

MINDKEEPING, A POWERFUL BEHAVIOR TO LEARNING EFFICIENCY

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ABSTRACT

Mindkeeping is a neologism based in the word Housekeeping, related to the “5 s” Japanese philosophy.

Many occidental organizations have been implementing housekeeping, and they are facing an important difficulty related to people acceptance of the Japanese patterns. Mindkeeping is a set of five senses concerned to individual behavior, and aimed to become people, more committed to their goals, more conscious about their responsibilities, and indeed happier.

The five senses of Mindkeeping are explained along this work. Students are several times unmotivated about certain subjects they must carry on in their Engineering courses, and Mindkeeping concepts can help them to find the best way to go ahead. Mindkeeping is, indeed a powerful tool to lead people to better performances.

MINDKEEPING

The word mindkeeping is a neologism that tries to appropriate of part of the sense of another word of the English language, of well-known plenty meaning, including Brazilian professionals that work in the administration area and in processes of the quality. This word is “housekeeping”, it wants to say cleaning of the house and it is tied up to the western version of the Japanese philosophy of the 5 “S.” Thus, mindkeeping would be wanting to give the idea of sorting the head, or the mind.

The vision of the process is simple, while the housekeeping seeks more to the sort of things, the mindkeeping goes to the purpose of giving better disposition to uses and behaviors.

THE FIVE “S” OF THE BEHAVIOR

The “5S” of the behavior, or mindkeeping, are senses linked to the practice of a philosophy of good neighborhood and of search of the success. Its internalization, that is to say, its adoption as base of individual behavior has been taking the people to reduce their frustrations and to guarantee better results concerning their objectives and goals.

Such senses, at least, they are already part of the unconscious of every one, they need to be just wakened up, for they make to happen its best influences:

- the determination sense (to win or to win);
- the objective sense;

- the learning sense;
- the sense of the systematization;
- the ethical sense.

SENSE OF DETERMINATION

I sometimes heard of my father that the humanity divides in two great groups:

The first, and unhappily the largest one, is that of people that give up, due to the first difficulty, of the things they are doing; an excuse, for simpler than it is, it is enough so that they feel “in peace with themselves” for they reach not their objectives.

The other group is it of the winners, of the ones that win the difficulties because they don't accept excuses for they have not gotten some thing. These people, simply, look for the form of outlining the barriers and they surpass them. They are the winners, because they have the determination, the intrinsic will of they reach their goals.

To WIN OR to WIN

A popular statement of great wisdom says that success only comes before work in the dictionaries. Thus, to win or to win is not a posture that can maybe be relegated to the simple. To believe always in the victory is indispensable, but it is not enough, we are sure. To work to obtain it is fundamental. Intelligent persistence it is the best road. Thus, it is necessary that the creativity helps to discover alternatives or roads of smaller waste so that people can arrive where it is wanted:

NEGOTIATING THE SUCCESS

When the result of a task doesn't depend exclusively on you, when other people also need to want to arrive to the same objective group, it becomes indispensable that you get to transmit to them the same determination sense that does a you a winner. And it doesn't make sense, then, to argue: “I didn't get because they didn't want.” This would be to accept an excuse for the defeat. This way, you only has a way: you need to convince them. You need to negotiate the success with them.

Show the advantages of its position, and try to establish together forms to win or same to avoid the possible obstacles that have to be overcome. Remember whenever, in this negotiation, it cannot have defeated. Otherwise, larger obstacles will be being created for the future.

“Win-win” are the key words for this negotiation.

SENSE OF OBJECTIVE

The objective sense is very tied to the concept of vision of the future. Which future does have somebody that doesn't get to imagine his own tomorrow? To know where one wants to arrive is the first information so that one can choose the best road. And, there, to travel it with determination.

The OLD HISTORY OF THE CONSTRUCTION OF THE CATHEDRAL

A reporter, going for a walk at a construction, he asked questions to the people that he found around. To the first, a man with a pen and a block of annotations in the hand, he asked what he was doing:

I am the administrator of the work. I am now checking the material that is leaving. The reporter walked a little more and he found another man that opened cement sacks, and he also asked him about his task:

I am preparing the cement.... Continuing its walk, the reporter finally found a man that carried a simple pail of water. what are you doing? He also asked him.

The man answered, then, with the eyes shining and the happiness of who has an objective:

I am building a cathedral.

The fundamental subject is: what is that you are building while you carry your pails of water?

Seek the answer for this question and transform it in your flag. Don't forget, even so, that you can be working in different "works", some personal ones, other professionals, family etc. Seize the flag adapted to each one of them.

