

Considerations For A Healthy Ripple Effect

Group consensus on how you feel and respond towards someone who behaves in the following ways:

1. smiles a lot and is generally happy	
2. gives to others and wants nothing in return	
3. thanks others	
4. helps others	
5. listens to others without judging	
6. takes the blame or responsibility for faults	
7. gives others credit for successes	
8. absorbs negative behavior from others with tolerance and understanding	

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Points to review:

Extend some of the examples above to imagine long-term relationships and issues of trust, reputation, recommendation, willingness to do business with such a person, etc.

Extend the examples to the responses of many thousands of customers, to many positive behaviors of a corporation, (and then consider the opposite effects: i.e., responses of thousands of customers, and the knock-on consequences, arising from many negative behaviors of a corporation).

Positive behavior of one person is sometimes immediately rewarded or acknowledged by others, but often the effects are not immediate.

Cause and effect can be separated by many years, and can be connected by many links in different chains of events.

However, positive behavior in an organization of many employees and actions inevitably multiplies and accelerates all these effects. The cause and effect cycle - good or bad - is dramatically shortened because there are so many interactions.

Positive behavior is sometimes described using the analogy of ripples from a pebble thrown into a pond - the effects radiate far and wide, and one day reflect back helpfully in ways that are difficult to predict beforehand, or to measure afterwards. Positive behavior in an organization could be compared to hundreds of pebbles in a pond every day. Consider your own organization - are they good ripples or bad ripples?

The term 'pseudo-scientific' rightly applies to most concepts linked with positive behavior, because they cannot be measured and substantiated in conventional scientific ways. Yet millions of people believe strongly that goodness and positivity are more likely to be rewarded in life than selfishness and negativity. And almost without exception successful happy people seem to exhibit and aspire to positive behaviors.

The exercise should confirm how positively we each respond to positive behavior (and negatively to negative behavior). It's far simpler than karma.

Rather than try to find vast universal explanations for the way positive behavior works, the cause/effect of positive behavior is perhaps more easily explained by the general tendency for positive/giving behavior simply and **inevitably** to attract and to generate positive responses, somehow, somewhere, sometime.