Managerial Moment of Truth
——Helping Organization Improve 40% Productivity

Performance problems invariably throw managers into a bind. "Should I tell this person what I really think about his performance or should I not hurt his feelings or say something that will de-motivate him?"

Indeed, there are plenty of dangers on all sides. Not talking openly about performance issues often guarantees that they will not improve. On the other hand, "being straight" with people can easily backfire as well.

Managerial Moment of Truth explains a powerful new concept that can dramatically improve performance and increase productivity, at no cost, in virtually any company or organization. It provides a dynamic technique to help people face up to reality and confront the truth in order to correct mistakes, learn from past performance, and adjust processes to build a more successful organization.

What is Managerial Moment of Truth

For every manager there are critical moments that occur regularly. These moments often go unnoticed, and yet they will determine the manager's destiny. We call these managerial moments of truth.

The way you deal with these moments will either trap you in a cycle of limitations making your work life harder, or enable you to unleash crucial capacity, align your team, and increase the impact of your leadership.

Program Content

The Managerial Moment of Truth Program will cover the following modules.

- TWO distinct events the actual moment of truth consists of.
- FOUR basic steps of the managerial moment of truth technique.
- Recognize and change performance patterns.
- MMOT to deal within a team.
- Develop specific skills in the FOUR steps.
- The positive moment of truth.
- Manage the mismatch.
- Working within the strategic alliance.
Program Outcome

The Managerial Moment of Truth Program will help

- managers improve leadership influence and management level
- team build healthy atmosphere with trust, open-minded, honesty and performance oriented
- organization establish the corporate culture based on value and greatly improve productivity

DVD Cases

The Managerial Moment of Truth Program contains FIVE DVD cases.

- A Cross Functional Team's Managerial Moment of Truth
  The cross functional projects are always delayed. Everyone is busy with his or her own department's work so that most of the projects have to get closed by all-nighters near the end.

- A Pattern of Mistakes
  Dave finds out four mistakes in the report handed in by Terry. It is not the first time. Dave wants to have a MMOT and help Terry find his working patterns.

- A Missed Due Date
  Trish finds out a due date is missed. She wants to have a managerial moment of truth with the team members so as to find out the real causes and resolution.

- A Positive Moment of Truth
  This is the fourth month that John's team has achieved the sales figures of 43% above target. Jean wants to have a Positive MMOT and learn from him so that they can understand what John's team actually doing so the other sales teams can do it too.

- A Quick Managerial Moment of Truth
  Ellen and Barbara have a quick MMOT while sharing a cup of coffee. Ellen forgot to add the delivery cost into the proposal and she never made such mistake before.
Feedback and Praise

"Bold, important, groundbreaking. This is the most important thing you'll read as a business manager and coach. You'll learn a powerful and simple four-step method to shift your organizational culture to one of truth telling and empowerment. Your employees will thank you and your customers will thank them."

– Patricia Seybold, author of Customers.com and The Customer Revolution

"A valuable addition to our understanding of the power of conversation to transform ourselves and the workplaces we inhabit. It offers a precise framework and dialogue for creating authentic relationships in difficult moments. It delivers the means to replace blame and rationalization with learning and action. No small accomplishment."

– Peter Block, author of Stewardship

"This will genuinely revolutionize the way you relate to your boss, your peers, and your employees. It can remove the greatest stress we all experience in organizations by allowing you to relate freshly and directly to what is really going on, which is to say, facing reality. Best of all, the result will be exceptional performance and productivity."

– Candice Carpenter, author of Chapters and co-founder of iVillage

"Bodaken and Fritz offer a simple but powerfully effective method to enhance organizational learning. MMOT conversations are the best investments you and your team can make: their payback lasts for years."

– C. Sherry Immediato, President and Managing Director, SOL, the Society for Organizational Learning

"This is for anyone who manages. The authors provide a simple and elegant model for truth telling that will, if practiced and followed, improve the performance of your team. Yet this is not just a technique for performance improvement. It has everything to do with how to develop, engage, and retain the talent on your team."

– Beverly Kaye, Founder/CEO: Career Systems International

"The Managerial Moment of Truth is very simply about how managers must have the discipline to tell the truth and help their employees to confront reality. At a time when people have lost trust in many of the basic institutions of our society, this will benefit managers and employees alike and support integrity within the organization."

– Hon. Leon E. Panetta, Director, Panetta Institute for Public Policy, former Chief of Staff to President Clinton.
Robert Fritz

Robert began his career playing music and studying and teaching musical composition. He began to see that the structural principles that are so much a part of the composer’s art have profound importance when applied to human development. It is from these insights that his structural approach was born.

At the same time, Robert began to see that the very same process that creators use to create music, painting, sculpture, dance, drama, film, poetry and literature could be applied to the way people live their daily lives, that it is possible to approach the life building process in exactly the same way – as if it were a work of art. He went on to develop his first course to teach people to use the creative process in their lives and later began to train instructors in his approach. Since then, more than 80,000 people throughout the world have taken trainings developed by him.

His first book, The Path of Least Resistance, became an international bestseller. A true classic, it details how a person can utilize the creative process and the knowledge of structure to create their life according to their highest aspirations and deepest goals. His second book, Creating, gives even more detail on the principles of the creative process. His book, The Path of Least Resistance for Managers, takes the technology that is outlined in the first two books and applies it to organizations. His latest book Your Life As Art takes his groundbreaking work a step further. It covers the spirit of the creative process - what drives people to create. Many are saying it his best book yet.

Robert Fritz is the founder of DMA® and Technologies for Creating®. With Charlie Keifer, Peter Senge and Peter Stroh he co-founded Innovation Associates, a company dedicated to helping people build organizations using principles of the creative process.

Robert Fritz is an accomplished composer, filmmaker, and writer, and he is also an organizational consultant for some of the largest companies in the world.