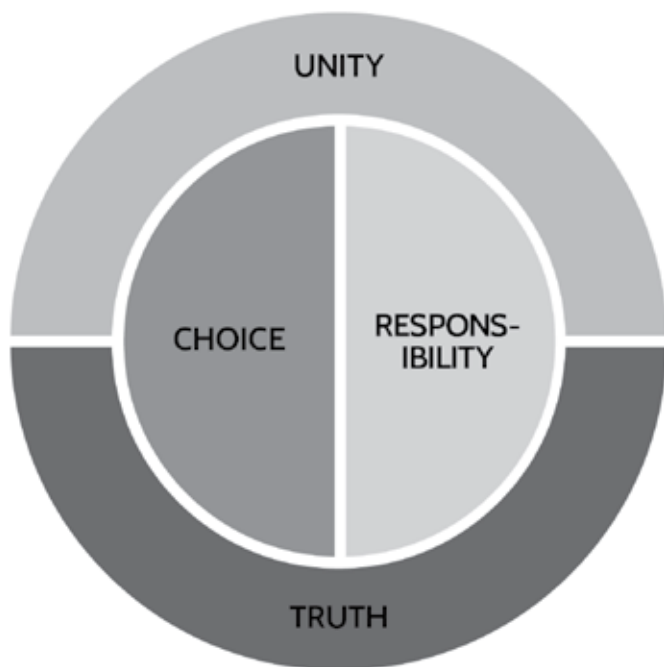


Maturity Model (1)



The Maturity Model

Over time, in deep consideration of the triangulation tensions, I developed the *Maturity Model* as a tool for confident decision-making. People with well-founded confidence tend to do a better job, whatever that job might be. Parenting is a particular role that requires confidence, as the child finds its position in life by challenging the parameters set by the parents and relevant others. Parents must pose as the pin in the pendulum, safely guiding the child to civilized and productive adulthood, regardless of natural “swings”. The aim of the *Maturity Model* was, and is, to enable people to make confident decisions in a context that may be confusing or counter-reality.

The *Maturity Model* may be used to effect in conjunction with family, policy and management practices. The *Model* can be particularly useful in periods of normative crisis such as family establishment (birth), adolescence and mid-life, where assertive choices and action are crucial for moving forward creatively, to the next stage of life. In later years, the *Maturity Model* has value as an aid to traversing the many changes in health and circumstances as images of self and relationships with others alter and compound.

The purpose of the *Maturity Model* is to provide the basis for two desirable effects that have a strong bearing on outcomes for individuals, groups and economic performance:

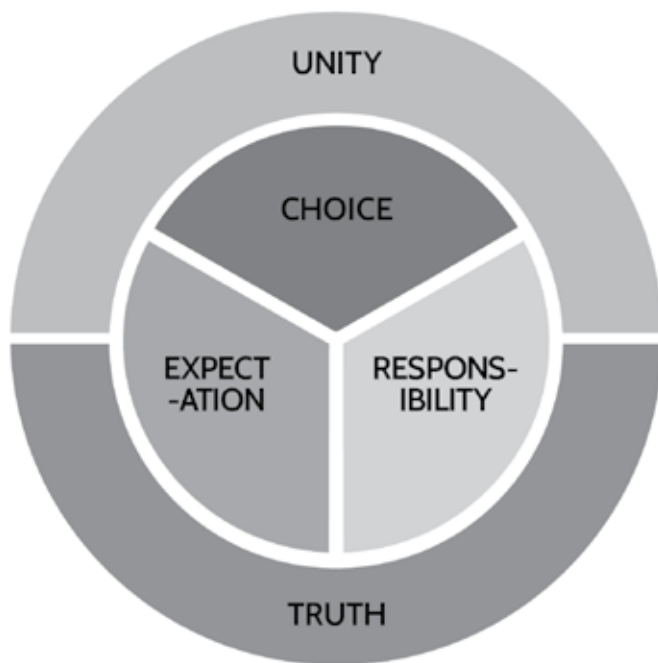
Confident decision-making, especially in periods of confusion and situations of change and conflicting demands and values. Confidence is an essential component of effective performance. People who are confident tend to do a better job, regardless of what they do – whether they are raising children, raising funds, raising crops, labouring, serving, innovating, teaching or managing. Confident people are also more openly receptive to new ideas and to the acceptance of others.

