



I *Am* A.J. Foyt

Why We Make Things Harder Than They Really Are

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Introduction – Who is A.J. Foyt?

- When my son was little...
 - “Well, I’m not A.J. Foyt, but even *I* know...”
 - “Nice going, A.J.!”
 - After he became a grown man, one day he asked:
 - “Who *is* A.J. Foyt?”
- Don’t assume old-time universal is new-time automatic.

The Peter Principal

- Theory that people rise in their career in every hierarchy to the level of their own incompetence; Work in organizations is accomplished by those employees who have not yet reached their level of incompetence.
 - Based on the book *The Peter Principle and Why Things Always Go Wrong* by Lawrence J. Peter (1969).
- How is this avoided?

Engage and Develop Others

- ***Strengths***, not weaknesses. Work “in the paint.”
 - Hiring the right people and getting them into the right roles.
 - First-line managers desperately need people skills, *not* just technical skills.
- *Turnover* is the enemy.
- People work for reasons in addition to salary and sick leave.
 - Selection?
 - Performance appraisals?
 - Compensation and recognition systems?
 - Focus on strengths, not weaknesses?

When in Doubt, *Give 'em the Pickle!*

- What does “service” mean?
- How would you define “customer service”?
 - Is it our #1 priority?
 - How can we insure that outstanding customer service always will be?
 - Exceed their expectations with “lagniappe” – a little something extra.
 - Have the courage to make things right for the customer.
 - Find a “pickle” and give it away!
- “Do you have two tens for a five?”
 - Why has making change become a lost art?

The Basics of IPC – What Happened?

- Progressive generations have regressed in IPC skills.
- When were you born?
 - 1945-1960?
 - 1961-1981?
 - 1982-1990?
- Seek first to understand, then to be understood. – Dr. Stephen Covey – One of 7 Habits
 - “If they don’t know how to read and write by now...” then teach them!
- Teach and lose them, or *don’t* teach and keep them?



Learn to Serve

- “It begins with the natural feeling that one wants to serve, to serve first. Then, conscious choice brings one to aspire to lead...The difference manifests itself in the care taken by the servant – first to make sure that other people’s highest priority needs are being served.” Robert K. Greenleaf (1904-1990)
- One must learn *how to play* on a team, before becoming its Captain.

“Go outside and play...”

- After school and before supper, we had to learn to get along.
- We custom-made rules for engagement, resolving conflict and expressing dissent.
 - “You’re either with us, or you’re with the terrorists.” What does this really mean?

Who is Emily Post, and What Would She Say?

- May I point out some reasons why good manners are important?
- It ain't polite to point!
 - “Manners are made up of trivialities of deportment which can be easily learned if one does not happen to know them; manner is personality—the outward manifestation of one’s innate character and attitude toward life.” - Emily Post, from *Etiquette in Society, in Business, in Politics and at Home* (1922)

Proper business & social I.Q.

- Your manners, the presence you project, and your sense of decorum affect how others perceive you, whatever your current position in the company.
- The rules of etiquette alone may not open doors to the next level, but without an understanding of these “softer” skills you may not be considered to be a viable candidate.
- In a world in which business is conducted 24/7, communication has become instantaneous, business dress has become more casual, and road/airport/cell phone rage is far too common, rules for appropriate behavior are vitally important.
- W.W.A.J.F.D.? Let's find out!

I'm definitely an excellent driver.
Yeah... What would A.J. do?

