milestones, measures are elements of cerebral thinking but true choices are made from the depths of our hearts. Treat each other with respect, kindness and empathy so as to nurture their emotional sides and also allow deeper experience and wisdom to evolve. Sure, shoot down the late-comers and the hecklers too!

Practice these five ideas if you like or chuck them out the window. It is best to just roll up your sleeves and bake that bread, build those bridges or chill by the beach instead of participating in meaningless, chaotic meetings.

Here’s hoping your meetings are always lean, mean and the rest of the year be happy, healthy and and very productive for you and your teams!

Raju Mandhyan
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Unleashing Communication Excellence!



Some of my clients



Conclusion

If you have reached this page then I'd like to happily assume that you enjoyed the five random articles each with five tips of its own.

May I then take a moment of your time and ask you to hook up with me through my webpage or my social network sites please.

The world is changing fast and before you know all this knowledge sharing and spreading may become better, cheaper and faster than it already is now.

In the near future, all these books may have an online, highly interactive workshop of their own and be sold in exchange for love and fresh air only.

Meanwhile, enjoy and stay in touch!

About me

A few years into becoming the trainer, speaker, coach and learning facilitator that I am a very senior colleague in the industry asked me to train her team in business development and increasing personal efficiency. I, unthinkingly, blurted out “Well, its really a matter of connection, engagement and influence.”

Over the years, I realized that these three areas are my forte. Most everything I do, whether working with senior leaders, expatriate executives, sales professionals, operational managers or small business owners revolves around them getting clarity on their identity, intentions and styles followed by approaching business challenges and innovation with creativity and finally; executing with razor conscientiousness.

I do make it a point to bend over backwards to surpass expectations and yet keep simple, entertaining and doable.

The paradigms and practices that I take inspiration to achieve the results mentioned are whole-brain thinking, research on neurosciences, neuro-linguistic programming, appreciative inquiry and, yes and, the school of improvisation.

Do look me up for your next intervention or convention. I promise laughter and a lot of learning.

