

Our Greatest Accomplishments

The greatest accomplishments in life are not achieved by individuals alone, but by proactive people pulling together for a common good. People are not given life to simply take from one another. We are here to give. Our mission in life is to offer our gifts to benefit one another, to create mutual gain in the world. This is called teamwork, a win/win mindset stemming from a genuine commitment to the rules that allow it to happen. This presentation incorporates two stories, both powerful but lesser-known metaphors for giving and suffering a cause greater than oneself to achieve well beyond a common goal.

"Lessons From the Geese" is a powerful illustration from nature of the rules of high-performance teamwork. As you read about the natural unity that exists among this species remember - this same unity can exist in your organization!

A team that works well together helps to create a customer-focused business. All parts of our team are critical in ensuring that our members and public (our customers) get what they want, get what they expect and return again and again. As Bob Farrell (Give 'em the Pickle) has always said, the keys to great customer service are:

1. Service – Make sure that serving others is your top priority.
2. Attitude – Choose your attitude. How you *think* about the customer is how you'll treat them. Remember, don't treat them as good as they let you, treat them better than they act.
3. Consistency – Ordinary people, doing ordinary things, extraordinarily well. Once they get the pickle, they're going to want it every time.
4. Teamwork - Looking for new ways to make each other look good. Giving away the team pickle makes it more fun to come to work. Teamwork is the cornerstone of great service, so remember: *Give 'em the pickle!*

Excerpt from
[*Pulling Together*](#) (2014)
by John Murphy

“As geese flap their wings, they create an uplift for the bird following. **By flying in a V formation, the whole flock adds 71% greater flying range than if any bird were to fly alone.**

If we share a common direction and a sense of community, we can get where we are going more quickly and easily because we are traveling on the thrust of one another!

Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to fly alone, and quickly gets back into formation to take advantage of the lifting power of the bird immediately in front.

The Power of Lift

Just think about how the principle of lift works.

If we have as much sense as geese, we will stay in formation with those who are headed where we want to go, and we will be willing to accept their help as well as give ours to others.

When the lead goose gets tired, it rotates back into formation and another goose flies at the point position.

If we take turns doing the hard tasks and sharing leadership as with the geese, we become interdependent with one another.

The geese in formation honk from behind to encourage those up front to keep up their speed. If we "honk," we need to make sure it is positive and encouraging.

When a goose gets sick or wounded or is shot down, two geese drop out of formation and follow it down to help and protect it. They stay with it until it is able to fly again or dies.

They then launch out on their own, with another formation or catch up with the flock.

If we have as much sense as geese, we too will stand by each other in difficult times, as well as when we are strong. Let us all try to fly in formation and remember to drop back to help those who might need it!

Behold the Power of Teamwork

As mentioned in the introduction, the greatest accomplishments in life are not achieved by individuals alone, but by *proactive people pulling together* for a common good. Look behind every *winner* and you will find a great *coach*. Look out in front of every *superstar* and you will see a *positive role model*. Look alongside every *great achiever* and you will find *caring people offering encouragement, support and able assistance*.

Rising to this level of interdependent thinking can be challenging and difficult. Looking beyond oneself, asking for help or accepting help can feel risky. But people are not given life to simply take from one another. We are here to give. Our mission in life is to offer our gifts to benefit one another, to create mutual gain in the world. This is called teamwork, a win/win mindset stemming from a genuine commitment to the rules that allow it to happen."

12 Mighty Orphans

Football Coach Rusty Russell believed that the only thing we have to fear is fear itself. He believed in himself and in *12 Mighty Orphans*, who, against all odds, went on to play the Football State Championship in 1938. The film fables the exemplary tale of misfits and

forgotten children who became the mighty orphans, the classic underdogs. *12 Mighty Orphans* is an inspirational sports drama film based on actual events. Director Ty Roberts has adapted the movie from Jim Dent's non-fiction novel, "Twelve Mighty Orphans: The Inspiring True Story of the Mighty Mites Who Ruled Texas Football.

