

The Fezziwig Principle



The Fezziwig Principle: (n.) A leadership philosophy based on creating success through joyful, compassionate, and people-centered leadership.

“He has the power to render us happy or unhappy; to make our service light or burdensome; a pleasure or a toil. Say that his power lies in words and looks; in things so slight and insignificant that it is impossible to add and count them up: what then. The happiness he gives, is quite as great as if it cost a fortune.” - E. Scrooge , A Christmas Carol, by Charles Dickens, 1843

The Power of Perception and the Nature of Power:

What we think of ourselves as leaders is beside the point. _____ is reality.

Power changes us as soon as we receive it. When we wield power over others, we tend to become less aware of their _____, _____, and _____.

Our changed awareness of others coupled with followers tendencies to direct attention up the hierarchy is known as the “_____ Tandem”

The Fallacy of _____: The assumption that because one holds a position of power, that one is automatically knowledgeable about all facets of the operation.

A 10-year Swedish study has established a link between heart disease and abusive, incompetent, or disengaged leadership. According to the findings, long-term exposure to a “bad boss” increase risk by _____%.

According to a D.O.L. survey, employers think their employees want higher pay more than anything. According to employees, what they most want is _____.

90% of workers who leave their jobs voluntarily say they do so because of issues with managers or culture or environment. 90% of managers say they left primarily because of _____.

According to SouthWest Airlines CEO Herb Kelleher, the business of business is _____.

According to Daniel Goleman, leadership requires influencing, persuading, developing, growing, inspiring, and motivating other people. That’s what he calls _____ intelligence.

- Employees quit bad _____ more than bad jobs.
- 90% leave because of issues with their _____, _____ or environment.
- 90% of managers believe employees stay or go mostly for the _____.
- Top reason for leaving: _____.
- 22 million workers are extremely negative or _____.
- \$ _____ billion a year in lost productivity.
- As high as \$ _____ with work injury, illness, turnover, etc. or 10% of GDP

“Things so slight and insignificant”

The Golden Rule is: “Do unto others as you would have them do unto you.” The Platinum Rule is: “Do unto others as _____ would have _____ do unto _____.”

Attitudes and feelings in face-to-face communication :

- _____ % words,
- _____ % voice and
- _____ % physical.

The Why of Joy

Fezziwig clearly demonstrates several qualities of people-centered leadership. His most obvious is _____.

According to Tom Rath and Gallup, the manager can eliminate almost all active disengagement by focusing on the _____ of his/her people.

Productivity is significantly higher in work teams where there is a _____ to 1 ratio of positive to negative interactions.

We tend to get what we _____ on.

After disaster, _____ is the second most bonding of human experiences.

Praise and recognition are most effective when they are _____, _____, and sincere.

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