



Growth Driven

Fueling Your Mailing and Shipping Success

INDIANAPOLIS | 2019

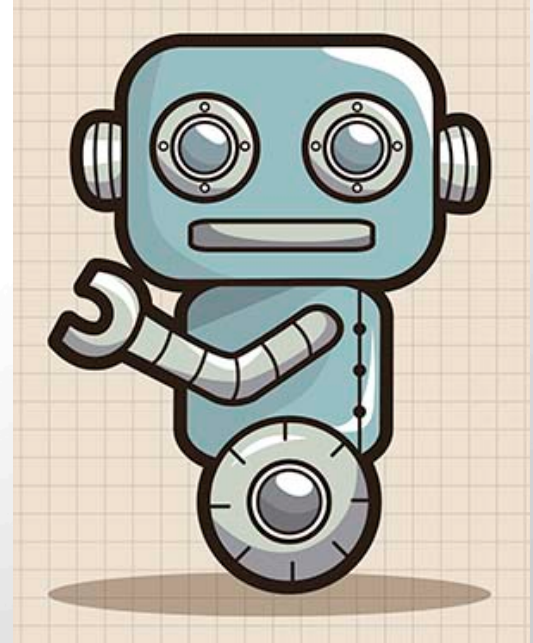
Leadership in the Age of Robots: How to Be Better Humans

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Overview

- Robots – science fiction and real world
- Robots - Meet The Humans!
- High Tech – High Touch
- What's Your Color?
- 10 Virtues of the Modern Age
- The Art of Being Human



Robots: What We Were Told



Robots: Reality



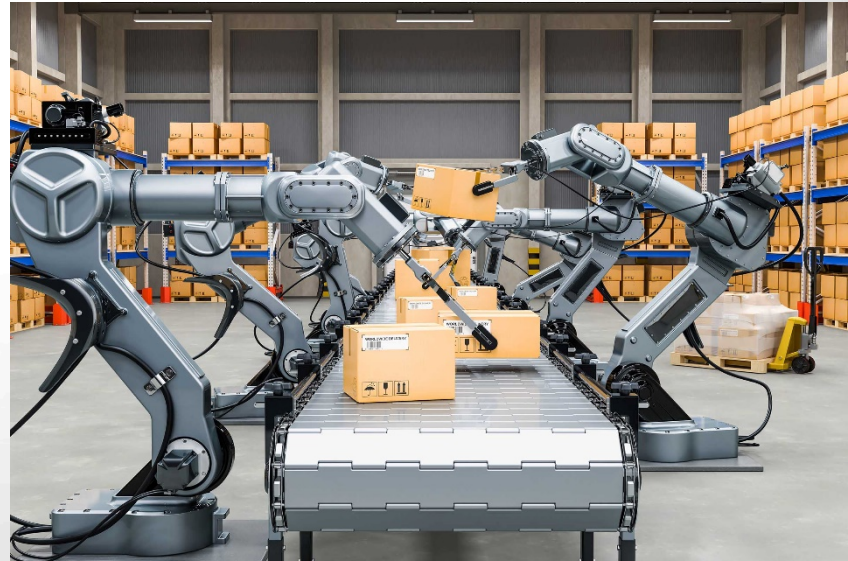
Robots – Meet the Humans!

HUMANITY

Passion	Resilience	Strength	Wit
A Sense of Humor	Compassion	INTUITION	Kindness
<i>Self-Esteem</i>	Motivation	<i>Intelligence</i>	Fortitude
Morals	<i>Courage</i>	<i>Work Ethic</i>	Empathy
Personality	<i>Manners</i>	Diligence	Determination
Common Sense	Grit	<i>Physical Fitness</i>	Effort
	Creativity		Ingenuity
		Life Skills	

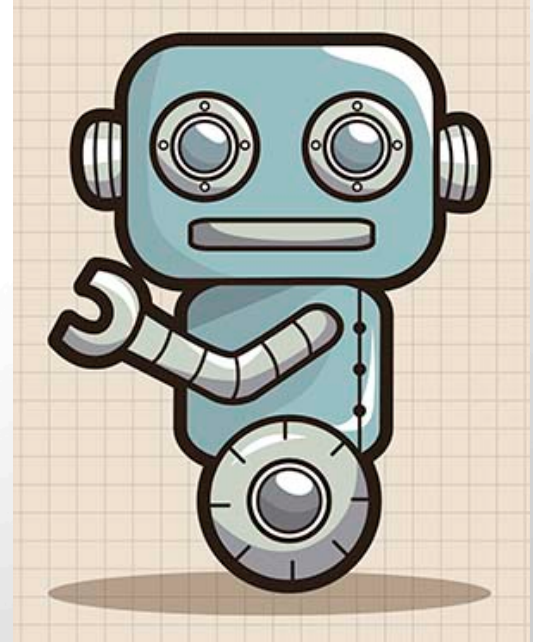
A Robot Cannot:

