RESPECT++ IN 140 CHARACTERS

Respect is not “earned.” Respect given is automatic—though you may upon occasion find that it was not, alas, merited.

Respect is the default position. Disrespect must be earned.

Respect is the greatest motivator of all.

Every human being has an interesting story. You’ll find it if you give a shit. (And listen.)

Everyone has a great story to tell ... if only you’d shut up.

Listening intently is the greatest act of respect.

Repeat: Respect is the greatest motivator of all.
The virtuous (business) circle:

Respect.
Intent listening.
Motivation.
Engagement.
Happy colleagues.
Happy customers.
Profitability.

Twitter respondent: “What happens after you’ve ‘listened’ is what is actually important.”

TP: Somewhat disagree. The listening [intently] PER SE is what matters most. [Which is kinda the point.]

My favorite quote (or, one of them): “Be kind, for everyone you meet is fighting a great battle.” —Philo of Alexandria (I constantly remind myself of this.)
The things mindless optimists say sometimes make me want to vomit, such as, “All you need is a positive attitude.” For some, life sucks.

Me, at the airport, BWI, 6:45AM, to bus driver who pulls up to the curb: “Is this the bus to the rental car lot?”

Driver, with a broad smile: “Don’t we begin conversations like this with ‘How are you this morning?’”

(Me, to myself: “What a total jerk I am. What a wonderful reminder.”)

Me, to bus driver: “You are absolutely right, and I am so sorry for my rudeness. Oh, and I hope you have a great day.”

Some people “get straight to the point.” Some stumble and fumble. The former are persuasive—and invariably wrong.
Definition of “get straight to the point”: Arrogance and gross oversimplification.

“I’m gonna tell it like it is.”
Life is complex, multi-variate, non-linear. No one has a clue as to “like it is.”

“I’m gonna tell it like it is.”
I am going to expose you to all of the data incompleteness and prejudices and biases and distortions and shortcuts in my information accumulation and analysis process.

1025.14/Tom Peters