

Forgiveness – A Key Competency for the Successful Family Enterprise

Lloyd Robinson



FAMILY
ENTERPRISE
XCHANGE

XCHANGING GENERATIONAL WISDOM

A Personal Story

COMPETENCY

- Knowledge and skills that provide a person with the ability to do something successfully.

COMPETENCY DEVELOPMENT

Hard
(Cognitive) and **Soft**
Skills (Interpersonal)
Skills

SOFT SKILLS COMPETENCIES

- Trust-Resilience-Grit-Values
- Behavioral Issues and Knowledge
- Resolving Conflicts
- Forgiveness
- Continuity of Family Wealth

The Rest of the Story

DRIVERS OF CONTINUITY

1. Ability to have trusting relationships
2. Ability to deal with shared assets
3. Ability to maintain emotional security
4. Ability to learn and grow
5. Ability to agree on governance
6. Ability to let go of “hurt” and move forward

WHAT IS FORGIVENESS?

- Process of ceasing to feel resentment, indignation, or anger for a perceived offense and ceasing to demand punishment and/or restitution
- Letting go of grudges and bitterness

FEATURES OF FORGIVENESS

1. Forgiving is a unilateral decision that only YOU can make
2. You are in total control over the act of forgiveness and it is a way to be fair to yourself
3. Forgiving is a process that may happen slowly or quickly depending on the circumstances and your personal make-up
4. Above all – it's all about you and your ability to move forward

QUESTIONS

- What does it take for any of us to forgive those we just can't seem to forgive?
- What is it about forgiveness that is so difficult?
- Even when we know that it is in our best interest to forgive – we agonize over it. Why?

FORGIVENESS MYTHS

- Forgiving means the offender “gets away with it”
- We must forgive and forget
- Forgiveness shows weakness
- Forgiveness must be earned
- Forgiveness is only a religious belief

UNDERSTANDING THE DIFFERENCES

- Forgiveness
- Reconciliation
- Restoration

FORGIVENESS FACTS

Recent Gallup Poll

- 94% of Americans – think that it is important to forgive
- 48% of Americans – usually try to forgive

FORGIVENESS FOR FAMILY ENTERPRISES

- Major studies show that forgiveness can be learned
 - It is not a weakness
 - It is not just a saintly quality
 - It can be learned with positive results
- You can practice forgiveness as a key competency within your family enterprise, advisor practice and personal life

BENEFITS OF FORGIVENESS

- Ability to move forward
- Helps build resilience
- Removes excuses
- Builds physiological and psychological wellbeing

CONSIDERATIONS OF FORGIVENESS

- In 1997 – 58 empirical studies on the health effects of forgiveness
- By 2016 – 1,300 scientific papers
- Decreased anxiety and hostility
- Lower blood pressure
- Less symptoms of depression
- Less anger and negative thoughts

FORGIVENESS

A 2012 study revealed a direct correlation between reviewing hurtful memories and measures of stress response – EKG, heart rate, and blood pressure.

When subjects were encouraged to think forgiving thoughts, the stress responses were all diminished.

FORGIVENESS

**“ The weak can never forgive,
forgiveness is an attribute
of the strong. ”**

- Ghandi

HOW DO I FORGIVE?

The Process

HOW DO I FORGIVE?

- Remember – forgiveness is a process
- It is for your benefit and you are in total control
- Every situation is different and the process can take time and hard work

HOW DO I FORGIVE?

1. Think of someone who has wronged you and who you have not been able or willing to forgive

HOW DO I FORGIVE?

2. Describe the experiences where this “offender” has caused you to be harmed, hurt, or unjustly treated
 - It can be useful to write this down

HOW DO I FORGIVE?

3. Describe the emotions you feel as you consider the events – anger, shame, resentment, etc.
 - It is important to acknowledge these feelings and put them into words
 - Writing them down can be helpful

HOW DO I FORGIVE?

4. How has being unable to forgive affected you?
Your health, your relationship with others,
dealing with important issues, becoming defensive
 - Do these limit or prevent you from moving forward in a positive manner?

HOW DO I FORGIVE?

5. Are you ready and willing to forgive?
 - A total and complete commitment is necessary
 - This is often the most difficult step in the process

HOW DO I FORGIVE?

6. When you are ready, actively choose to forgive the person who has hurt you
 - Remember, the act of forgiveness is about you and you are in total control
 - You can communicate this to the person, or not - it is your choice

HOW DO I FORGIVE?

7. Move away from your role as victim and release the control and power that the offender has had in your life
 - Resolve to work through your emotions so they will no longer cause you to expend energy on them

HOW DO I FORGIVE?

8. As you are able to forgive, reflect on how this act has had a positive impact on you, your relationships, your health, and within your family
 - How can this experience have a positive impact on your future behaviour and future perspectives?

