

## LESSON TWO

# THE KNOWING/DOING GAP— Understanding the Knowing/Doing Gap



- If we start to understand the paradigm, we start to understand the power of habit. We can start to change when we understand how the subconscious mind is programmed.
- Knowing is not enough to get results. Results come from behavior, and behavior is caused by the paradigm. The results tell an interesting story, they tell the world an interesting and true story of how the person is programmed.
- In the workplace, when we become open and honest in recognizing our programming, or paradigms, we can begin to change the programming and significantly improve results.
- As a paradigm is changed, the behavior changes and the results change.
- When you understand paradigms it will become obvious that high achievers are not successful primarily because of what they know, but rather because of what they do. Their paradigms, one way or another, have been aligned with the results they desired. It's their paradigms that are producing the results.
- When you focus on the paradigm, helping you to understand why you're doing what you're doing, everything will start to change.

## KNOWING/DOING INDIVIDUAL WORKSHEET

1. Think of any situation where you are not getting the results you want. In as much *detail as possible* describe this situation.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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- This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

- It is important for you to be objective during this exercise. Recognize all **NPAs** and describe them in as much detail as possible. After you have described an **NPA**, immediately describe the **PA** that could replace it.

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3. Now ask yourself, “If I turn all the **NPA**s I recognized into **PA**s, would I get the results I want?”

This is an exercise each member of the team should do independently. The team leader then will outline the changes that everyone should implement.

1. Think of any situation where the team is not getting its desired results. In as much detail as possible, describe this situation.

[illegible]

In as much detail as possible, describe the same situation the way the team truly wants it to be. Clearly write this description in the present tense.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

2. Review the results that the team described above. Highlight all the actions that the team wrote in the description.

It is important to be very objective during this exercise. Recognize all **NPA**s and describe them in as much detail as possible. After you have described an **NPA**, immediately describe the **PA** that could replace it.

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3. Ask the team, "If I turn all the **NPA**s I recognized into **PA**s, would we get the results we want?"