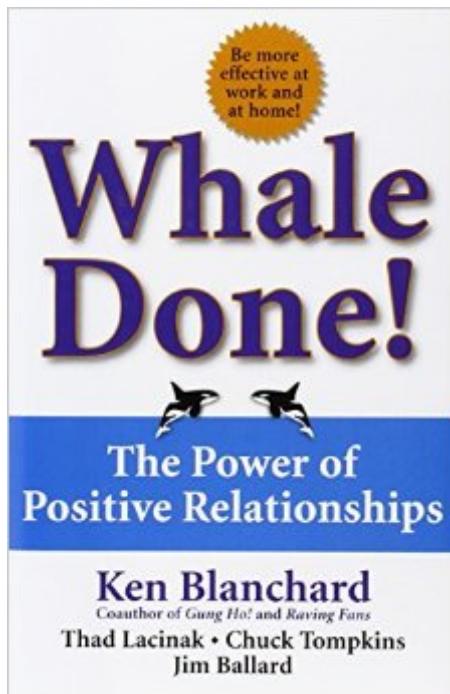


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# Whale Done!: The Power Of Positive Relationships



## Synopsis

A compendium of straightforward techniques on how to accentuate the positive and redirect the negative, increasing productivity at work and at home. What do your people at work and your spouse and kids at home have in common with a five-ton killer whale? Probably a whole lot more than you think, according to top business consultant and mega-bestselling author Ken Blanchard and his coauthors from SeaWorld. In this moving and inspirational new book, Blanchard explains that both whales and people perform better when you accentuate the positive. He shows how using the techniques of animal trainers -- specifically those responsible for the killer whales of SeaWorld -- can supercharge your effectiveness at work and at home. When gruff business manager and family man Wes Kingsley visited SeaWorld, he marveled at the ability of the trainers to get these huge killer whales, among the most feared predators in the ocean, to perform amazing acrobatic leaps and dives. Later, talking to the chief trainer, he learned their techniques of building trust, accentuating the positive, and redirecting negative behavior -- all of which make these extraordinary performances possible. Kingsley took a hard look at his own often accusatory management style and recognized how some of his shortcomings as a manager, spouse, and father actually diminish trust and damage relationships. He began to see the difference between "GOTcha" (catching people doing things wrong) and "Whale Done!" (catching people doing things right). In *Whale Done!*, Ken Blanchard shows how to make accentuating the positive and redirecting the negative the best tools to increase productivity, instead of creating situations that demoralize people. These techniques are remarkably easy to master and can be applied equally well at home, allowing readers to become better parents and more committed spouses in their happier and more successful personal lives.

## Book Information

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## Customer Reviews

Whale Done is another parable style (story telling) book that has (1) a singular theme, (2) is very easy to read and (3) is overpriced. If you buy this book you will find yourself delighted by the easy read and may think you have found a gem but most parables are simply overpriced information. Let me elaborate further. This book, like other parables, are a great read for the following reasons.\* It is a quick read. I read it in about 2 - 3 hours and I am a fairly slow reader.\* The book is able to illustrate one point extremely effectively. For example, in this book they show how we tend to associate negative or positive feelings to individuals or situations and it affects our quality of life due to the way that we interact with people.\* These are the kinds of books that employees will read (great for training programs) as they are 100-200 pages in length and easy to read so a massive investment of time and energy isn't required by employees. The simple theme illustrated in this book is that both whales and people perform better when you accentuate the positive. It is tougher to actually implement such behavior but it can be done and it can have a substantial impact on your life if you learn the tools and key behaviors to look for and modify in your life. The problem with this parable is that they give the reader very few tools to work with and actual exercises to implement. As a result, it is difficult for 95% of the people who read this to actually integrate this into their lives for the long-term. Psychologists have been talking about this for decades in what they term "neurolinguistic programming." People are attracted to what they have positive experiences with and try to avoid painful or uncomfortable situations. Pain=bad, pleasure = good.

Whenever Ken Blanchard (one of my favorite authors) comes out with a new book, I usually rush to read it . . . so when I saw that WHALE DONE! THE POWER OF POSITIVE RELATIONSHIPS had just been released, I got hold of a copy and devoured it in one sitting. You'll be able to do so, too, in that it is real short . . . but don't be fooled into thinking that there's not a lot of "meat" contained in its 128 pages . . . Blanchard, along with coauthors Thad Lacinak, Chuck Tompkins and Jim Ballard, takes a simple tale and uses it to get you thinking about how both whales and people perform better when you accentuate the positive . . . that information may sound basic, but it is far too often never used. The story revolves around a gruff manager who visits SeaWorld and is impressed with how animal trainers of killer whales can get them to perform amazing acrobatic leaps and dives . . . he begins to see how these same techniques could be applied to his business life, as well as his

situation at home . . . inaddition, he learns the difference between "GOTcha"(catching people doing things wrong) and "WhaleDone!" (catching people doing things right).I particularly liked the many examples that were used, and the fact that these could be applied to countless work and home situations. There were many memorable passages; among them:"The point here is that progress--doing something better--is constantly being noticed, acknowledged, and rewarded. We need to do the same thing with people--catch them doing things better, if not exactly right, and praise progress. That way, you set them up for success and build from there.

I just finished *Whale Done* and I loved it. I've been a fan of Dr. Blanchard's books for years and feel this latest book really gets to the essence of what he's been teaching for years. One of the big take aways I had from the book was paying attention and noticing. I find myself at work and home either not noticing or keying in on the negative behavior that I don't want repeated. In talking with a member of my staff about this I learned how I need to focus much more of my attention on noticing and praising the positive. The issue was very emotional for this person and I was a much bigger deal than I ever would have imagined. Ken and his co-authors emphasize building relationships where people feel that you mean them no harm. If the majority of the feedback I'm providing my people is how they can do things differently, dare I say better, they can misinterpret my suggestions as catching them doing things wrong. I've been making a concentrated effort to catch my staff doing things right. I've been amazed at how my natural tendency is to revert back to seeing the mistakes and not encouraging all the things being done right. The concept seems simple and yet I can't say enough about the change I've seen in the energy level in my department. I still need to redirect behavior from time to time but I'm looking for what is partially right and building off of that versus focusing valuable energy on what was wrong. This approach has been equally as impactful with my son and wife. I've been married for ten years now and admit that I've stopped noticing all the incredible qualities that caused me to fall in love with my wife to begin with. The qualities are still there I just stopped pointing them out like I did when I was courting her.

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