

Good morning, everybody. Dennis Engelbrecht, Family Business Institute Digging Deeper.

Today, I want to talk about overcoming setbacks. And of course, in the construction industry, whether it's a job that's not going perfectly or a job that we didn't win or a personnel matter or something like that, we have setbacks pretty regularly. Things that either distract us or keep us from achieving our goals or keeping us online to achieve our goals. So, overcoming setbacks and thinking about that, there are really two aspects of it. One is the situation itself. What are you going to do about the situation to get yourself back on the rails and going in the right direction? And the other aspect of that goes to your personal makeup. How capable are you of handling setbacks and making sure that you keep yourself, keep your head to be able to overcome setbacks as you go through life and as you go through work?

So, on the situational side, pretty simple. If something is going wrong and you have a setback, it's very important to recognize it. Recognize it early, because the longer it goes on, probably the deeper the setback might become. Have some analyses, figure out, well, okay, what went wrong and why? And in many cases, we may treat symptoms instead of the root cause. So, you really, in your analysis, want to get to the root cause if you want to overcome a situation. And then next, you need a strategy. Once you know what's happened, what's the strategy to either fix that situation or get yourself back online towards your goals?

And then finally, it may not be a one-time situation. It may be that you have a problem with the whole system, and you may need to fix the system. So, as you think about that, a situation arises, it's a setback. Make sure that, again, you're doing the root analysis so that if it's a situation where your system isn't strong enough, so you keep having these problems, maybe you need to fix the system itself to make sure or fix adherence to the system itself to make sure that people are following the correct processes. Because with bad process, of course, you'll have more setbacks and more situations to resolve.

Now, on the personal makeup side, I think the primary thing you can do in overcoming setbacks is keep a good long-term view. Keep in mind your overall vision, your overall purpose, and your overall goals that you're headed toward. Because if you keep those in mind, it's a lot easier not to get caught up in a negative cycle where a setback leads to another setback or leads to a reactionary solution that doesn't work. Those sorts of things. If you keep the long-term in view, the setbacks will be just that. There'll be just little bumps in the road along the way, and there are always going to be bumps in the road. So, you can't let them divert you from your vision and your purpose.

And then part of the personal makeup, again, is who you surround yourself with, your team, and how do you use your team? How do you get information in to help you? Because you shouldn't be doing this alone. You shouldn't be overcoming setbacks. You should be trying to get all the information you can from all the people who can contribute to that. And coming up with a decision that reflects a better set of information coming back and hopefully some teamwork that comes back.

And in overcoming setbacks, you also have to remember in most situations, you can't get there alone. You've got to motivate a team to overcome that setback and get back on the horse and ride in the right direction as well. So, I quoted Ziad Abdelnour a couple of weeks ago, and he had a couple of great quotes, again, for overcoming setbacks as well and for motivating your team. One of them was that "Successful entrepreneurs know when to drive an idea forward and when to wait and listen to constructive criticism." And I think that's important. Sometimes when we have a situation, we just want to mush forward and march forward, but maybe, again, there are some flaws and a flaw to the system that needs to be fixed so that you don't just repeat the same mistake or go down the wrong road instead of really heading towards your vision and your purpose.

The other quote from Ziad was, "You must be strong enough to stand alone, smart enough to know when you need help and brave enough to ask for it." And I thought that was really powerful because sometimes you do have to stand alone

because you have naysayers, and you have folks that may be holding you back. But I know in my own life, very often I haven't been smart enough to know when I needed help and to ask for it. And then being brave enough too, because sometimes we let our ego take over and we think that we shouldn't need help, or we shouldn't have to ask somebody. But it really does take bravery to sometimes say, I don't know, I don't know the solution. And to get help and then get yourself on the right road.

So, setbacks are going to happen to all of us. Really make sure you get a good strategy to overcome them and make sure as a leader you are built to overcome setbacks and have the courage to get there.

Dennis Engelbrecht, Digging Deeper.