



Small Business Success Secrets - Your Inner Game Series

4 R's - MATURITY AS A BUSINESS OWNER or EMPLOYEE

"Who we are (level of maturity) and how we see business situations dictates the results we get"

There is a very simple equation to highlight this.

$$E + R = O$$

The 'Event' plus our 'Reaction' equals the Outcome. It's that simple.

This applies to everything outside of business as well, therefore a useful formula to know.

How we see an event (what we choose to focus upon), and the meaning we give it...will influence how we react.

One person may see an event as an opportunity to step up and show the world what they can do, another person may see it as a catastrophe that is the end of the world and a disaster and something that just reconfirms their programming that they are unworthy.

The 4 R's is a model that helps us understand how we are seeing or not seeing events. They describe the levels of our emotional maturity. They give us insight into how we are behaving in business and what we need to change.

The 4 R's are: Reliant, Rebellion, Results, Realisation.

Stage 1 - Reliant

**No personal
responsibility**

A person in this level is reliant on others, being told what to do, authority, structures and rules to determine their place in their world. External things determine their self worth. Judgement is around 'who is letting me down'? They place honesty, ethical and integrity high on their value list and subsequently make rules around these that they expect or want people to follow because they want to feel safe and avoid getting hurt.

They are easily shaken when things don't go to plan. They can make excuses, make a scene, over discuss it, pull other people into their drama and keep repeating the same mistakes.

They tend to wait to be rescued by someone or something.



They talk to others who identify with them to justify their position, but not much gets done except talking. They mistake talking for progress. This can create a toxic unproductive culture in a business.

At this stage there is no personal responsibility for their maturity and outcomes.

They may sulk, withdraw, get easily frustrated and constantly feel disappointed with their world and their place in it.

They don't know their values. Their decisions are based on self-interest.

They want more for nothing.

Stage 2 - Rebellion

At this stage the person has been let down by authority structures they thought were there to 'save' them. In reality the authority structures could never play this role. We are here to save ourselves and nothing external can provide the emotional or spiritual solution we seek.

In 'rebellion', they break out from Reliance and start rejecting all tools, including those that can help them so they may spiral back into reliance and then into rebellion then back in reliance in a cycle.

Because of their emotional immaturity, they don't see outcomes as personal responsibility and they blame others. They are angry they were not saved and don't realise it could never have happened anyway.

They strike out at whoever or whatever they believe is responsible for their failings.

They like others to join in the blame game and this helps them feel 'right' because others are feeling the same.

They feel owed by those that didn't rescue them.

They live a self interested life and want to win at all costs and two wrongs make a right.



The switch or 'ah ha' moment occurs when they flip from "This doesn't work" to "I'm not working it". This is where transformation happens! And they turn around their lives. A sense of grieving can occur because they realise the ramifications of blaming others. For example they realise how much time they have wasted and how they could have done so much more. It can be a challenge to accept that they are to blame for the past and not everyone else.

Increasing
personal
responsibility



They start taking personal responsibility and move to the next level.

State 3 - Results

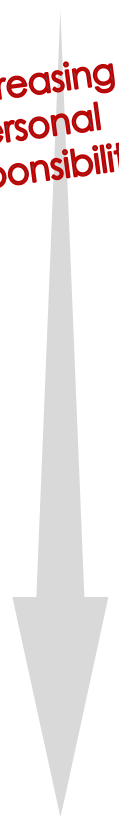
At this stage the person realises their blaming others has not resulted in any personal or professional progress. They have reached the realisation that they are responsible for the change they wish to see.

They realise the frustration in others should have been directed at themselves.

They start applying what they are learning but believe it's all up to them and no one is helping them.

They are starting to get clear on their values and this provides a path to move forward.

Increasing
personal
responsibility



Stage 4 - Realisation



In 'realisation', the person has moved out of immaturity of who to blame, who owes them and why it isn't working for them. And importantly, they realise others can help them. It is not all up to them.

Achieving results is easy and the focus becomes contribution. "How can I help others".

They want to be with people who are focused on results, and who want to find a way to improve.

They're impatient of excuses.

There is less drama around them and more productivity.

They will work with a team as long as it's there to contribute, get things done and to deliver results.

They will now work with others and find ways to build relationships.

They are clear on their values and live them, so they are trust worthy.

They see the world as something that can help them with what they want to do. They are keen to find more ways to make it work.





Applying this to your business.



There can be a tendency to focus on seeing where your staff fit within each stage but first focus on **you**, as the manager and/or business owner. Which stage are you in, the majority of the time?

Sure, we can have moments in all stages, but when it comes to business success, where are you operating most of the time when you make business decisions?

Above the line? Below the line?

As the business owner it is up to you to lead by example. Lead by following your values. If you are not sure of what they are exactly, not a problem, we can do a values elicitation exercise.

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