

## Small Business Success Secrets

# MINDSET - ARE YOU PLAYING THE ADULT, PARENT OR CHILD?

*The following roles are worth considering for yourself and colleagues. Awareness of the role we are playing is essential for improving our performance as business owners, managers or employees.*

We tend to play one of three roles in our business (and in relationships and parenting): Adult, Parent or Child. They are known as ego-states. This is based on Dr Eric Berne's seminal theory from the 1950's - and is very useful for business owners and managers looking to improve staff performance, productivity, and profits.

By improving the way you think improves the actions you take in your business. It's not circumstances that dictate your success, it's your actions.

### **Adult**

- ✓ In the adult role we take **100% responsibility** and **accountability** for results.
- ✓ Reactions are based on **facts** and **logic**.
- ✓ We don't blame others or pass the buck.
- ✓ We manage our emotions.
- ✓ We handle criticism and negative feedback because we accept it for what it is, **feedback**, and we don't turn it into a personal wound.

We recognise we are responsible for the current situation or state of the business and as an adult we can fix it. We don't hesitate to look at what we can do better next time. When dealing with staff we treat them with respect and trust and don't play games.

The adult controls the parent and the child. To change the parent or child, we must go through the adult.

### **Parent**



As a parent, we believe we know best and we treat staff and others as our 'kids' that can't be trusted, need to be constantly told what to do or to be nurtured.

We respond to situations in the way we have 'learnt' to from our parents therefore our reactions are not always based on logic and the facts.

We may not delegate well. It's 'our way or the highway'. As a parent we can tend to want to rescue staff, protect them, and if they don't do it right or at all, we get annoyed and tend to jump in and 'just do it ourselves'.

We may hinder staff growth and their ability to work as adults. We don't hold them accountable and responsible.

### *Child*



As a child we just want to have fun and avoid responsibility.

When the shit hits the fan, we say "it wasn't me!" "It's their fault". "It's the market" or the competitors, or the supplier, or the boss, or....

We find all sorts of excuses for poor results or not doing something. But when things are good, we take all the credit. We constantly seek and need pats on the back for doing a good job, in other words we seek approval of 'parents'.

We just want to play and as a business owner this can mean just wanting to spend the income without proper attention to taxes and other financial responsibilities or keeping the marketing going.

If we deal with someone playing a parent role and telling us what to do, we can feel offended, resentful, and become obstinate and not follow orders or quietly sabotage the person.

### ***What does it mean for your business?***

Next time you are in a less than positive situation, or if you have a current issue, explore which role you are playing - parent, adult or child.

Don't worry about what role the others were playing. Be an adult and take full responsibility for a few minutes and explore YOUR role.

For example, if there were instances where you were being a parent or a child, what were they? How would you have behaved differently as an adult?

White down what you will do differently next time similar situations occur. Explore how can you move forward as an adult.

Mindfulness of how you are acting in your business is one of the keys to success.

Being mindful that the outcome is only a product of 2 things: an event and your reaction.

**Event + Your Reaction (as an adult, parent, child) = Your Outcome**

Recognising whether you are being a parent, adult or child significantly helps you modify your 'reaction'. Which unquestionably influences the 'outcome'.

NOTES:

SITUATION

ROLE I TOOK

HOW WOULD I RESPOND AS AN ADULT?