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Stop Everything To Play In the Spring

The Power of the Bystander

Recently, I helped our high school begin to think about bullying in more depth. One of the things I learned is that although most attention goes to the person bullied and/or the bully, the one person who seems to really make a difference 'on the ground' is the bystander. Check out this statistic: "Bullying stops in less than 10 seconds, 57% of the time when someone intervenes on behalf of the victim - (Craig & Pepler, 1997)". Although 90% of kids don't like bullying, less than 20% react, although statistically more children who are bystanders intervene than adults who are bystanders. Why don't bystanders react? Here are some of the reasons:



- They think, "It's none of my business."
- They fear getting hurt or becoming another victim.
- They feel powerless to stop the bully.
- They don't like the victim or believe the victim "deserves" it.
- They don't want to draw attention to themselves.
- They fear retribution.
- They think that telling adults won't help or it may make things worse.
- They don't know what to do.

Bullying with children is an important and complex topic that merits our attention, but not here. I started thinking about the role of BYSTANDER in leadership and project management. Most, if not all, organizational dysfunctions including poor leadership, ineffective project management, lousy sponsorship, and my personal favorite, lying about project status, risk or business return share one thing in common: someone knows about each one. There are bystanders who are there, aware that something very bad is happening at this company, but afraid to intervene, just like the kids above. I'm guessing they do nothing for the same reasons as well.



Many of you have played the project management simulation Rocket Game in our workshops ([now available through HRDQ](#)). In this simulation, teams compete to plan and implement the construction of a rocket with girders and nuts. There is a detailed blueprint for them to follow. In nearly all cases, a very subtle requirement of the rocket is overlooked, generating missed deadlines through difficult rework. In nearly all of those cases, at least one person saw the

Where's RMA in May?



May 1 Project Management with Saint Gobain

May 4 Project Management for Learning Professionals (Denver)
[Register](#)

May 6 ASTD International Conference & Exposition (Denver)
[Join Us](#)

May 10 Reduce the Rework
PM for Learning Professionals Webinar Series Begins
[Register](#)

May 15 Leadership in the 21st Century with Hess Corporation

May 17 Free Webinar: Leading Through Crisis Using EQ
[Register](#)

May 18 Change & Transition DISC / WPM
[Register](#)

May 21 Collaboration, EQ & Decision Making | Bloomington, IN
[Register](#)

May 22 Realistic Project Management McDonald's | Chicago

May 23 Managing Projects Successfully DSI | New Jersey

May 29 Virtual Book Signing

requirement but was afraid to say anything.

As the CEO of a business that I want to grow, I fear nothing more than someone having information that would help me with my business who is afraid to tell me. The CEO is not the only person needed to grow and sustain a business. As all our projects become virtual and more highly matrixed, there is no one else to tell the truth but the bystander. I'd like to hear what you think of your responsibility as a bystander at your business. Feel free to send me an email at lou@russellmartin.com or tweet [@nolecture](https://twitter.com/nolecture).

If you'd like to learn more about accountability, whether Bystander, Project Management or Project Sponsor, learn more in my new book, *Managing Projects*, available through Pfeiffer NOW! [Order a Signed Copy](#)

Feed Your Aesthetic

We like to partner our DISC (behavioral) assessment with our Workplace Motivators assessment when we help teams with performance and projects. (What?!? You've never tried this assessment? Email info@russellmartin.com for a free trial). The six motivators are Social, Traditional, Theoretical, Utilitarian, Individualistic and Aesthetic. Aesthetic is the least common motivator in our corporate results, and most common in our not-for-profit clients, especially our preservation and museum friends. Isn't it time you charged up a new part of your brain and spent a little time feeding your need for beauty and harmony? You know your workspace is like a sensory deprivation chamber, and not especially motivating. So, here's a crazy idea with a nod to [Pinterest](#) and [Spirit](#) (Southwest) magazine.



Find a colorful old throw rug somewhere (a kids rug or old kitchen rug would work well, or off to Goodwill). Create a pattern of a fun shape that you can actually draw (light-bulb, sun, flower...) and draw the shape on the back of the rug with a permanent marker. Use sharp scissors to cut out the shape. Finish the rug by gluing sisal rope to the edges with a glue gun. Hold a creativity competition! If you have no idea why you would ever do this, please contact us to take the profile right now. info@russellmartin.com

Rituals For Maximum Quality

Rituals are touch-points for humans. In our project management workshops, we talk about creating a ritual for the end of projects, so they actually do end. In the chaos of our current workload, the lack of rituals creates a lack of measurement. Rituals become spots to return to when things get crazy if we let them. It's kind of like 'base' in a game of tag. A place to rest, but only briefly. Here are some wacky ideas:

- **Beginner:** Set an alarm to get up and walk around every 90 minutes for 2-3 minutes. That's all.
- **More Fun:** Timebox checking your email every day. Do not check it when you first



[Register](#)

[See more learning opportunities](#)

Welcome new friends from:
IU Health, PM for Learning Professionals (Alexandria), Saint Gobain, MISO, DSI Project Leadership, Indy Public PM workshop

EQ and Decision Making: What Can We Do?

