

# **The Success Guide:**

## **How to Thrive in the Corporate Environment**

A Focused Roadmap for Achieving Peak Performance, Leadership  
Excellence, and Building a Trust-Based Culture

By

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**PDFs for the Audiobook**

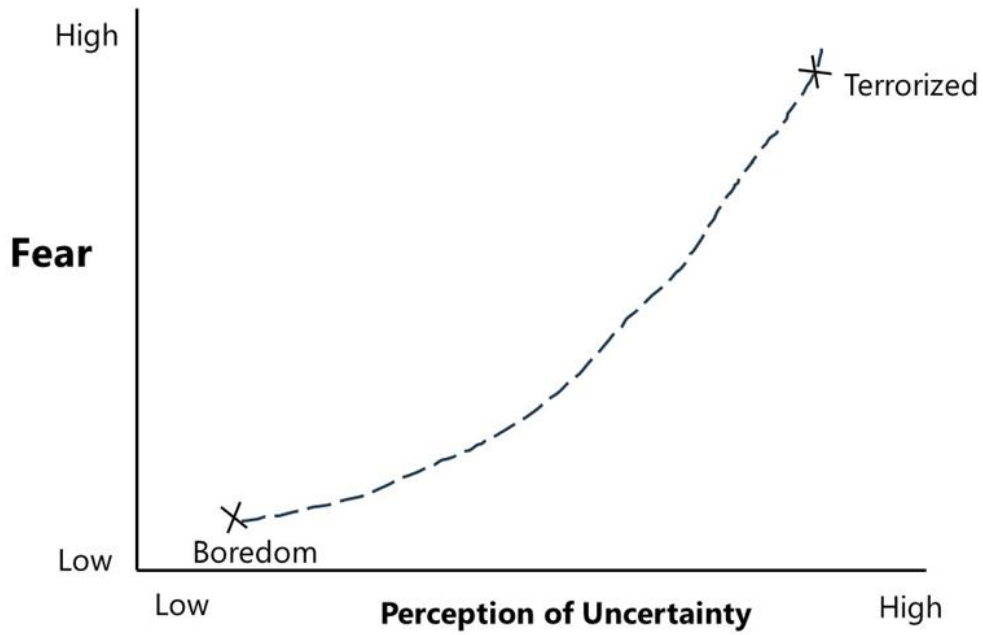
Page 21: Results Pyramid Adapted from *Change the Culture, Change the Game*, by Roger Connors and Tom Smith.



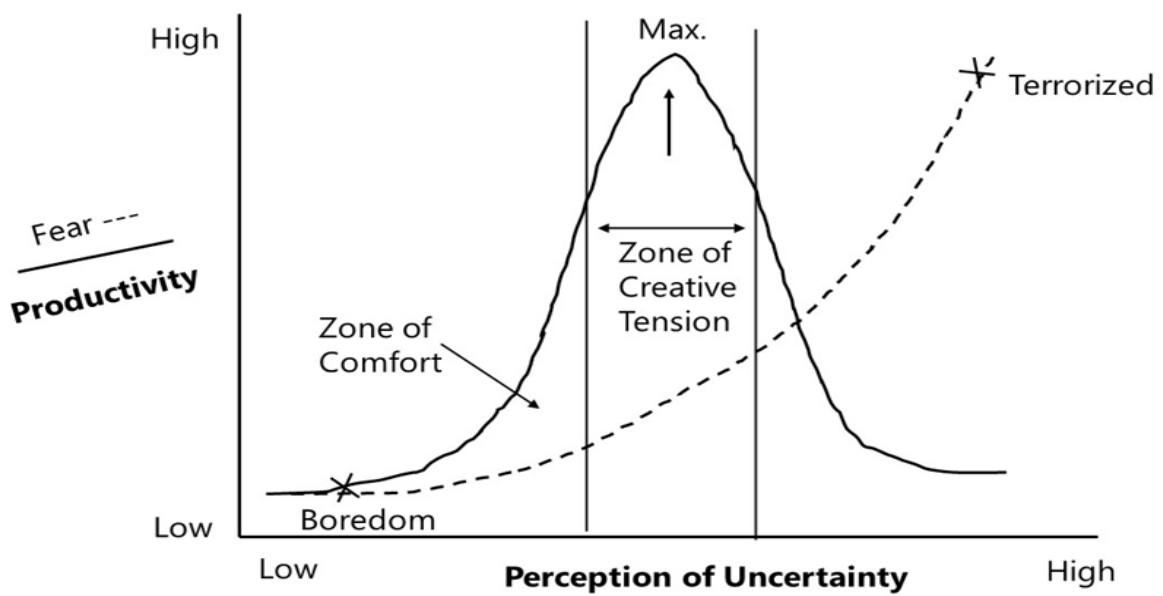
Page 29: Emotional Intelligence – 4 Domains with 12 Competencies

