



YOUR TEAM SUCCESS PODCAST

## Head, Heart, And Gut: The Three Must-Haves To Take Action!

**Shannon Waller:** Do you sometimes find things intellectually interesting but don't take any further action? Stay tuned for my new insight as to why that happens.

Hi, Shannon Waller here, and welcome to Team Success. I want to share an insight that I had. This is kind of a quick thought, but I found it useful and I want to share it with you. So I realized a couple of things, that there is a way that I decide to take action, and I think this applies to other people too. And it came out of a conference that I went to. And I realized that I find a lot of things that I hear, especially at this conference, to be what I would call intellectually interesting. Like, oh, that's an interesting idea. That's cool. That's good. And then it wasn't until I came out into the hallway in between and I met up with my teammates with whom I had attended the conference. And I met up with a lot of my friends there, my professional colleagues whom I adore. And then stuff went down to a different level. So just not the cognitive part, but now it went down to, how do I feel about this? What was I excited about? And then a couple of things really solidified, and I was like, oh, yes, this is actually more than just interesting. This is something I'm excited about. And then, and only then, did it go down to the level of action.

So this is really relating to the three parts of the mind. And again, I learned about this from Kolbe. So there's the cognitive, what's called the affective, which is a psychological term for your motivation, which I always point to your heart. You've got your head, your heart, and then you've got your gut, which is your will. This is when you will or will not take action, or you're willing to take action. And I realized it kind of for a lot of new things goes head, heart, gut for me. And I wanted to check this out with you and see what you thought. Because if you ever learn something, you're like, oh, that's kind of interesting, but then nothing happens with it. I think about, I was going to say millions of books I read, but no, it's probably hundreds or thousands of books that I read or have read, podcasts I've listened to, YouTube shorts that I enjoy, whatever the things are, they're intellectually interesting. But then something else has to happen for me to get really interested in applying that. I have to engage with it. Emotionally, it has to pay off. It has to give me some win. I have to get excited about it. It can't just stay in my head. Just cognitive is not enough.

So then when I get excited about that, and only that triggers my will, the fact that I'm going to take action on it. And I think this is critical because as we look at teams and teamwork and accomplishing the results that we're committed to, what level are people engaging? We have to make sure that the idea cognitively makes sense for a team. Then we have to make sure that they're excited. And then finally, once they're excited enough, that's what's going to ignite their will. They have to see a way they can contribute through action in making this happen.

Now, I want to share an experience where I did not do this. It was a very painful experience. So, actually not that long ago, maybe two or three months ago, my husband and I have been talking about renovating our house. Last time it was sort of like nicely decorated was 20 to 25



## YOUR TEAM SUCCESS PODCAST

# Head, Heart, And Gut: The Three Must-Haves To Take Action!

years ago. It took a while. It's a 3,600 square foot house. We'd made done a couple of rooms and made things like the basement better and one guest bedroom had gotten renovated and what is now my office is also refreshed a little bit. But still there was just a lot of things. The kitchen, the bathroom, the kind of the big things. The floors were a disaster, the carpets were embarrassing. Like, there's no way I'd have anyone upstairs to look at them.

So it was one of those things, and we had decided at Couples Connection that we were going to do this. So anyway, through circumstances, received an inheritance, finally made sense financially to do it. So we took action. We actually pulled the trigger in May or end of May, and then we were going to be out of the house by the end of June. I pushed it one week so I'd have some Free Days, because June was incredibly busy. I was traveling for a week. So I gave myself some Free Days. But here's what I realized, is that I did not do any of the things that I would normally do. Truthfully, the renovation, in my mind, was intellectually interesting. It actually never hit the level of a strong desire for me, as much more of my husband's doing. It's not that I don't care about my environment, but it doesn't really change my behavior much. I can work in a clean environment or a messy one; it doesn't really matter to me. Other people are completely different. I'm not hugely affected by it, I think.

And I did not engage my will. I mean, let me give you an example. I used a Strategy Circle to decide to get married. Okay, this was 27 years ago. So, I've been using the tools. I know to do this. So, for this renovation, did I do an Impact Filter? No. Did I do a Strategy Circle? No. Did we employ any "Whos"? No. What the heck is the matter with me? I'm not doing any of the things, if I was fully engaged in the project, I might, oh, guess you're not fully engaged in this project, Shannon. Like it was intellectually interesting, I could wrap my head around it, but I hadn't wrapped my heart around it, and I certainly hadn't wrapped my will around it. So that was a huge insight as to what was missing, because if I was super passionate about it and I was engaged, I would be doing all of those things.

Now, the few "Whos" that we called in literally the day before we were out were a godsend. Recommend this company called Just Junk in Toronto. The two guys were lifesavers. They helped us move some stuff off the clock, which was amazing. And we had a couple "Whos" who came. My neighbour helped us out, Candice. My sister, Julia, came over and really, she came over the last night and for the last two hours, helped us get out of the house. And she's someone, from Working Genius Tenacity, which I highly recommend, who has, she has follow through, she has tenacity, she helped us get across the finish line, because we probably would have been there till midnight. So we did have a few people show up, thank God, because it was a disaster.

We talk about quality of Free Days, so Free Days are non-work days. And we've got platinum, gold, silver, bronze. And then the chore days are tinfoil, And I realized I needed a new category. I was talking to Dan Sullivan about it. I go, "Dan, I need something worse than tinfoil." He goes,



YOUR TEAM SUCCESS PODCAST

## Head, Heart, And Gut: The Three Must-Haves To Take Action!

"Oh, that's easy. Lead." I was like, yes. I had lead Free Days. It was so depleting. It was awful. It was one of the hardest things I've ever done was moving out of our house. So anyway, don't, don't do that. But I thought the insight I had, you know, from this conference that I attended, I realized that there were a few things I was going to take action on had gone through this filtering process of being intellectually interesting, being emotionally engaging, and then finally engage my sense of action and my will, my Kolbe.

So, I thought this might be useful. And then, of course, I love test cases where none of those things are true or very few. And then, yes, the getting out of our house for a renovation was not fun. Now, I am in the fun part, you know, buying appliances, shopping for furniture, all the things. Now, it's fun. Extracting myself from our house, incredibly difficult. Way harder emotionally than I had ever planned for or anticipated. So, think of your own examples. Where have you only engaged intellectually? Did it actually get ever down to the level of you taking action? Did you care about it? In Kolbe's creative process, it starts with motivation. If we are not motivated to do something, nothing else kicks in. Nothing. So it's like, where have you skipped a step? Did you have anywhere near-? I hope you did not have the disaster that I did for myself. I hope it wasn't as stressful or painful, please. But what if one of those elements are missing? What has happened for you?

When all those aspects are true, you know, intellectual, emotional, and conative or mental energy, your will, when those things were true, did something just happen kind of like, not instantly, but way easier than you thought? I'd love to check this against your own experience. So just wanted to share little insight I have about the creative process and the whole three parts of the mind because, for me, it played out very dramatically in terms of what worked and what didn't. And I thought this might be useful for you too. So thank you for so much for listening. This is short and sweet. Love to know your comments or questions. Please let me know at [questions@strategiccoach.com](mailto:questions@strategiccoach.com). And as always, here's to your team success.