Unity: Individuals are able to maintain wholeness within themselves and harmony with relevant others. Relationships, performance, productivity and satisfaction are enhanced, as people are better able to identify early and deal with the source of any dissonance.

The *Maturity Model* may be explained in three simple Diagrams. In the first diagram, **Maturity Model (1)**, a

mature person is one who makes **choices** and accepts **responsibility** for the consequences of those decisions. For unity and harmony to prevail, essential truths (facts) are present in the decision-making, as illustrated in Model (1). **Courage** to face and deal with truth therefore becomes a cornerstone of personal maturity.

Maturity Model (2)



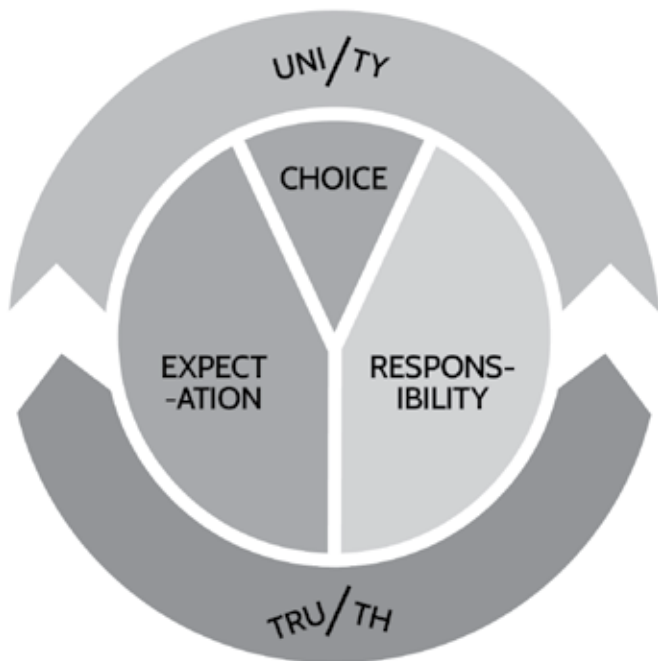
Maturity Model (2) weighs **choice** and **responsibility** with **expectations**. **Expectations** exist as guidelines for making decisions. **Expectations** may be either explicit or implicit: in relationships, family, church and institutional rules, laws, regulations, culture, social mores and policies. Where expectations are reasonable, there is a healthy

tension with choice and responsibility. **Truth** is present and **unity** of the individual and harmony within the group prevails.

Expectations are important because we are not always mature. Children have to grow from a position of total dependence at birth (family establishment), to independence and responsibility for their own actions, under civic law, by age 18 years (in Australia). Accidents, incidents and illness can impede the natural progress towards maturity. Age, stage and condition appropriate expectations are essential to nurturing a child to becoming a mature, independent, civilized adult. Similarly, reasonable workplace **expectations** create a good working environment and most people readily comply with reasonable laws and regulations.

Embedding **expectations** in contextual reality is fundamental to winning compliance – i.e. people are likely to respond favourably when the “rules” are reasonable, based on their reality. **Context** again proves to be an important factor in quality decision-making. **Truth** remains essential to **unity**.

Maturity Model (3)



Maturity Model (3) shows that when **expectations** increase, **responsibility** increases commensurately, and **choice** is diminished. Invariably, truth is then absent and the potential for fragmentation of the individual and the potential for dissension amongst the group increases.

Most people can, and are, willing to tolerate an increase in expectation and responsibility for a time, particularly if the other party is a loved one or the job is highly valued. Tolerance is less likely when regulations, laws or workplace or family expectations impose unnecessary, unfair and onerous burdens with no anticipation of relief.

No instance is sustainable in the longer term, where the tension between the three elements of choice, responsibility and expectation gets out of kilter.

Several things will happen – all of them extremely costly at personal, social and financial levels:

- Dissonance and division will occur within the group or between the parties, fragmenting the unity desired for satisfaction, happiness and productivity;
- Individuals will begin to fragment, with the possibility of entering a downward spiral towards personal, family or financial disintegration;
- All parties will become less mature – an accelerating outcome over time for both the agent who raises the expectations and the party upon whom the responsibility falls. Flow-on from this outcome can be multi-generational, immeasurable, unnecessary and ultimately, so costly.

The longer people remain in a position of dissonance and fragmentation, the more likely it is that both parties will become less mature, and so less effective in their lives, relationships and roles.