<b>Emotional Intelligence - 4 Domains with 12 Competencies</b>			
<b>Self Awareness</b>	<b>Self Management</b>	<b>Social Awareness</b>	<b>Relationship Management</b>
Emotional Awareness	Maintain Emotional Balance	Empathy	Influence and/or Inspire
Ability to Name My Emotions	Adaptability	Organizational Awareness	Conflict Management
	Motivation		Coaching
	Positivity		Teamwork

Page 36: Chart 1: Relationship Between Uncertainty and Fear



Page 37: Chart 2: What Enables Maximum Performance?



Page 43: Illustration of the Eisenhower Matrix

		<b>Eisenhower Matrix</b>	
		<b>Urgent</b>	<b>Not Urgent</b>
<b>Important</b>	<b>1</b>	<p style="text-align: center;"><b>Do it Now</b></p> <p>Things that create value and have a near-term time constraint</p> <ul style="list-style-type: none"> <li>• Respond to Request from Boss</li> <li>• Submit Draft Report</li> <li>• Get Flat Tire Fixed</li> </ul>	<p style="text-align: center;"><b>2</b></p> <p style="text-align: center;"><b>Decide When To Do It</b></p> <p>Things that create value and need to be scheduled or planned over time</p> <ul style="list-style-type: none"> <li>• Long-Term goals</li> <li>• Major Projects</li> <li>• Personal Development</li> </ul>
	<b>Not Important</b>	<p style="text-align: center;"><b>3</b></p> <p style="text-align: center;"><b>Delegate</b></p> <p>Things that do not create much value and have time constraints</p> <ul style="list-style-type: none"> <li>• Order Lunch</li> <li>• Prepare Meeting Minutes</li> <li>• Schedule Conference Room</li> </ul>	<p style="text-align: center;"><b>4</b></p> <p style="text-align: center;"><b>Delete</b></p> <p>Things that create no value and Waste Time</p> <ul style="list-style-type: none"> <li>• Social Media</li> <li>• Video Games</li> <li>• Watching TV</li> </ul>

Page 63: Table Showing the Difference Between a Growth Mindset and a Fixed Mindset

	<b>Growth Mindset</b>	<b>Fixed Mindset</b>
Intelligence and Abilities	Intelligence and abilities can be developed and improved	Intelligence and abilities are fixed and cannot be significantly changed
Challenges	Challenges are opportunities for growth and learning	Challenges are to be avoided, especially those that might lead to failure
Setbacks	Setbacks are temporary and serve as learning experiences	Setbacks are a reflection of inherent limitations
Feedback	Feedback is a valuable tool for improvement and learning	Feedback is a negative judgment of their abilities
Effort	Views effort as a path to mastery and achievement	Views effort as a sign of weakness or inadequacy
Success of Others	Inspired by the success of others and sees them as a role model	May feel threatened or intimidated by the success of others
Motivation	Driven by the desire to learn and grow, not just by external rewards	Driven by a need to prove intelligence and avoid failure
Learning	Embraces lifelong learning and views it as an ongoing process	May believe that learning is complete and that there is no need to continue learning

