

Working Effectively with Very Different People –

Career Reflection & Personal Learnings

John Cooper

Different people, Different Challenges

- Business Managers and Leaders
- Finance
- Planning
- Personnel / Human Resources
- Business operations
- Marketing
- Political and Government Affairs

Developing and Marketing Better Fuels

- The Technologist views
- The Marketers' views

The Technologists views

- What people want:
- More performance
- Around 5% more power and around 10% more overtaking power
- Less pollution
- Around 10% less overall emissions (HC, CO, NOx, PM10)
- Cleaner injectors valves and combustion chambers

The Marketers' Views

- What people want:
- More sleep
- More fun/laughter
- More sex
- To feel good about themselves

Working with different people – the pitfalls

Balancing Inquiry and Advocacy

- Primarily we have been trained to advocate our own knowledge and views
- Listen and ask
- Be aware of mental models – yours and others
- “Tell me more”
- “What led you to come to that conclusion?”
- “Heres what I think and why:”
- (Try the Fifth Discipline Fieldbook, Peter Senge & Others – Chapter 33)

Simplify

- Long documents are not read
- Summaries and Conclusions are the most important
- Pictures...
- Prepare a pub conversation, or elevator speech

What's in it for me?

My own learnings – how to be effective

- Take time to learn about others ways of thinking
- Listen and Ask
- Simplify
- Understand “What’s in it for me”
- Seek to become expert in working with all available knowledge – not just your own
- The best outcomes can only be achieved by very effective teams – and the success should be shared

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