- Look you in the eye
- Consider the feeling of the other person
- Make person feel seen or heard
- Feel empathy / sympathy
- Understand comedy
- Be a critical and creative thinker
- Deliver bad news well



High Tech – High Touch

- *Megatrends*, John Naisbitt (1982)
- Technology is part of our evolution
- Humanness is an equal partner
- Balance
 - Tech can support and improve life
 - We need to know when to unplug



Color Profile

Instructions: Compare all 4 boxes in each row. Do not analyze each word; just get a sense of each box. **Score each of the four boxes in each row from most to least as it describes you:**

4 = most, 3 = a lot, 2 = somewhat, 1 = least

Total Orange Score	Total Green Score	Total Blue Score	Total Gold Score
A, H, K, N, S	D, E, L, P, Q	C, F, J, O, R	B, G, I, M, T
_____	_____	_____	_____

Row 1	A	B	C	D
	Active	Organized	Warm	Learning
	Variety	Planned	Helpful	Science
	Sports	Neat	Friends	Quiet
	Opportunities	Parental	Authentic	Versatile
	Spontaneous	Traditional	Harmonious	Inventive
	Flexible	Responsible	Compassionate	Competent
	Score _____	Score _____	Score _____	Score _____
Row 2	E	F	G	H
	Curious	Caring	Orderly	Action
	Ideas	People Oriented	On-time	Challenges
	Questions	Feelings	Honest	Competitive
	Conceptual	Unique	Stable	Impetuous
	Knowledge	Empathetic	Sensible	Impactful
	Problem Solver	Communicative	Dependable	
	Score _____	Score _____	Score _____	Score _____
Row 3	I	J	K	L
	Helpful	Kind	Playful	Independent
	Trustworthy	Understanding	Quick	Exploring
	Dependable	Giving	Adventurous	Competent
	Loyal	Devoted	Confrontive	Theoretical
	Conservative	Warm	Open Minded	Why Questions
	Organized	Poetic	Independent	Ingenious
	Score _____	Score _____	Score _____	Score _____
Row 4	M	N	O	P
	Follow	Active	Sharing	Thinking
	Rules	Free	Getting Along	Solving Problems
	Useful	Winning	Feelings	Perfectionist
	Save Money	Daring	Tender	Determined
	Concerned	Impulsive	Inspirations	Complex
	Procedural	Risk Taker	Dramatic	Composed
	Cooperative			
	Score _____	Score _____	Score _____	Score _____
Row 5	Q	R	S	T
	Puzzles	Social Causes	Exciting	Pride
	Seeking Info	Easy Going	Lively	Tradition
	Making Sense	Happening Endings	Hands On	Do Things Right
	Philosophical	Approachable	Courageous	Orderly
	Principled	Affectionate	Skillful	Conventional
	Rational	Sympathetic	On Stage	Careful
	Score _____	Score _____	Score _____	Score _____

Color Spectrum - ORANGE

- Are free and spontaneous
- Are impulsive risk-takers
- Are active
- Are optimistic
- Resist commitment
- Can become virtuosos
- Thrive on crises
- Are drawn to tools
- Like to be the center of attention
- Have great endurance
- Are drawn to action jobs
- Need variety
- Are dynamic, animated communicators
- Are competitive
- Deal with the here and now
- Are bold in relationships
- Are generous
- Have difficulty finding acceptance
- Like to live in a casual atmosphere
- Bring excitement to society

Color Spectrum - GREEN

- Are innovative and logical
- Seek to understand the world
- Need to be competent
- Require intellectual freedom
- Are curious
- Question authority
- Push themselves to improve
- Seek perfection in play
- May become intellectually isolated
- Are slow to make decisions
- Value concise communication
- Look for intellectual stimulation
- Enjoy intriguing discussions
- Are sometimes oblivious to emotions
- Are detached
- Believe work is play
- Are drawn to technical occupations
- Analyze and rearrange systems
- Focus on the future
- Bring innovation to society

Color Spectrum - BLUE

- Are in search of themselves
- Need to feel unique
- Must be true to themselves
- Look for symbolism
- Value close relationships
- Encourage expression
- Desire quality time with loved ones
- Need opportunities to be creative
- Compromise and cooperate
- Nurture people, plants and animals
- Look beyond the surface
- Share emotions
- Make decisions based on feelings
- Need harmony
- Are adaptable
- Are drawn to literature
- Are drawn to nurturing careers
- Get involved in causes
- Are committed to ideals
- Bring unity to society