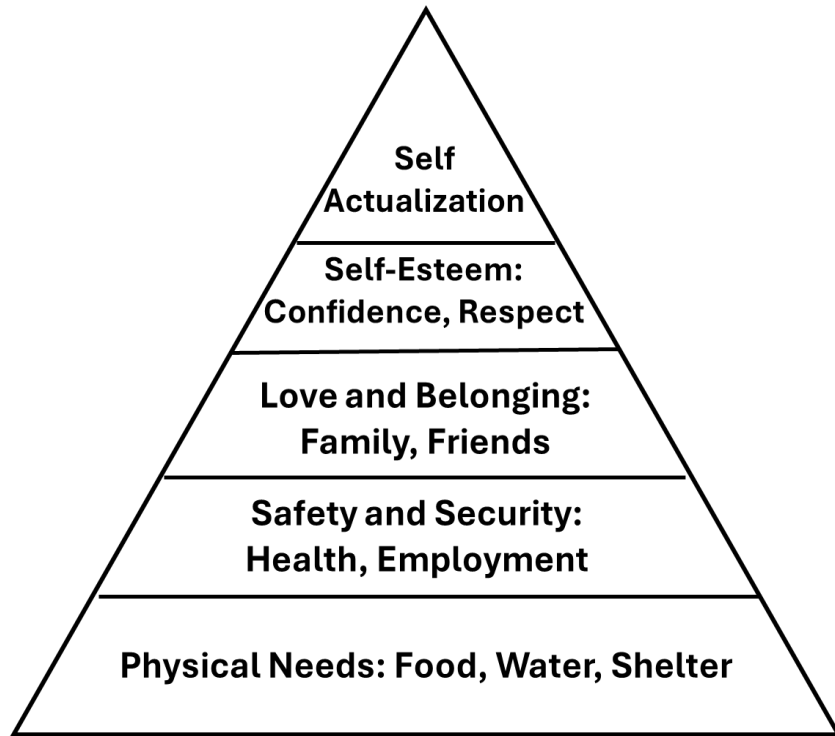
Page 88: Illustration of different Points of View



Page 97: Adaptation of Collins Hedgehog Principle to a Personal Hedgehog Concept (PHC) by Ashley Guberman [3]



**Page 102: Illustration of Abraham Maslow's Theory of the Hierarchy of Human Needs**



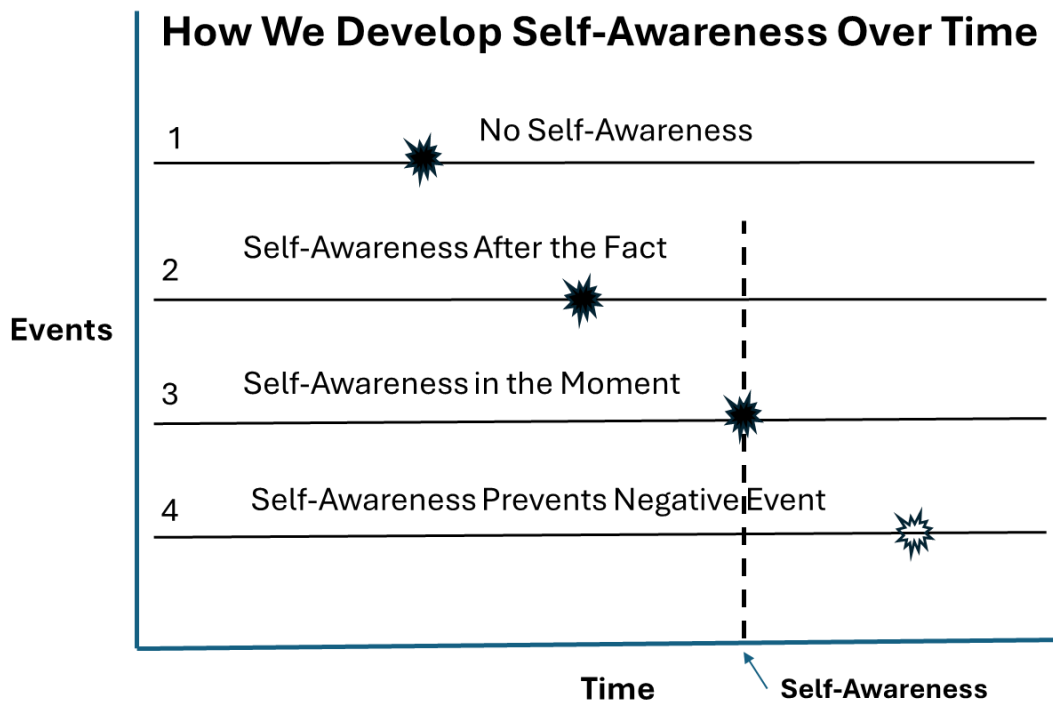
**Page 104: Chart Summarizing the Key Triggers for Individual Flow**

<b>Flow Triggers</b>	<b>Relationship to Other Triggers</b>	<b>Purpose/Type</b>
<b>Challenge - Skill Ratio in Balance</b>	<b>Fundamental</b>	<b>Essential</b>
<b>Clear Goals Defined</b>	<b>Purpose/Mission/Passion</b>	<b>Essential</b>
<b>Immediate Feedback</b>	<b>Progress on Clear Goal</b>	<b>Essential</b>
Autonomy	Intrinsic Motivation (Passion)	Sense of Control
Curiosity Novelty Complexity	This group of Triggers Holds Attention	Helps Maintain Focus
Unpredictability	Complexity/Risk/Curiosity	Focuses Attention
Risk	Challenge/Skills Ratio	Focuses Attention

