

RESPECT++ IN 140 CHARACTERS

Respect is not “earned.” Respect given is automatic—though you may upon occasion find that it was not, alas, merited.

**Respect is the default position.
Disrespect must be earned.**

Respect is the greatest motivator of all.

Every human being has an interesting story. You’ll find it if you give a shit. (And listen.)

Everyone has a great story to tell ... if only you’d shut up.

Listening intently is the greatest act of respect.

Repeat: Respect is the greatest motivator of all.

The virtuous (business) circle:

Respect.

Intent listening.

Motivation.

Engagement.

Happy colleagues.

Happy customers.

Profitability.

Twitter respondent: “What happens after you’ve ‘listened’ is what is actually important.”

TP: Somewhat disagree. The listening [intently] **PER SE is what matters most. [Which is kinda the point.]**

My favorite quote (or, one of them): ***“Be kind, for everyone you meet is fighting a great battle.”*** —Philo of Alexandria (I constantly remind myself of this.)

The things mindless optimists say sometimes make me want to vomit, such as, “All you need is a positive attitude.” For some, life sucks.

Me, at the airport, BWI, 6:45AM, to bus driver who pulls up to the curb: *“Is this the bus to the rental car lot?”*

Driver, with a broad smile: *“Don’t we begin conversations like this with ‘How are you this morning?’”*

(Me, to myself: *“What a total jerk I am. What a wonderful reminder.”*)

Me, to bus driver: *“You are absolutely right, and I am so sorry for my rudeness. Oh, and I hope you have a great day.”*

Some people “get straight to the point.” Some stumble and fumble. The former are persuasive—and invariably wrong.

Definition of “get straight to the point”: Arrogance and gross oversimplification.

“I’m gonna tell it like it is.”

Life is complex, multi-variate, non-linear. No one has a clue as to “like it is.”

“I’m gonna tell it like it is.”

I am going to expose you to all of the data incompleteness and prejudices and biases and distortions and shortcuts in my information accumulation and analysis process.

1025.14/Tom Peters