NO WIND BLOWS in favor of WHO doesn't KNOW where to GO

A manager of ABCD Ltda's ordered that a messenger of the firm went to a certain registry, on the other side of the city, and that there caught a document with a gentleman named José.

Long trip, full bus, heavy traffic: two hours after, the messenger arrives to his destiny and he doesn't find Mr. " José, that won't work because he was sick.

The people of the registry tried to help the messenger, asking that document type he sought and which was the complete name of the interested. They could not ask José, that lived far and who didn't have telephone. The messenger didn't have any of the answers. They offered it the registry's telephone to call for the company and to get more information, but the manager that had given him the task was in the lunch and nor his secretary knew about the matter

The messenger tried to communicate with the manager until the four hours p.m. The man had not returned from the lunch. Finally,

without having as solving the problem, it returned frustrated to the office.

The messenger didn't know the reason of the task he was performing. He didn't know the objective of his task. Thus, he couldn't create alternatives to guarantee the success of his mission. Certainly, no wind would be blowing to his favor. He didn't know he was going to.

SENSE OF LEARNING

After the objective sense, we should consider the sense of the learning. The human beings, as they receive environment signals, they compare them with the buffer of their apperception, that are already the registrations of the situations lived, of the things already learned. Thus, a certain drive can have different meanings in function of that is already part of the baggage of knowledge of the receiver.

A savage, when seeing an airplane by the first time in the skies, will probably notice it as a big and noisy bird. Men of the beginning of the century, when they observed an automobile passing, they commented to be face a horseless carriage.

To LEARN to DECIDE BETTER

Why to learn, this is certainly the matter. Learning reinforces the knowledge baggage that each one has at their disposal, it does that the experience of new drives finds more fertile environment for its development and for to the definition of safer and right actions. The knowledge, under the form of information, is the most important input of the process of decision. Even the intuition, so significant in such processes, it becomes clearer and effective when who decides has more knowledge of the scenery of performance.

THE DISCIPLINES OF THE LEARNING

Peter Senge, in his book "The Fifth Discipline" he speaks about five indispensable disciplines so that an organization, any that is it, it should stay always learning. They say respect to organizations, it is true, but they don't say their size. Thus, they are also good for the individual, that should also cultivate them, doing a great Metatool for their personal development:

- 1- PERSONAL DOMAIN the one that, under Senge's mind SENGE, it is the own Spirit of the Organization of Learning the organizations learn through individuals. The individuals need to want to learn and, for that, it is fundamental they should feel good physically and spiritually.
- 2- MENTAL MODEL they are the paradigms installed in the people's heads. Problems of hierarchical attitude almost always elapse from mental models.
- 3- COMMON OBJECTIVE it is the shared vision of the future of an organization. It is necessary to understand well the evolution of the personal objectives to the common objectives.
- 4- LEARNING IN GROUP it is tied up to the synergy concept (the whole is more than the sum

of the parts). It is also linked to the concept of alignment of efforts, as a vectorial sum.

- 5- SYSTEMIC MIND it is the integration of the other four disciplines. Each one of them separately is not very capable. The power of the process is its integration.

Corrêa, in its book the “Sixth Discipline: Simulation of Alternative Scenarios in the Learning Organization”, postulates the existence of a sixth discipline:

- 6 SIMULATION OF ALTERNATIVE SCENARIOS - When I speak about one Sixth discipline to be joined to the group of the five disciplines of SENGE, I am trying to guide my steps inside of the same logic that took him to create them: the analogy of the airplane. Thus, the simulation of alternative scenarios would be the advanced search of possible outliers for obstacles that appear in the trajectory of the organization.

In some way, the maneuver of the organization, using the focus of the analogy of the airplane, it would be being increased, and this would mean larger flexibility and adaptation capacity to the changes of the market. In the people's case, the simulation of alternative scenarios becomes an important tool so that surprises are avoided from their day by day.

TOOLS and METATOOLS

“A man that didn't know how to read received a book as a gift. It used it to light the fire, that was the best usefulness than he knew for some paper leaves.”

This brief story is today what I consider the foundation of learning to learn. How could the man learn the one what the book taught if he, before, had not learned how to read?

The meaning of the things that the world shows us, and with which we can change our behavior, it depends essentially on the base previous of knowledge. Base this that gradually should be formed and with a very defined objective.

Very defined, I repeat, for each individual in its perspective of professional formation and, much more, for each organization in its determination of perpetuating in the market.

The systematic use of the improving tools of quality, the new ones and the old ones, it constitutes the powerful element of facilitation of the learning in its purer essence. The truth is that the people forget that all that is present in our mind there it is by force of some learning process, be this of the individual or of the own species, in its evolutionary process. This way, any referring data to a process, after they were collected and apprehended, they can also be learned.