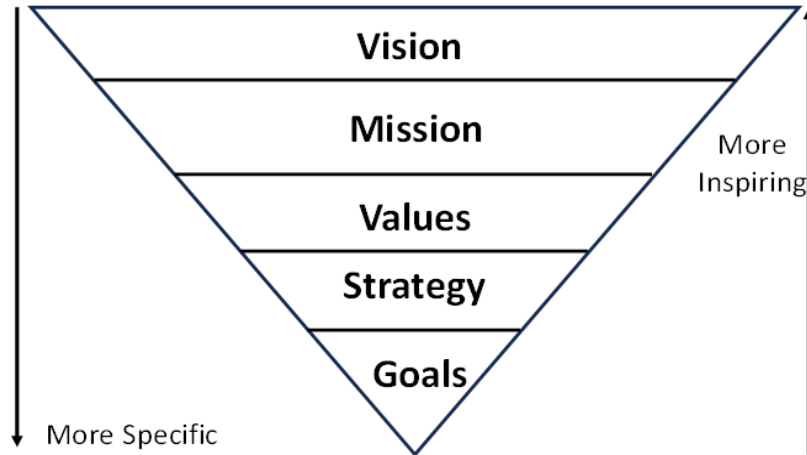
**Page 107: Chart Summarizing the Key Characteristics of Being in the Flow State**

Flow Characteristics	Related Experience	Benefits
Complete Concentration	Singular Focus	No Distractions
Merging of Action and Awareness	Total Absorption	Sense of Effortlessness
Enhanced Creativity	Heightened Pattern Recognition	New Insights
Time Distortion	Lose Sense of Time	Stay in the Moment
Loss of Self-Consciousness	No Fear, No Concern for Failure	Freedom to Act
Autotelic Experience	Pursue Task for its Own Sake	Peak Experience

**Page 165: Graphic Showing How Self-Awareness Develops Over Time**



**Page 182: The Vision Stack: Relationship between Vision, Mission, Values, Strategy, and Goals**



The Following two charts relate to the Case Study on a Pharmaceutical Manufacturing Facility and illustrate approaches to managing risk and human error in highly regulated industries.

**Page 270: Table Illustrating the Risk Matrix**

### The Risk Matrix

	<b>Product Quality Risk</b>	<b>Compliance Risk</b>	<b>Business Risk</b>
	<ul style="list-style-type: none"> <li>• Meeting Required Specifications</li> <li>• Use Only Released Raw Materials</li> <li>• Use Only Approved &amp; Validated Processes</li> <li>• Use Only Approved and Current Documentation</li> <li>• Tested by Quality Control Unit</li> <li>• Released by Quality Assurance</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation Practices</li> <li>• Management of Unexpected Conditions</li> <li>• Deviations from SOPs and Batch Records</li> <li>• Data Review and Audit Practices (Integrity)</li> <li>• Investigation Completeness</li> </ul>	<ul style="list-style-type: none"> <li>• Investment in Labor and Raw Materials</li> <li>• Staffing Plans (Shifts)</li> <li>• Production Plans</li> <li>• Inventory of Raw Materials and Product</li> <li>• Capital Investments</li> <li>• Production Capacity</li> <li>• Production Redundancy</li> </ul>
<b>Key Question</b>	Is it Good Product?	What will Regulators think?	Can we Stay in Business?
<b>Primary Objective</b>	Avoid Recalls	Pass Inspections	Ability to Supply the Market

## Factors Which Can Influence Human Errors

<p><b>Human Factors</b></p> <p>Time Pressure Fatigue Mental Stress Insufficient Staff Distractions Interruptions During Work</p>	<p><b>Physical Environment</b></p> <p>Insufficient Lighting Poor Ergonomics Workplace Design Insufficient Space Improper Tools</p>	<p><b>Leadership</b></p> <p>Low Trust Environment Supervision Absent Leadership Uninvolved Lack of Training</p> <p>High Turnover Stressful Work Environment</p>
<p><b>Documentation</b></p> <p>Poorly Written</p> <p>Confusing or Vague Frequently Changed Poor Match to Equipment Overly Complex</p>	<p><b>Systems and Equipment</b></p> <p>Confusing Automation</p> <p>Equipment Design Equipment Layout Lack of Error Proofing</p>	