

WORK THAT WORKS

THE LAW OF RECIPROCITY



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THE THEORY



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THE LAW OF RECIPROcity

Whether you are an owner, a member of management, or a member of the work force, you are a member of a team... and teams always work better when they use the Law of Reciprocity to their favor.

NOTES

The Definition of the Law

rec-i-proc-i-ty: (res-uh-pros-i-tee)

—noun: 1. a relation of _____ or action or influence

2. mutual exchange of commercial or other privileges

The Principle of the Law

The Law of Reciprocity states that what is best for the _____ is best for the _____ and what is best for the team is best for the individual.

The Question of the Law

Is what I'm about to do or say the _____ thing for every person and every project of the team?



THE LAW OF RECIPROCITY

"One of the most potent of the weapons of influence around us is the rule for reciprocation. The rule says that we should try to repay, in kind, what another person has provided us."

Robert B. Cialdini, author of The Psychology of

NOTES

The Breaking of the Law

What is it that defeats the Law of Reciprocity?

P_____...

to look more successful than you are

to not appear as a "company man" or the boss' gopher

to fit in

to cut corners

to bend the truth to your advantage

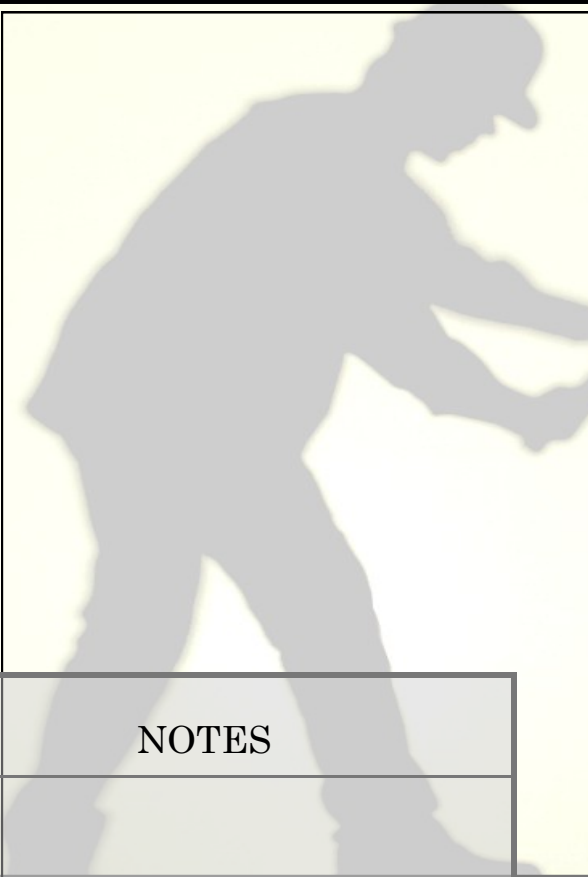
How do we prevent this defeat?

P_____...

to not make _____ decisions



THE LAW OF RECIPROcity



“Things that matter most must never be at the mercy of the things that matter least!”
Johann Wolfgang von Goethe

NOTES

The Breaking of the Law **continued...**

What is it that defeats the Law of Reciprocity?

Pressure...

- to look more successful than you are
- to not appear as a “company man” or the boss’ gopher

- to fit in
- to cut corners
- to bend the truth to your advantage

How do we prevent this defeat?

Purpose...

- to not make spur of the moment decisions

to not _____ on the truth

to not take _____ shortcuts

to not _____ “my word”



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THE REAL WORLD



THE LAW OF RECIPROCITY

Okay, you've got me, everything so far has been somewhat theoretical. Let's see then if we can get practical. Let's drive this Law of Reciprocity right to where the rubber meets the road.

NOTES

The Law and our Language

Question: What difference will it make if I give up all words and/or phrases that are either directly or indirectly considered to be _____, _____, _____, _____, etc.?

Question: Is there ever a true _____ for any of this language?

Yes or No
Please Explain

Question: What kind of pressure can we receive with regards to this issue?

Question: What kind of priorities can help a person resist the use of this kind of language?



THE LAW OF RECIPROcity

"Treat your inferiors as you would be treated by your superiors."

-Seneca the Younger
Epistulae morales ad Lucilium 47:11
1st century

NOTES

The Law and Hierarchical Respect

Question: How will choosing to follow the Law of Reciprocity change your actions toward those in roles _____ you?

Question: How will choosing to follow the Law of Reciprocity change your actions toward those in roles _____ you?

