



turning managers into leaders

Merge's Monthly Mega Minute – May 2008

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Merge Gupta-Sunderji helps turn managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

What you expect, so you will find

There is an old story told about a traveler who arrived at the gates of an ancient city and asked the elderly gatekeeper, "What are the people like in this city?" "What were the people like where you came from?" asked the gatekeeper in return. "Oh, terrible," was the quick response. "They were mean, unkind, dishonest, and uncaring." "You will find them the same here," replied the old man. The explorer continued on his way. Later in the day another traveler arrived at the city gates and asked the same question of the gatekeeper. Again the old man asked about the people in the city the traveler had come from. "They were fine people: kind, honest, generous, and willing to lend a hand. In fact, I was deeply sorry to leave." The wise sage responded, "So you will find within these city walls."

The theory of expectation is a powerful proven concept in psychology and simply states that you will find, uncover, or discover exactly what you expect. The astute old gatekeeper may not have been thinking about the world of business when he uttered his words of wisdom, but this concept is no where more evident than in the workplace environment. What attitude do you bring to your team, your department, or your organization? Are you expecting to find negative behaviours and poor performance, or are you expecting positivity, enthusiasm and top-quality work? Your attitude, your beliefs and your expectations play a huge role in determining the actual outcome. So consciously and deliberately set your expectations to give you the outcome you desire. Remember: what you expect, so you will find.