

*Entelechy's Newsletter for Trainers, Managers, HR Professionals and Others
Responsible for the Performance of Others*

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WELCOME TO NEW SUBSCRIBERS

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If this is your first time receiving *The Key*, welcome! *The Key* is published every 10 days or so, depending on my schedule. In *The Key*, I share tips, techniques, and freebies of interest to trainers, managers, HR folks, and others who are responsible for the performance of other people.

Much of my content comes from Entelechy's training programs so you get a sneak peak at the programs that are available at our website (www.unlockit.com).

Some of the content comes from situations that we all face – including Entelechy: clients with shrinking budgets, increasing pressure to do more with less, making sense of where eLearning is going, creating effective training solutions, etc.

And some of the content comes from readers like you. If you'd like to share a tip or a story that would be relevant to your colleagues, please let me know and I'll pass it on.

Again, welcome aboard!

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THE FLASH MIND READER UNMASKED!

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In the last issue, I pointed readers to “The Flash Mind Reader” (<http://www.cyberglass.co.uk/FlashEx/mindreader.html>) and asked you to tell me how it works. If you don’t know how the program “reads your mind”, it’s a bit eerie.

Many of you replied and, while I’d like to recognize everyone, space limits me to the first five respondents:

5. Carol Biolsi, Producer and Instructional Designer, Design Access, Inc.
4. Debbie Bridge, Research and Development Consultant, Canadore College of Applied Arts and Technology (Debbie wants to credit her son, Devon, whose explanation is found below)
3. Duke Thompson, Corporate Marketing Coordinator, InfoSource, Inc.
2. Kevin Kundert, Training Director, Montana Water Center
1. Coen Flach, CEO, The Courseware Company (Coen is in the Netherlands so he may have had a jump on the US!)

Glückwünsche/congratulations Coen!

The best explanation comes from Debbie (and her son, Devon):

“I can tell you how this works, but it takes some of the magic away.”

“Whenever you do a math thing like this, there are only so many different numbers you can end up with. For example, 10 through 19 will always give you 9 in the end. If you

pick 10 and subtract the sum of the digits (1+0), you get 9 as the answer. If you pick 11, you STILL get 9 as the final answer: $11-(1+1)=9$. In fact, you'll end up with 9 for ALL numbers between 10 and 19!"

For 20 through 29 you get 18.

For 30 through 39 you get 27.

For 40 through 49 you get 36.

For 50 through 59 you get 45.

For 60 through 69 you get 54.

For 70 through 79 you get 63.

For 80 through 89 you get 72.

For 90 through 99 you get 81.

"Regardless of the number you pick, the result will be one of nine possible answers. Take a closer look at the chart and you'll see that 9, 18, 27, 36, 45, 54, 63, 72, and 81 all have the same symbol. It looks like magic because the symbols change every time you try again; that's why they all disappear when you click on the big one...it's a distraction. That way you usually get a different symbol rather than have the same one come up all the time."

"Doesn't look so magical anymore does it?"

As trainers, it is our job to look for the patterns, to simplify, to remove the confusion and mystery.

Thanks to all who responded and to all those who took the time to check out the Flash Mind Reader.

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PERFORMANCE MANAGEMENT – MORE MIND READING?

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Okay, I love a good metaphor and the Flash Mind Reader has created a perfect opportunity for a metaphor.

I have to admit that I was stuck trying to figure out how the Flash Mind Reader worked. I KNEW that there was some logic behind it – some pattern that I simply couldn't see. When Coen first supplied the clues, I went from a state of confusion and frustration to one of understanding and enlightenment.

I see the same look of confusion and frustration in managers and supervisors who closely examine the performance of their people for the first time. Why employees do the things they do often seems unexplainable, mystical, or just plain weird.

“Why isn't Jane getting it after I've told her three times?”

“Why does Bob keep making the same mistakes over and over?”

“Why, even after I've told him of the importance of the deadline, does John continue to work on other things?”

Why people do the things they do often appears mystical to managers and supervisors. In reality, there are THREE main reasons people don't do what they're supposed to do:

- 1) They don't know they're supposed to do it.
- 2) They CAN'T do what you're asking.
- 3) They WON'T do what you're asking.

That's it! THREE reasons, not 100! Managing people is simply a matter of figuring out which of the three are causing the performance issue and applying the appropriate technique to address the issue. Management is even easier than figuring out “The Flash Mind Reader”!!

We'll look at each of these three reasons in more detail in future issues of *The Key*.

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TIME MASTERY: LAST CHANCE FOR A FREE PREVIEW

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As the '70s song goes, "All good things must come to end." Since I offered the free download of *Time Mastery for Managers (and Other Leaders)*, the eGuide has been downloaded over 2500 times. You get 75 packed pages of time mastery techniques to help you achieve what you want to achieve – and find time to do it! Cost to *The Key* subscribers – FREE! But only for another week.

Simply go to <http://unlockit.com/freestuff/>, enter your name and email address, and enter TMFM (all caps!) as your Download Code. Then click on the "Click to download" link and start mastering YOUR time today!

Pass this on to a friend! Cut and paste the following text into an email. They will thank you for thinking of them!

Here's a pretty sweet deal! For a limited time, Entelechy's giving away a free preview of their brand new *Time Mastery for Managers (and Other Leaders)* eGuide! All you have to do is go to <http://unlockit.com/freestuff/>, enter your name and email address, and enter TMFM (all caps!) as your Download Code. Then click on the "Click to download" link and start enjoy! (BTW, by entering your email address, you'll begin receiving *The Key*, Entelechy's newsletter. It's not bad if you're into training or managing the performance of others. Plus, you can always unsubscribe if you don't like it.) Pass this freebie on!

The information for Entelechy's *Time Mastery for Managers (and Other Leaders)* eGuide comes from *Time Mastery for Managers*, one of the modules in Entelechy's High Performance Management program. If you would like the full training course, you may download and customize the training materials for this module to deliver to YOUR company. Visit us at www.unlockit.com and select Training & Tools -> High Performance Management -> Time Mastery for Managers.

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ICEBREAKERS, ENERGIZERS, AND ACTIVITY IDEAS

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When I was checking the website statistics to determine how many people had downloaded the *Time Mastery for Managers (and Other Leaders)* eGuide, I was rather surprised that it was NOT the top download!

Entelechy's *Famous Icebreakers, Energizers, and Activity Ideas* eGuide was twice as popular as Time Mastery. Even at \$15, Icebreakers, Energizers, and Activity Ideas, was more popular than a freebie! Entelechy's *Famous Icebreakers, Energizers, and Activity Ideas* is the eGuide no training instructor should be without. In this 54-page guide are 14 icebreakers, 8 energizers, and 14 activity ideas and techniques that are guaranteed to spice up your training.

For a complete description and testimonials (and to join the thousands who've used the eGuide), go to <http://unlockit.com/eguide-HPT-DHPT-EG.htm>.

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MAILING AND PRIVACY INFORMATION

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Send this email to your friends and colleagues who may be involved in training and the performance of others and could benefit from FREE performance tips, tools, and techniques.

Entelechy will not sell, rent, or otherwise provide anyone else your membership information for any reason. Period.

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