➤ So you think you can drive? Take the *GMAC National Driver's Test* at www.gmacinsurance.com/safedriving

➤ This sign means: (Select one)

- a. Business district ahead
- b. Divided highway ahead
- c. Obstructed roadway ahead



Highways are most slippery: (Select one)

- a. During a heavy rainstorm
- b. During a light rain
- c. Just when it starts to rain after a dry spell



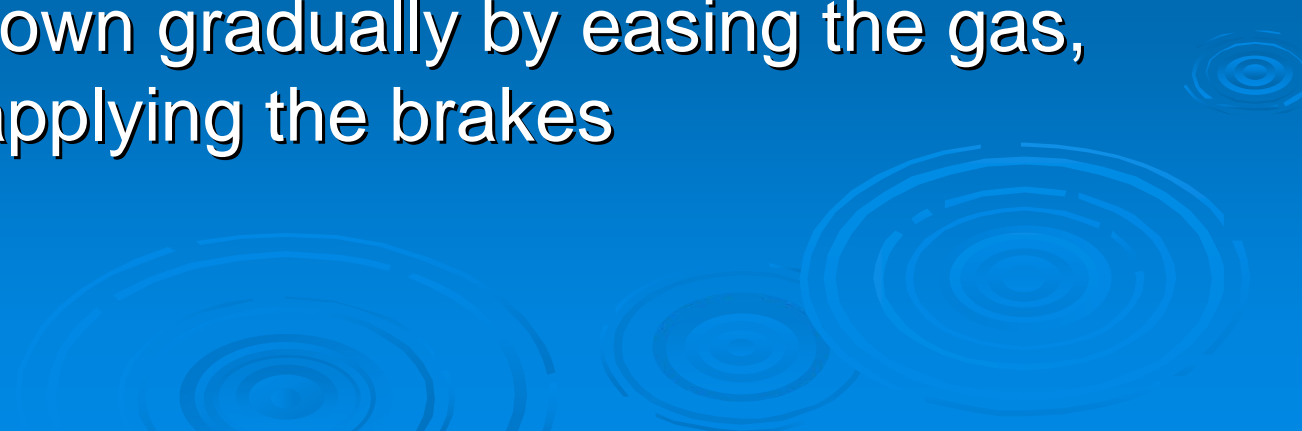
When waiting to make a left turn, you should give the right-of-way to vehicles coming from the opposite direction: (Select one)

- a. Until at least two vehicles have passed
- b. Until dangerously close cars have passed
- c. Until all of the cars have passed

On a sharp curve, you should use your brakes to slow your vehicle: (Select one)

- a. During the entire time you drive through a curve
- b. Before you enter the curve
- c. Just after you enter the curve

If your vehicle starts to hydroplane, you should: (Select one)

- a. Drive at a constant speed to gain better traction
 - b. Apply the brakes firmly to prevent your vehicle from sliding
 - c. Slow down gradually by easing the gas, and not applying the brakes
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- The background of the slide is a solid blue color. In the lower right quadrant, there are several concentric, light blue circular ripples, resembling water droplets hitting a surface, which are decorative elements.

The following sign indicates:
(Select one)



- a. The right lane will end ahead
- b. The highway will be divided ahead
- c. Less space between lanes ahead

What do you value?

- “*None* of the Nobel Prize winners at the University of Colorado make as much as Coach Barnett.”
- Rocks, gravel and sand: Check your proportions.

Accountability, Responsibility and Projection – “*He* told me to sit here!”

- 1. Trustworthiness - This also includes honesty, integrity, loyalty and reliability.
- 2. Respect - This also includes civility (giving deserved respect), autonomy and tolerance.
- 3. Responsibility - Includes accountability, self - restraint and pursuing excellence (working to better yourself every day).
- 4. Fairness - Includes equity, (due) process and impartiality.
- 5. Caring - Concern for the welfare of others.
- 6. Citizenship - Being a good citizen.
 - (Josephson Institute of Ethics (1992))

In conclusion – Take this with you

- The Dalai Lama may or may not have written this, which may or may not have appeared in **Ethics for the New Millennium** (2001):
- Follow the three R's: *Respect* for yourself, *Respect* for others and *Responsibility* for all your actions.

May 15, 1993 - the final lap in an Indy car...



- “It’s nice that people want to look back at some of the things that I’ve accomplished over the years, but to be truthful, *I like to focus on what’s ahead.* We’re going to have a really good year.” - A.J.F., 2007