

INSIGHTS

Don't listen to what I say, look at what I do

Can you tell what people believe by what they do?

THE STORY:

If you want to understand what someone believes, all you have to do is look at their actions. Right? If you believe in the environment but don't recycle, you aren't concerned about the environment.

INSIGHT:

Deeply believing in something doesn't mean you know how to act on your belief. **Case in point:** A person may say they believe in the talents and gifts of their employees, but the organization they run has dismal employee engagement. **Why?** They must be either lying or trying to deceive others, right?

Not necessarily. The truth is just because we can say something doesn't mean we know how to do it. You may run a large organization and believe in the collective power of the talented people who work for you, but you may not understand how to build a high-engagement culture. **Talk is step one. Step two is to begin the journey created by the gap between what you believe and what you achieve.**

What You Believe

The Journey
of learning new
skills and building
new methods.

What You Achieve

Results Driven Government – on the journey to Level Three Government



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