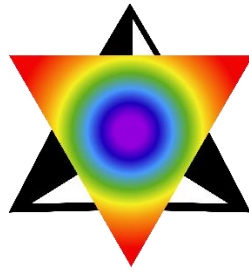


# Ray of Divinity



## A proven system of how to keep your business working –

This time I like to start from a different angle, before we get to the system.

To keep your business working you need to understand the concept of the system, but most importantly is also that you understand how to actively listen to people.

### **Active Listening:**

Schulz von Thun, was a professor of psychology, philosophy and pedagogic who introduced a new concept of “loud thinking”.

He also developed the model of the “four ears”, which means that anyone should learn how to listen in four different ways to get a proper understanding of what the other person wanted to say.

- the first level is to simply understand the message input
- the second level is how the message gets across, what feeling arises inside
- the third level is what is actively to do about the message input
- the fourth level is our own reaction to the message

We have to take into account, that one is the sender and one is the receiver, and both are individual people, with individual behaviours, thought and feelings.

How many times do we get across misunderstood or words got lost in translation...

Carl-R. Rogers, an American psychologist studied, that a human being needs to form a congruence between his own life concept and an occurring situation. He stated that only then a human being can go forward in his life and business. Only then the human being can integrate into higher concepts...

*When you want to practice active listening, you need to be aware of a few things, which are:*

- be patient
- be friendly and compassionate
- have empathy
- don't prejudge a situation
- be open and let other people talk
- take breaks and stay cool
- use positive body language
- ask if you haven't understood anything
- don't think your opinion is the best and the only one right
- don't let your feelings overwhelm you
- be ok with criticism
- use formal, kind but firm words
- respect, accept and tolerate the other person

All the above are leading to grasp the proven system and to build it with the right attitude.

### **Here we come to active process of the system:**

We start with the so called "present situation" of the case which needs to be reformed, the now- starting-point.

- First, we check where the difference lays, the WHY of things happening differently and we might have hints already from things happening before the same or in a similar way.
- We collect all information of this case
- We gather the team (people we trust in this situation, people involved or people who solved such a situation before...)

Second, we lay down exactly what we want to get out of this situation, we create a main future goal.

- We talk about strategies, about helpful tools and people, we also talk about the plan we would consider for this case.

Thirdly we invent a Plan

- we make a rough outline of the plan everyone needs to follow and the way how we follow the plan

After the plan is mapped out, we get active.

- Everyone knows at this point what they have to do, the main future goal and the active part of working on it.

Every company needs to put down a time frame, it mostly is variable for each case.

After a certain amount of time, the team needs a feedback round (this point should be followed up a few times during the whole process)

- In those feedback rounds, adjustments can be made, certain points removed or renewed, and different conceptions can be discussed.

Once the active team noticed a positive change of the situation or case, the team gets back together and the decision can be made that the case can be closed.

If the main goal wasn't been able to be reached, the team needs to start again and reinvent different ideas.

Sometimes the goal needs to be set lower or strategies have to be changed.

*This proven system is an ongoing process; it needs time and care, but only with strategies like this, businesses kept alive.*