12 MIGHTY ORPHANS tells the true story of the Mighty Mites, the football team of a Fort Worth orphanage, during the Great Depression, went from playing without shoes—or even a football—to playing for the Texas state championships. Over the course of their winning season these underdogs and their resilient spirit became an inspiration to their city, state, and an entire nation in need of a rebound, even catching the attention of President Franklin D. Roosevelt. The architect of their success was Rusty Russell, a legendary high school coach who shocked his colleagues by giving up a privileged position so he could teach and coach at an orphanage. Few knew Rusty's secret: that he himself was an orphan. Recognizing that his scrawny players couldn't beat the other teams with brawn, Rusty developed innovative strategies that would come to define modern football. [12 Mighty Orphans | Sony Pictures Classics \(sonyclassics.com\)](http://sonyclassics.com)

“And I need you more than want you – and I want you for all time.” – Jimmy Webb, from *Wichita Lineman - Moving from Independence to Interdependence*

Dr. Stephan Covey differentiates dependent from interdependent this way: “Dependent people need others to get what they want. Independent people can get what they want through their own effort. Interdependent people combine their own efforts with the efforts of others to achieve their greatest success.’

Dependence: You need others to get what you want (attitude of you)

Independence: You get what you want through your own effort (attitude of I)

Interdependence: Cooperate together to accomplish what we want (attitude of we)

The Things they Carried – the Dumb or the Smart End?

1. What are your special gifts, talents or competencies that you offer the team? Do you remember the wonderful TV special Rudolph the red nosed reindeer from the 1960s? Young Rudolph was shunned and kept from mixing and mingling with everyone else because he was perceived as “different”. At that time, different meant “inferior”. But then what happened one foggy Christmas Eve? Didn't Santa come to say: *Rudolph with your nose so bright won't you guide my sleigh tonight?* His difference ended up making the difference between success and failure.

2. What part of the load do you offer to carry? Do you know people who always seem to grab the smart end of any load forcing others to grab the dumb end? You know the difference, right? The smart end is easier to carry and manipulate and lift because it may have handles. The dumb end - that is the more difficult, bulky, awkward and painful end of a load to manipulate. As a good teammate, we should take turns with the dumb end, right? When we don't, you mark yourself forever as someone who doesn't want to be helpful.

3. What do you do to contribute to "win/win"?

A person or organization that approaches conflicts with a win-win attitude possesses three vital character traits:

- Integrity: sticking with your true feelings, values, and commitments
- Maturity: expressing your ideas and feelings with courage and consideration for the ideas and feelings of others
- Abundance Mentality: believing there is plenty for everyone" [Habit 4: Think Win-Win® \(franklincovey.com\)](http://franklincovey.com)

"The chief cause of failure and unhappiness is trading what we want most for what we want at the moment" – Zig Ziglar, 1926-2012

There are three kinds of motivation: **Fear, incentive, and growth.**

"Fear motivation primarily works with small, impressionable children and people who are fearful of losing their jobs. However, in most cases, fear motivation is temporary and builds resentment.

Incentive or reward motivation is effective over a longer period of time. Evidence is solid that incentive, whether it comes in cash or praise, actually raises the I.Q. of young children and they perform better. In the business world, however, "more money" has been identified as no better than the third - and in some cases fifth or sixth - most important thing.

The third type of motivation is growth motivation, and that's the one that gets the best long-range results and creates the happiest environment in which to work. Research conclusively proves that workers who are growing on a personal basis, learning new skills and moving forward because of the training they receive, are more loyal and dependable employees, and are more effective as team players. The training they receive is an

evidence of trust in the employee and the employee returns that with loyalty and an increase in productivity.”

Conclusion

“There is the on-going discussion by many that you cannot motivate someone else, that all motivation is self-motivation. Question: Have you ever spoken words of encouragement and sincere praise to someone and seen that person improve his or her performance? When outside encouragement reaches the inside of that person, motivation occurs and a more effective, positive action is the result. Think about it. Say and do the right things with your people and they will be motivated to grow and develop their skills. Do that, and I'll SEE YOU AT THE TOP!”

Zig Ziglar is known as America's Motivator. He authored [33 books](#) and produced numerous [life-changing programs](#). He will be remembered as a man who lived out his faith daily.

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If we "honk" toward others, make sure it is positive and encouraging.

Let us all try to fly in formation, and remember to drop back to *help those who might need it*.