Color Spectrum - GOLD

- Are dutiful and stable
- Need to be useful
- Want to be self-sufficient
- Value organization
- Desire punctuality
- Schedule their lives
- Make and keep commitments
- Measure worth by completion
- Are goal-oriented
- Value rules
- Prepare for the future
- Are inclined to join groups
- Believe work comes before play
- Safeguard tradition
- Prefer order and cleanliness
- Are responsible and dedicated
- Are drawn to respected occupations
- Enjoy positions of authority
- Desire structure
- Bring stability to society

Stages of Development – Part 1

STAGE 1: INFANCY

BASIC CONFLICT: TRUST VS MISTRUST

OUTCOME: Develop a sense of trust when caregivers provide reliability, care and affection; failure at this stage will lead to mistrust.

STAGE 2: EARLY CHILDHOOD

BASIC CONFLICT: AUTONOMY VS SHAME AND DOUBT

OUTCOME: Develop a sense of personal control over physical skills and a sense of independence, security and self-confidence; failure at this stage creates a sense of inadequacy and self-doubt.

STAGE 3: PRESCHOOL

BASIC CONFLICT: INITIATIVE VS GUILT

OUTCOME: Develop and assert control and power over the environment, earliest developmental signs of leadership; failure at this stage creates guilt, adversity to risk taking and lack of initiative.

STAGE 4: SCHOOL AGE

BASIC CONFLICT: INDUSTRY VS INFERIORITY

OUTCOME: Develop a sense in of pride in accomplishments and abilities; failure at this stage leads to feelings of inferiority and doubts about abilities to be successful.

Stages of Development – Part 2

STAGE 5: ADOLESCENCE

BASIC CONFLICT: IDENTITY VS ROLE CONFUSION

OUTCOME: Develop a sense of personal identity by establishing a belief system that helps guide and shape individual behavior through social interaction; failure at this stage contributes to a low sense of self-esteem and role confusion.

STAGE 6: YOUNG ADULthood

BASIC CONFLICT: INTIMACY VS ISOLATION

OUTCOME: Develop intimate, loving relationships with other people; failure at this stage results in loneliness and isolation.

STAGE 7: MIDDLE ADULthood

BASIC CONFLICT: GENERATIVITY VS STAGNATION

OUTCOME: Develop a legacy of success at work, in a career, in a family, in personal relationships, in accomplishments; failure at this stage leaves the individual feeling unproductive and uninvolved.

STAGE 8: MATURITY

BASIC CONFLICT: INTEGRITY VS DESPAIR

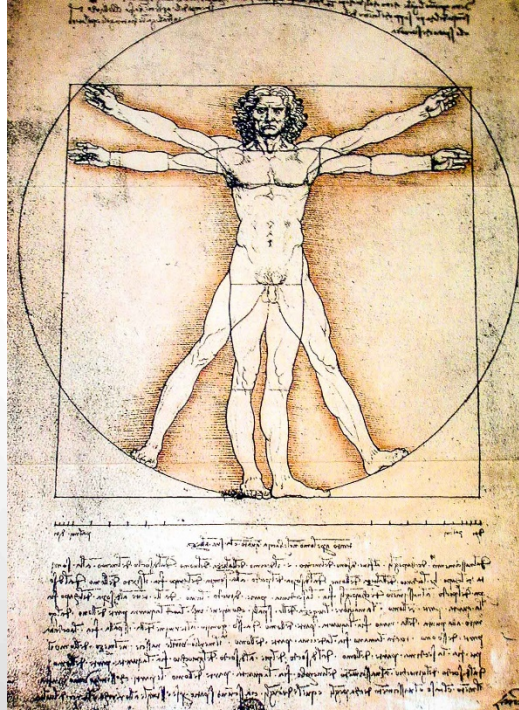
OUTCOME: Develop a retrospective view of life and ask “was it worth”. Successful completion of this stage yields a feeling of satisfaction and wisdom; failure at this stage leaves a sense of regret, bitterness and despair.

Ten Virtues of the Modern Age

- Resilience
- Empathy
- Patience
- Sacrifice
- Politeness
- Self-Awareness
- Humor
- Forgiveness
- Hope
- Confidence

The Art of Being Human

- Positive self-talk
- Complain less
- Let go of anger
- Be honest
- Be helpful
- Listen to others



- Be considerate
- Be yourself
- Be passionate
- Learn to apologize
- Leave people better after you leave them

Questions?

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