How to get things done in big organizations

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About me

UNIVERSITY OF MICHIGAN

IBM

Carnegie Mellon Tepper SCHOOL OF BUSINESS

Control Devices with Mode Buttons
Power On/Off Devices
Rewind or Fast Forward Program
Initiate Program Recording
Allow Navigation between TV Components (RGB, HDMI, Analog, other)
Stop Program Play
Pause Program Play
Start or Resume Program Play
DVR Jump Fwd or Backward by Interval
Go to Recorded TV Program List
Go to On Demand Library
View Online Weather, Sports, Stocks & Traffic Info in the U-bar
Go to Main Menu Screen
Navigate Channels, Menus, and Screens
Return to Previous Menu Screen
Selects on Screen Option
Return to Live TV
Display Program Info screen
Access Applications (if Available)
Change Volume
Channel/Page Guide Up or Down
Mute Audio
Go to Interactive Program Guide Screen
Return to Previously Viewed Live TV Channel
Numeric Alpha Text Key Pad for Channel and Search Functions
Edit Text on the Search Screen
Accesses Screen Viewing Options
MENU
OK
GUIDE
at&t

MENU

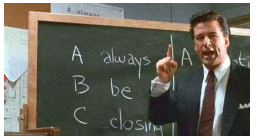
Overview

9 tips for how to get things done in BIG organizations

Part I

Part II

Part III



Part I

Help me help you

1.

Make it easy for them to help and explain

2.

Talk in terms of the other person's interests

3.

Foster a culture of gratitude

Part II

Build a positive reputation

4.

Build trust

5.

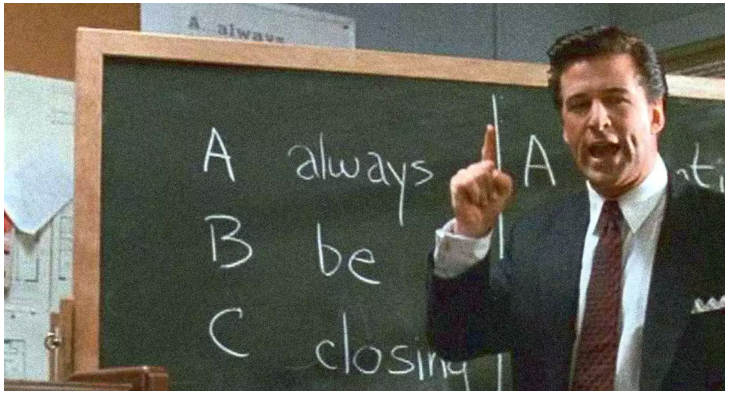
Michael Jordan Rule

6.

Not a zero sum game

Part III

Always be closing



7.

Sell sell sell

8.

Mantras

9.

Not “mine,” *ours*

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Questions