



THE MORRIS MURDOCK CHOIR

Similes, Metaphors and Parables



Morris Murdock needs all parts for our choir

- It is not by accident that we all have different voices
 - We need sopranos, altos, tenor, basses
 - It takes all parts to make a rich, beautiful sound
 - Diversity makes us rich as a company
 - New members, there is room for all in the choir

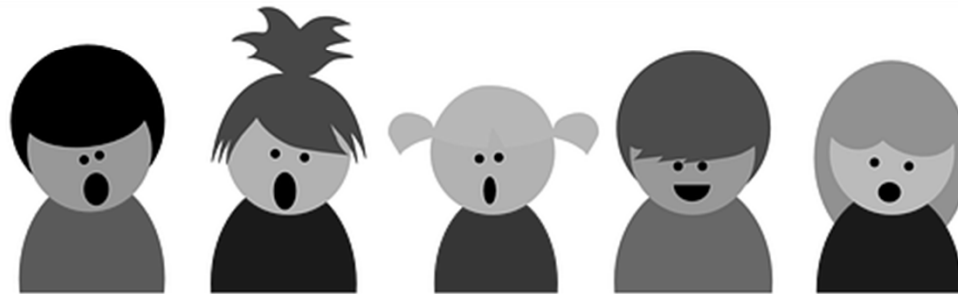




"Singing in a choir can have a range of social, emotional and psychological benefits - and now we can see it has biological effects, too,"

Dr Ian Lewis, director of research, Welsh Tenovus Cancer Care

“On those days when we feel a little out of tune....remember it is by divine design that not all voices in God’s choir are the same...” Jeffrey Holland



- It is not by accident that we all have different voices
 - A choir is not the place for a solo nor a cacophony of sounds but requires discipline
 - Don't demean your “voice” or that of others



Signs to watch for in ourselves and our Choir

- Rude comments
- Gossiping
- Complaining
- Insensitive actions
- Discriminatory remarks
- Belittling clients or colleagues
- Disrespect
- Teasing in stinging ways
- Texting during conversations or meetings*
- Profanity

*Frances Frei, Professor of Technology and Management, Harvard Business School
Former SVP of Uber

- Incivility is contagious it affects our emotions, motivation, performance, how we treat others
- Being subject of rudeness or just being a witness*
 - 25% had worse performance
 - 45% had fewer ideas



*Christine Porath, Georgetown University School of Business

Why are we uncivil to coworkers*

- Stress is number ONE reason
- Desire to feel “superior” or smarter
- Fear of appearing weak

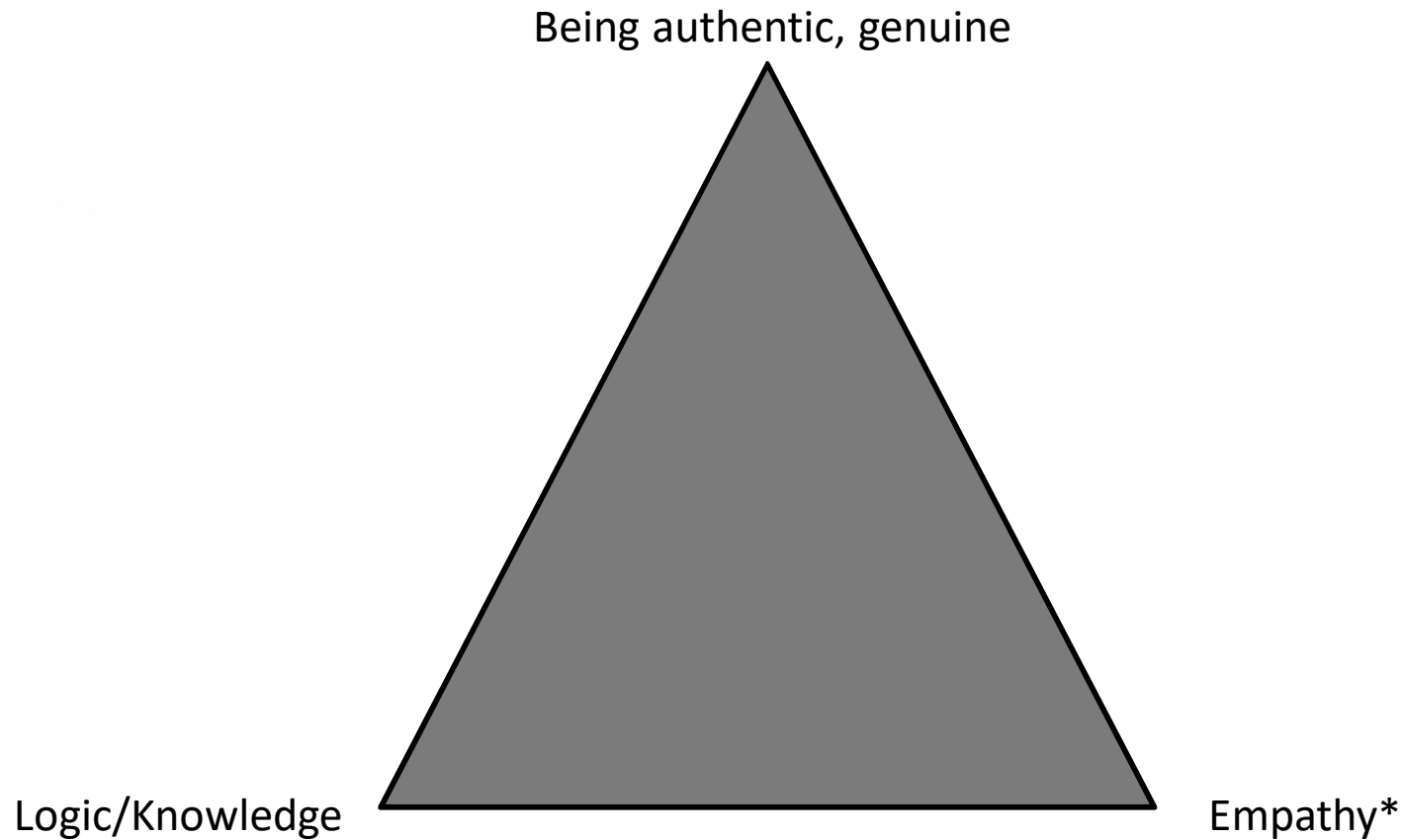


*Christine Porath, Georgetown University School of Business

Examine your own behavior and how you contribute to civility or incivility

- Look at how you treat one another at work
- Don't listen to or tolerate rumors and gossip
- Don't jump to conclusions about the intent or motives of other colleagues, clients
- Stop the blame game and look for solutions
- Encourage acts of kindness
- Go out of your way to say thank you
- Look for common ground in dealing with conflict
- Practice forgiveness
- Make it safe for others to ask questions and discuss problems

How do we build trust and civility



"If you do nothing else, please put away your cell phone. It is the largest distraction magnet yet to be made. It is difficult to create empathy and trust in its presence."

Frances Frei, Professor of Technology and Management, Harvard Business School , Former SVP of Uber

- Simple *no cost* things we can do today
 - Smiling (10/5 rule)
 - Saying hello (10/5 rule)
 - Listening fully when someone is speaking
 - Being polite
- We have on average about 400 “touch points” a day*
- We can be both respectful and kind while being strong
 - Warm and confident are not opposing values

*Christine Porath, Georgetown University School of Business

“How wonderful it is that nobody need wait a single moment before starting to improve the world.”

— Anne Frank