

Follow-up

SUMMER 2001



Endings and Beginnings

“Where shall I begin, please your Majesty?” he asked. “Begin at the beginning,” the King said gravely, “and go on till you come to the end, then stop.”

Lewis Carroll, 1832–1898, *Alice’s Adventures in Wonderland* (1865)

In June 2001, a group assembled “on the hill” at Simon Fraser University dressed in cap and gown to receive their degrees at Convocation. For the first time since 1963, I am “graduated” again, but this time with a Master’s Degree in Liberal Studies (or as I refer to it, the “meaning of life” and the opportunity to qualify as a real GranMA!).

Life is full of endings and beginnings. This year has seen the death of a close elderly friend, the marriage of our son Tim and his partner Dalia—which is both an ending and a beginning for Peter and I; the end of my attending school, and the beginning of what to do with a Master’s Degree!

In one organization I work with, the CEO has retired, a new one has taken his place; in another, times have changed for them, with rapid growth challenging many of the well-loved “small company” benefits; in yet another, business is static after many years of growth ... is it time for a new beginning?

Life is a series of working through all these happenings. Sometimes it can be tough, but often it offers doors to exciting and rewarding opportunities for our personal growth. In 1987, I stepped out of employment and

into the mysterious realm of the self-employed. Today, that is far from unusual, and many of us relish the lifestyle that self-employment brings.



Our ability to bounce back or be resilient often depends on our willingness to welcome change and to realise that, “When we rest on our laurels, we are wearing them in the wrong place.”

This is the 21st edition of *Follow-up*, which we began publishing in 1993. This is my 14th year of being in business and, some would say, finally also the new Millennium—2001.

What do we need to do to thrive in the years ahead?

The well-known management guru, Peter Drucker, suggests in *Management Challenges for the 21st Century*:¹ “In the 21st Century, we will be expected to be a change leader.

You will see exactly what is required of you in order to make change happen in a controlled and orderly fashion. You will see exactly why global competition is here to stay and how you can measure your company against the world leader in your industry. You will discover what you need to do to increase the productivity of the new information workers and how to develop your own talents now and throughout your life.”

Drucker emphasizes that *there is no one right way*—thank goodness! There are always endings and beginnings. We will need what Goran Kindahl, CEO of ABB, describes as “Cool Head, Firm Hand, Warm Heart.”

In the book *Wisdom of the CEO – 20 Global Leaders Tackle Today’s Most Pressing Business Challenges*,² Michael Armstrong, CEO of ATT, described the Bell System as, “... like a damn big dragon. You kick it in the tail and in two years it feels it in the head.”

Too often, we and our organizations are slow to react and then get burnt by the dragon! On the following page, there’s a story along those lines that talks of how of our beginnings may have unanticipated endings!

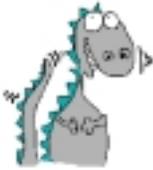
¹ Published by Soundview Executive Book Summaries (ISSN 0747-2196) PA, USA a division of Concentrated Knowledge Corporation.

² *Wisdom of the CEO’s* - C. William Dauphinois, Grady Means, Colin Price, Klaus Schwab, published by John Wiley & Sons, 2000.

For up-to-date info, check the Web site regularly — we update it at the start of each month.

Shaping the Future

L In a small village long ago, an old man had a magnificent vision. His vision was for the village to have its own real, live, fire-breathing dragon. Over and over he said, "If we had a dragon, our children would behave, the government would be more effective, people would come from miles around to see our dragon, and that would be good for our economic prosperity."



The old man talked about his vision to everyone, and soon everyone was saying, "If only we had a dragon, all our problems would be solved."

The gods of the dragons heard all this and thought that it would be a good idea to answer the villagers' request. So one morning the old man walked out in front of his house and there was a real, full-sized, fire-breathing dragon.

The old man was so surprised that he had a heart attack and died. This startled the dragon so much that it roared and spewed out flames and the whole village burnt to the ground. The moral of the story is:

There is a very big difference between a vision and its implementation.

Begin today—there are no endings, only beginnings ... you never know, the dragon may be friendly!

Follow-up is published two or three times a year for clients and friends of Jane Durant. We hope it helps you get better results for yourselves and others. If you would like the opportunity to be part of a future issue, or if you would like to receive a copy, please click on web link, send e-mail, phone or write me at:

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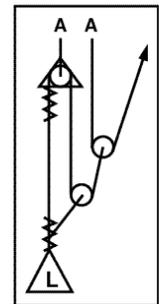
Beginning beyond the ending – being a change leader

Rigging for Rescue and the 540°™ Rescue Belay

Some of you will recall that our daughter Katie and her partner Kirk are the owners of *Rigging for Rescue*. Their company teaches rope rescue and includes among its clients, the Canadian and US National Parks Service, the Royal Air Force in Britain, plus many search and rescue organizations, fire departments, and others who use ropes in the rescue process.

Katie and Kirk's business is part of a growing group of professionals who are striving to improve the technologies and equipment of rescue through painstaking research and development. Over the years, they have been searching for new ways to make lowering and raising human beings in tight and perilous locations a safer experience for all concerned.

Their analysis of their business led them to think of new products that might enhance safety. To achieve this, they needed to explore not only new technologies but also new relationships with people who could help them make the devices they invented. Utilising the services of a Canadian mechanical engineering firm, Benchmark Automation, Inc. and a Canadian manufacturer, Traverse Rescue™ LLC, their first device—the 540°™ Rescue Belay—is now on the market.



RIGGING
for
RESCUE®



The inventive symmetrical design of the 540°™ Rescue Belay allows bi-directional loading and locking, and thus either end of the rope exiting the device may be used as the load line. You will have noticed that it is 540° (1.5 wraps), not 360° (a full circle), so the rope begins on one side and exits on the other, or was that exits on one side and begins on the other? It doesn't matter; since it's bi-directional, either side can be the end or the beginning.

Should you find yourself stuck on a ledge high above the ground needing to be rescued—a thought some of us can hardly bring ourselves to think of—you may feel (slightly) more comfortable with the knowledge that the people rescuing you may have been both well trained and be using the 540°™ Rescue Belay to help them.

For more information on the 540°™ Rescue Belay, go to www.riggingforrescue.com.

For those of you who wonder what a belay is — a belay is a separately managed back-up rope system should anything happen to the mainline (primary load bearing system). Aren't you glad you asked?