Everyone has been a victim of their own emotions and many of you are realizing what personal and project damage that can do through our workshops. We react out of emotion when the 'reptilian' gate begins to close in reaction to a trigger that we (and our brains) think is a threat. An emotional reaction passes on fear and anger, and in general, this triggers fear and anger in the other person - a negative reinforcing loop. Here's a tip: as you feel your reptilian brain beginning to engage, 'go to the balcony', look down on yourself and ask "Why is this ticking me off so much?" This pause may give you enough time to think of a way to deliver a blame-free, calm request for what you ultimately want. This may create a positive reinforcing loop with the other person, but that's their choice as well, so even if it doesn't, your mind is less shut down.

Want to learn more about EQ and Decision Making? Join us in July for our [public blended learning workshop](#) or get a 1-hour quick review in our [1 Hour, 1 Tool Module](#).

Virtual Book Tour & Signing

Projects have become flash mobs. People come together temporarily to do something that irritates many others, then disburse. The world of work requires a new approach to the chaos that is project management today. We combined the Dare to Properly manage Resources process with realistic, simple and effective strategies for building High Performance Project Teams.

Join RMA and Lou Russell for a sneak peek at the newest Project Management book, [Managing Projects](#). You can purchase a signed copy and get the scoop on what new learning opportunities will be coming to

get to work or before you leave.

- **Advanced:** Bring a stability ball to work. Give it a name and introduce it to your cube mates. Explain that the ball is a pet and needs to be walked occasionally. Invite people to bounce/dribble it around when they need to think or blow off steam or just want to.
- **Funniest Person Ever:** Find something soft (pillow, stuffed animal, koosh ball). Have a competition once a week where pairs compete to play blindfold catch with the soft thing. The team with the most catches in 2 minutes gets to keep the stuffed thing as a trophy for the week.



Have we tried these? Not yet, but we do have a very loud cow to squeeze to chase the geese away from our back door, a concrete mascot IRMA the goose with seasonal costumes and a musical Tigger to celebrate project success. What are you doing to keep your mind free? Let us know at info@russellmartin.com or [@nolecture](https://twitter.com/nolecture).

Traveling Thoughts

As I head to ASTD ICE in Denver, I re-read some of the articles in the April issue of their magazine, T&D. Here are some fun facts I found:

Source: **The Best Get Better: Critical Human Capital Issues of 2012 from i4cp**

The top five critical issues for high performers are:

Issue	Importance	Effectiveness	Change Since 2012
Leadership Development	86%	26%	Decrease
This statistics confirmed the folklore I've been spreading. Leadership went with the stock market five years ago and has been slow to return. It's increasing but there's a lot of ground to make up. Contact us to learn about how we can use the High Performance Pyramid to triage and reengage your leaders.			
Managing / Coping with Change	78%	23%	Increase
Managing Organization Change	79%	26%	New Issue (what!?!?)
Apparently we are getting worse at coping with the chaos that has become our collective norm. I think that our stress levels and lack of emotional awareness throw us into negative loops of stress/rework/more stress/more rework. Si up for our blended learning workshop in July 'Leading With Emotions' or schedule it in-house.			
Talent Management	79%	26%	Increase
Succession Planning	69%	24%	Increase
Hooray, we can hire now. But who remembers how? Getting the wrong person will add to everyone's workload, so the pressure to hire and be perfect is increasing. Use our TriMetrix assessment to quantify and match candidates to your job needs.			

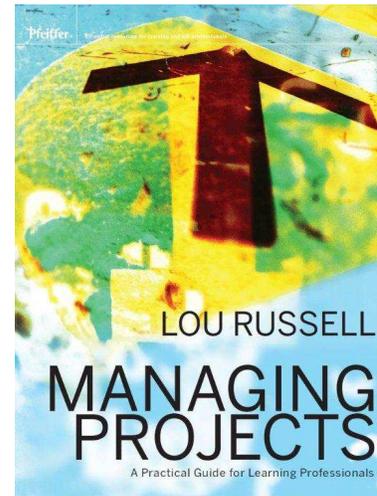
(Click Table to Enlarge)

In another article, it seems there is still payback for doubling up jobs, layoffs and recession blackmail. The Maritz Hospitality Group found in a 2011 employee engagement poll across industries that 14% of employees believe their company's executives are ethical, 12% believe their employer genuinely listens to and cares about employees, 10% trust management to make the right decision in times of uncertainty and 7% believes senior managements' actions match their words. *Ouch*. As a High Performance Pyramid predicts, trust is a prerequisite to a high performing team. Put another way, lack of trust in leadership degrades employee performance

compliment the book. [Register](#)

OR

Sign up for the first-ever [Managing Projects Webinar Series](#). This 2-part webinar series comes with a signed Managing Projects book and is facilitated by Lou.



Indy Area Public Offerings!

Join us this summer to continue your professional development. We have seats open for two different sessions:

[Leading with Emotions](#)

July 10 & 31 (Live Sessions)
July 19 & 25 (Virtual Sessions)

[Realistic Project Management](#)

August 6 & 7, 2012

The Children's Museum of Indianapolis

Sign up for both and receive over \$500 in savings.

Email bhelt@russellmartin.com with questions!

RMA Alumni Group



We are proud to announce our new Linked-In RMA Alumni group. When you attend an RMA learning experience, online or live, you will be invited to become a member. You'll be able to find additional resources to help you continue your learning as well as stay connected with your new learning buddies from classes. If you have attended one of our

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