

# VALUE ADDING

*How coaching adds value to business and life!*

Edition # 36      Sept - Dec 2003



Kate Ramsay and the AnD Coaching Team welcome you to AnD's staying in touch newsletter.

In this edition **Learning Moments** looks at coaching as a form of service. **Did You Know?** shares the experience of two AnD Coaches at a recent coaching conference and cites testimonials from two satisfied customers. In **Meet the AnD Coaches** you will meet two more of the AnD Coaching Team and the **AnD Story** in this edition is about the art of resonant leadership. **A Good Read** recommends a book which advocates the new movement of Positive Psychology.

## Learning Moments

Kate writes: In the latest newsletter of our local hospice is a piece (the source of which is not known) which suggests that helping, fixing and giving service are different ways of seeing life:

*When you help, you see life as weak. When you fix, you see life as broken and when you serve, you see life as whole. When we serve in this way we see this person's suffering is also my suffering, their joy is also my joy and then the impulse to serve rises naturally. Our natural wisdom and compassion presents itself quite simply. ... We may help or fix many things in our lives but when we serve, we are in the service of wholeness.*

An essential aspect of AnD's approach to Leadership Coaching is that the locus of control remains with the client. The words above have helped me to see that by ensuring that the locus of control stays with coaching clients, our work is a "service of wholeness", rather than a quick fix, or a helping intervention.

For example, a recent client brief was for coaching in time management skills. In response, I explained to the referrer that rather than teaching a range of time management techniques, our approach is to support clients to reflect on the issues underlying their current poor time management, and then from the insights gained, to explore their options for change.

In this way, the client is empowered to decide how they will manage their time more effectively, while the coach draws on their "wisdom and compassion" in supporting them in their choice.

In our experience the behaviour change from this action learning approach is far more

sustainable than a skills coaching intervention would be. And it is achieved with the locus of control remaining with the client through a process which I might now call a "service of wholeness".

## Did You Know?

### i Coaching Conference

Joy Pitts and Genevieve Vignes write:

In July we attended Australia's first Evidence-Based Coaching Conference which was hosted by the Coaching Psychology Unit at the University of Sydney. We found the two days stimulating and enjoyed the opportunity to get together with each other and exchange ideas with people from varying backgrounds.

The sessions covered a wide range of subjects from The What, How and Why of Evidence Based Coaching, Solution Focussed Coaching, Emotional Intelligence and Ontological theories. A number of research papers and studies were also included.

The key points for us were the strong orientation towards "evidence-based" coaching, that Sydney University is leading the way in establishing professional coaching standards and that some great research is taking place in the area of coaching - although the need for more was also highlighted.

Doctor Tony Grant led the conference and inspired us with his passion in making coaching a profession. In his words "Coaching is applied Positive Psychology" (see A Good Read, page 2).

### ii Coach the Coach Testimonial

One of the services offered by AnD Consulting is an accreditation process called Coach the Coach in Leadership Coaching. Here's what Joy Pitts of Peopemax had to say about her experience of being coached in AnD's Leadership Coaching methodology:

*AnD's Coach the Coach program helped me to hone my coaching skills which has enabled me to build a successful coaching business. The opportunity to learn from a 'Master Coach', to experience coaching,*

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*followed by skills practise and feedback was of great value to me. I believe I am a far more skilled coach having gone through the AnD Coach the Coach program.*

### **iii Learning Retreat/Visioning Testimonial**

Kirsty Simmonds, a marketing executive at AMP, experienced AnD's Vision Coaching process as a Learning Retreat at Byrongserry in the hills near Byron Bay. Here's what she said about the experience:

*'Stop the world, I want to get off' is how I felt when I arrived at Byrongserry. Three days in Cloud House fixed that and I left keen to get back on, but only carrying the essentials not a weight of worries. I was surprised that such a 'peaceful' approach (solitude, thought guidance and a formal process) could be so potent, yet it is. I believe there is great power in this combination in a retreat. It achieved my expectations and more. I have changed some work practices, some thinking practices and am much more focused on where I am going. Great value for money.*

For details see [www.andconsulting.org](http://www.andconsulting.org)

### **Meet the AnD Coaches**

The AnD Team provides transformative coaching services in Sydney, Melbourne, Adelaide, Brisbane and the Byron Shire. In this edition you meet:

**Kathleen Jordan from Melbourne:** Kathleen's passion is helping people to create sustainable and fulfilling futures for organisations and themselves. She believes this can only happen when people "bring the whole person to work". Her clients have included large corporations, partnership firms, government departments, local government and not for profits.

**Rob McIntosh from Sydney:** Rob offers a depth of experience in business and as a coach and mentor to leaders. His experience includes being Managing Director of the Lodehaul Group (current) and formerly as a director in the global telecommunications industry.

### **An AnD Story**

AnD Consulting is named to represent an and/both way of being in contrast to the either/or way which our western conditioning has taught us. Because of this conditioning it can be hard to conceptualize the and/both way, let alone to live it! The purpose of telling an AnD story in this newsletter is to illustrate the and/both way in action. This edition's AnD Story comes from The

New Leaders by Daniel Goleman. On resonant leadership, Goleman states:

*No creature can fly with just one wing. Gifted leadership occurs where heart and head - feeling and thought - meet. These are the two wings that allow a leader to soar.*

To validate this, Goleman turns to the human brain. He explains that the neural systems for the intellect.

and emotions are separate, yet have interwoven connections, and that, despite the value that business places on intellect devoid of emotion, in moments of emergency, the emotional centre of the brain commandeers the rest of the brain.

Goleman again:

*Biologically speaking, then, the art of resonant leadership interweaves our intellect and our emotions. Of course leaders need the prerequisite business acumen and thinking skills to be decisive. But if they try to lead solely from intellect, they'll miss a crucial piece of the equation.*

AnD Consulting's services:

- Help leaders create organisations which value the bottom line and people
- Encourage visioning and action planning
- Cover the professional and the personal
- Support the head and the heart
- Include strategic thinking and emotional intelligence...and we have a vision of our clients "soaring with both wings" by leading with their heads and their hearts!

### **A Good Read**

This edition's good read fits in the genre of Positive Psychology which is about focussing on our strengths rather than our weaknesses; that happiness is not the result of good genes or luck, but rather that it can be cultivated by identifying and using our 'signature strengths' - such as kindness, originality, humour, optimism and generosity.

In Authentic Happiness - Using the New Positive Psychology to Realize Your Potential for Lasting Fulfillment (Random House. Australia. 2002.), Martin Seligman provides the choice of an on-line or printed Signature Strengths Survey and a variety of brief tests which enable the reader to measure their positive emotions and determine their highest strengths. He then shows ways to nurture these in order to enhance health, relationships and career.

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Whether you are a scoring kind of person or not (and this reviewer found out she's not because she skimmed the survey tests), this book offers an accessible approach to how we can view the glass as half full, rather than half empty, in daily life, whatever our circumstances. To quote the back cover:

*The life-changing lesson of Authentic Happiness is that by identifying the very best in ourselves, we can improve the world around us and achieve new and sustainable levels of authentic contentment, gratification, and meaning.*

Worth a read.