



# FOR AMAN { U } ENSANS...

December 22, 2011

www.Amanuenses.Net

## UPCOMING EVENTS ...

- > **Communicating Effectively Across Cultures ...**  
½-day Workshop  
10 Mar 2012
- > **From Contact to Connections ...**  
2-day Workshop  
03-04 May 2012
- > **Communication Skills for Finance Professionals ...**  
1-day Workshop  
18 May 2012
- > **Networking Skills for Finance Professionals ...**  
1-day Workshop  
17 Aug 2012
- > [www.Amanuenses ...](#)  
Events for details ...

## RECENT ARTICLES ...

- > **The Softly, Softly Approach**  
Build Transferable, Soft Skills, for Personal Growth...
- > **Blueprint for Change**  
Explore Networking as a Powerful Tool for Relations...
- > **Free Up Your Mind**  
Embrace Soft Skills for Innovation & Creativity ...
- > **Learn to be More Influential**  
Boost your ability to Communicate Ideas and move People to Act...
- > [www.Amanuenses Knowledge](#)  
for details...

## AGERE SEQUITUR CREDERE...

**Actions follow beliefs ... three powerful words that provide deep insights into why we do, what we do, don't they?**

Those Latin words resonated with me recently, as I stood on the platform of Bugis MRT. "Delays..." they announced, our "world class" system was disrupted!

We constantly talk about the importance of people don't we, yet our actions often place more weight on the shoulders of the technologies.

The cultural concept of thrift transforms into business "efficiency", underpinned by beliefs driven by capital intensity.

This reliance on fast-paced technological determinism seems at times to shunt the human dimension off to the sidings.

But, is it better to treat people more like rolling stock, than a first class carriage?

As I waited at Bugis, the intercom's sound quality was inaudible, the announcer's diction indecipherable, and the solutions promoted in their scripts were illusive.

I didn't need to hear "apologies", I needed "solutions"; what was the best network route to my destination?

I believe that others needed "solutions" too, and further felt that a solutions focus had more possibilities in the hands of humans, rather than technologies.

Yes, I still believe that we have a fantastic MRT system, one that we can be proud of. And yes, leveraging great technologies helps us deliver this.

Yet, I also believe that "world class" means laying tracks for human growth, building platforms based on people. I'd love actions to follow those beliefs...



## ARE YOU A "HALF-BRAIN" ?

**When I was a kid, being called a "half-brain" was quite an insult. It lay somewhere around a moron, imbecile or idiot; little value was added by any greater precision.**

As I've grown, I've come to realise that we are all "half-brains", by that I mean we all have a left, *and*, a right half.

I've further come to realise, that most of us use only one half most of the time!

The left half is the logical part. Those of us that are mathematically inclined, will be engaging this much of the day.

It's the place we go to remember the names of things, to deal with facts and rules, and to use words and language.

It's a safe, very practical space, one whose memories are built on the present, and the past.

The right brain is a very different place, it is the place where creativity thrives. It takes our present. and projects us into new and unknown futures.

It's a place for feelings, emotions and beliefs, and a good place for us to go to get a better sense of our actions.

It's not the place for slicing & dicing the details, but for stepping back to assert the bigger picture we often crave for.

One of the beautiful things I've learned in delivering Soft Skills training, is that I spend much time putting people in touch with their right brains.

Maybe setting up Amanuenses eight years ago, wasn't such a half-brained, entrepreneurial idea after all :-)

**Finally**, have a wonderfully peaceful break, a fantastic start to 2012, and I look forward to re-connecting soon.