The Law and Lateral Respect

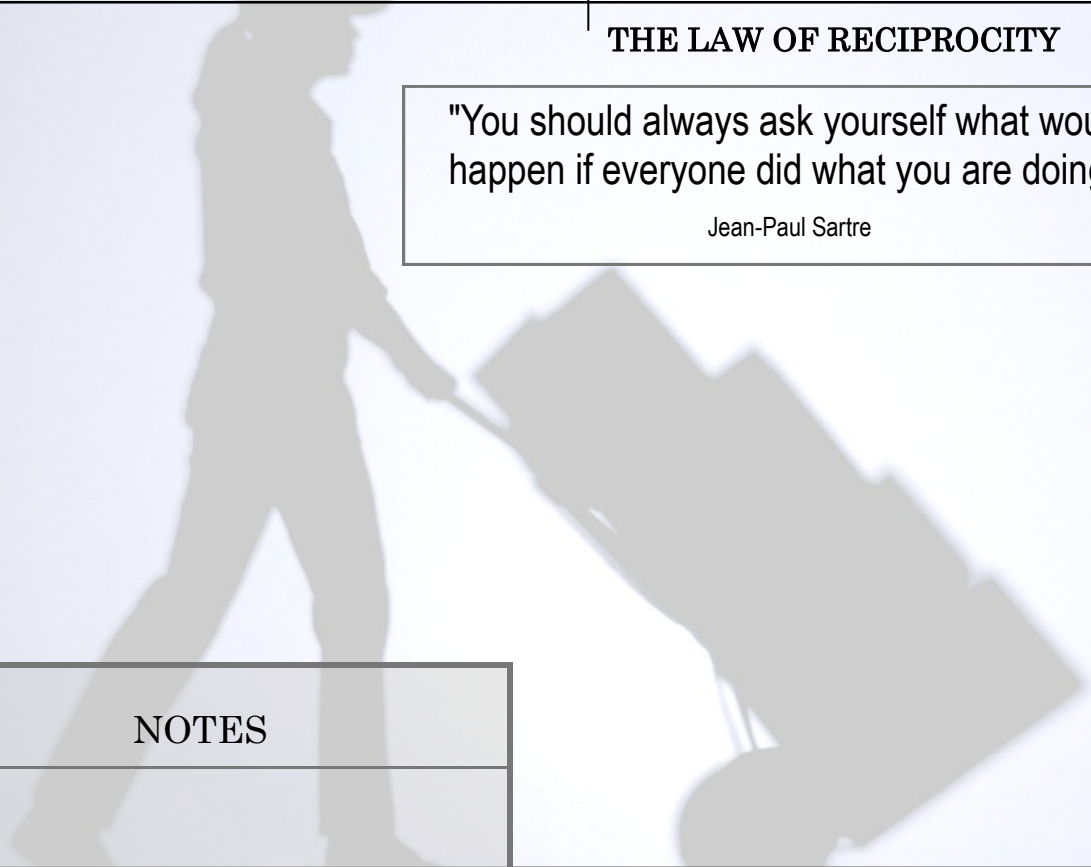
Question: How will choosing to follow the Law of Reciprocity change your actions toward those in roles _____ to you?



THE LAW OF RECIPROCITY

"You should always ask yourself what would happen if everyone did what you are doing."

Jean-Paul Sartre



NOTES

The Law and Common Courtesy

Question: How will choosing to follow the Law of Reciprocity change your actions toward the _____ (i.e. customers, members of other teams, etc.)?

The Law and the Little Things

Question: How will choosing to follow the Law of Reciprocity change your actions with regards to the "little white lie" or "what they don't know won't hurt them?"

The Law and Personal Responsibility

Question: How will choosing to follow the Law of Reciprocity change your actions toward your innocent or not-innocent mistakes and failures?



THE LAW OF RECIPROCITY

“Each man takes care that his neighbor shall not cheat him. But a day comes when he begins to care that he does not cheat his neighbor. Then all goes well—he has changed his market-cart into a chariot of the sun.”

Ralph Waldo Emerson

NOTES

The Law and Integrity

Question: How will choosing to follow the Law of Reciprocity change your actions and attitudes with regards to the statement, “You should always act as though you are being _____?”

The Law and Your Word

Question: How will choosing to follow the Law of Reciprocity change your actions with regard to “staying the course until the goal is accomplished?”

Question: How will choosing to follow the Law of Reciprocity change your actions with regard to loyalty within mutually defined expectations?

