

Module 8 - Lesson 2 (Export2)

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SUMMARY KEYWORDS

farmer, kaizen, masters, uncertainty, son, work, horse, village, talk, villagers, mastery, valley, improvement, replied, farm, certainty, chipping, fortune, growth mindset, felt

An old farmer was working on the land with his horse. This horse was sick. The farmer felt compassion and decided to leave the horse loose. So it can roam free in the mountains and go over wherever wanted to live out the remaining part of this life, a neighbour from the village nearby visited after hearing the story and said to the farmer, why did you do that now the only now the only horse you have is gone. You're so unfortunate. How will you work the land now? The farmer said we shall see. After three days, the farmer's horse came back to the farm with 10 new, healthy and young horses that happened to follow the old sick horse back to the farm. When the village heard the old farmers good fortune. People stopped by the farm to congratulate them What a great fortune they explained. You must be very happy now. Again, the farmer said who knows we shall see the farmer had a son. One day after the horses came to the farm. The son attempted to train the wild horses for one of the horses through the son off the horse and broke his son's leg. Then the villager stopped by and told the farmer such bad luck. Your son now cannot walk and you alone have to handle all the farms work. How will you manage? You must be really upset and sad. The farmer said we shall see one month later a war broke out. Soldiers arrived in the village demanding that men and all boys above a certain age come with them to be conscripted into the Emperor's army because of the boys broken leg though the old farmer's son was deemed unfit and was not chosen. What a great fortune. You have said the villagers. Our young sons are marching away. But yours is home with you. You must be really happy one more time, the farmer replied. Who knows? We shall see. And then he headed off to work to field the farmer's son's leg eventually healed but he was left for the small limp. Again some villagers came and commented. Bad luck, my friend, you still have no help on the farm as your son's leg is still not healed properly. Again, the farmer replied. We shall see who knows. As it turned out, most men and boys of the village had died in the war and the farmer and his son were the only able bodied men capable of working lands. The farmer's family became very wealthy. Some villages said to him, what a great fortune. And again, the farmer replied, We shall see.

Nothing is certain The only thing certain is uncertainty. Even the secure methodology, these seven steps is uncertain, because different people will have a different response to it and paradoxical as it seems. Uncertainty is really the only thing we can rely on. We've been conditioned or brainwashed. To think we have certainty though. Just the other day I was speaking with somebody on my team, his 46 year old uncle had just died, his uncle had a seizure, fell in the kitchen and hit his head on the counter. As you can imagine, this came as a big shock to my team member and his family. Again, nothing is certain. It doesn't matter what we do today. Each and every one of us may not make it till tomorrow. I have healthy friends that have died from a sudden heart attack. If you're a vegan, and you eat, you know, pure plant based diet, it doesn't guarantee you'll live longer than anyone else. Again, there's no certainty life simply isn't that certain COVID-19 expose this false sense of security that many of us have been feeling for decades, and a lot of us are freaking out because of it. We have to embrace uncertainty and discomfort. And we have to be okay with that. We need to be okay with the discomfort in order to grow and improve and to achieve Kaizen, we have to be adaptable. Uncertainty along the journey is okay as long as we're learning and trying to make improvements. This is the nature of Kaizen. It's even okay to take detours sometimes, at least

you know that you didn't take the right path. And that's not the direction to head if you take Thomas Edison's advice. He failed at inventing the light bulb over 1000 times, but he practice Kaizen, he didn't give up. He just kept figuring out another way that did not work.

When is the perfect time to start? Many people decide they'll start when things are right. These people will probably say the same thing about the secure methodology. They'll start when they have time or when it feels right or when is the new year, and so on. Why not start now though. If you keep telling yourself, you'll start something later, when you know the planets are all aligned, the reality is you'll never do it. And this is where Kaizen can help. It's about just starting having that courage to start and know that we're probably not going to get it right. But if we practice the Kaizen, we'll make the improvements, two types of people. There are generally two types of people or two categories of people in the world there dabblers and masters. To achieve Kaizen, you need to be a master mastery is an endless pursuit dabblers. Are people that read something once they think they understand it, and they try something new. And if it doesn't work the way they thought it would they give up. You might hear them say, I tried that it didn't work for me. That's what a dabbler will say a master would never say something like that dabblers typically have a fixed mindset. Again, they think they're hardwired and can only do specific things that align with their brains. hardwiring Doug, who I've talked about quite a bit as a dabbler masters know that true proficiency takes time and improvement as part of that process. And doing something new that you're trying to master means you're going to encounter uncertainty along the journey. And that's okay, masters are flexible, adaptable, and open to change and try new things. They embrace that growth mindset we talked about for the second step in the secure methodology. This graph is a good example of a Masters journey, the journey to mastery is going to be filled with valleys periodically in often, in order to master a new skill. Or to get better to skill you already know you have to unlearn something, so you might actually get worse at first. So you're gonna have some valleys periodically. And then what happens is right after the Valley, where your skill goes down for a little bit, you go up quite a bit, and then you may hit another peak, and then another Valley and then up. But overall, your skill is continuously going up. You just have a few dips here and there. And with mastery, you persist through those valleys, often with a dabbler. What they do is the first Valley they hit, they give up and what they fail to realise is on the other side of that valley is the next level. So mastery is a journey and it takes a lot of persistence because it is a process of never ending improvement. Achieving Kaizen demands flexibility, reflection, root cause analysis and adaptability. These qualities are requirement, even Tiger Woods, one of the greatest golfers of all time, practices Kai's in and he works constantly and consistently and persistently to improve his golf swing. Here's a quote from Tiger Woods because my chipping motion is tied to my full swing. It is changed as I've worked with different instructors over the years. At one point, I held the shaft more vertical and use a weaker grip. Then I switched up and my hands are lower at address than they are now. For me getting comfortable the new chipping motion has always been of the hardest parts of a new swing. But it's vital key takeaways. The only thing certain is uncertainty. We have to be okay with that discomfort in order to grow and improve. If you keep telling yourself you'll start something later, when the planets are all aligned when everything lines up perfectly. The reality is you'll never do it. There are two types of people, masters and dabblers. To achieve and practice Kaizen, you need to be a master masters are flexible, adaptable and open to trying new things. They embrace the growth mindset. What's next. In the next lesson we'll talk about Kaizen and how to adopt it into your organisation. I will also dive deeper into root cause analysis. And we'll talk about what are the more interesting root cause analysis stories the Washington Monument and what was causing it to deteriorate. Let's move on to lesson three.