The improvement tools of quality, the usual ones and the maids by the imagination and the need, they have been taking care of improving and of giving consistency to the learning process.

Before any thing, it is important to define what is a problem. Will it be that this definition is already by itself a problem? In a philosophical basis, every time

in that we noticed a change need, or of an action, motivated by any discomfort, we see each other in front of the pulse of finding a way for that change. The change is the PROBLEM, the way it is the SOLUTION. And, to find that way, that solution is, certainly, a pure process of learning. A process that, when systematized, brings the certainty of the improvement of the steps for the solution of possible future problems. Adapted or not steps that, systematized, they guarantee the learning of as to do or, still, of as not doing.

Even so, in a very tuned game of words, the first problem of a problem is to be defined without ambiguities. If I don't know well where I am, nor exactly where I want to go, how can I know which road to take? There are a lot of things they should be learned in the effective solution of a problem.

That nobody doubts: to learn the correct definition of the problem — WHERE I AM and WHERE I WANT TO GO — it is first condition for the search of a solution.

The infantile tale “Alice in the Country of the Marvels”, of Lewis Carrol, tells us:

“When it is not known where one wants to go, any road is good.”

Sometimes, the word *problem* induces to the perception of an unpleasant situation. The colloquial meaning of the word creates *problematic* connotations. Thus, we would like that it was clear the assertive that we will understand the word problem as the identification of an opportunity for the learning and for the improvement. What means that problem, in this focus, it should be looked at as a positive thing:

Who has many problems it is full of opportunities of learning and of improving.

That is just optimism:

Problem is the undesirable result of a process.

Actually, the things should work even so. It is only necessary that is considered a minimum detail: the readiness of knowledge, means and tools.

A man noticed that needed to paint his house. He was facing to an opportunity of improving his life. They lacked him the ink, the paintbrushes and the knowledge of the painting technique. The opportunity existed but he didn't have conditions of taking advantage of it.

In the organizations, in a general way, it is that is observed. People discovering opportunities that they didn't learn as taking advantage of them. Or still, what is worse, people that nor learned how to identify such opportunities, in the myopia of its unpreparedness.

Frequently, somebody says or thinks: I Think I could spend less money in that process. This supposition wins space and the certainty doesn't settle down. The decisions are made in the intuition and, sometimes, until the results are also considered that they would have been satisfactory.

The conclusion that we can infer of the proposal hypothesis is that, more than never, it is necessary to transform suppositions in facts and data. It is necessary to learn on all the processes. It is necessary to decide with base in facts and data. The use of the opportunities depends on this, the solution of the problems begins there.

We needed to give ink, paintbrushes and competence to the man so that he can paint its house. We needed to give, to the people of the organizations, the means, the tools and the abilities so that they can learn how to identify and to take advantage of the opportunities that are offered. And we are going far away still: it is necessary that those people learn how to create opportunities.

Who does create opportunities is a creator of problems?

This is an interesting point for the managers' reflection that see certain improvement opportunities as menaces to their "status quo".

SENSE OF SYSTEMATIZATION

The SENSE OF SYSTEMATIZATION is what contemplates the capacity to repeat the procedures well happened and of avoiding those that already took to a misleading "Who forgets the past is condemned to repeat mistakes in the future" it is the great maxim of this sense.

REPEATING THE REVENUE OF THE CAKE

The housewife that one day takes advantage of leftovers to prepare a new meal, that was very

appreciated, it is possible she cannot repeat it, for sadness of the whole family. In the organizations, great solutions can be lost for they have not been registered, that is to say systematized.

The HISTORY OF THE PEEL OF BANANA (or the history of the inflexible systematization)

A very systematic gentleman sights a banana peel fifty meters ahead, and he comments with its buttons:

- Oh God I am just going to fall again...

ETHICAL SENSE

THE THREE PILLARS OF THE ETHICS

The ethics, in the people's relationship, bases on three elementary pillars:

- "to speak with" instead of "to speak of";
- "to wear the clothes" of who will hear a critic;
- "to be really wanting to help.

The FABLE OF THE DOG AND THE CAT

A dog and a cat meet in the back yard of an old house. Continuous act, respecting the millenary tradition, the dog begins the persecution of the cat, that reaps fleeing until that, accidentally, the cat spops in a song.

Without having other exit, the feline passes from the escape position for the one of attack: It bristles the hair, it puts the fingernails out and it gets ready for the imminent fight. It becomes a wild animal.

The dog puts the tail among the legs and it retreats.

Moral of the story: it is not due "to press" nobody without leaving a honorable exit.