

VALUE ADDING

How coaching adds value to business and life!

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Kate Ramsay and the AnD Coaches welcome you to AnD Consulting's staying in touch newsletter.

We begin this edition with a testimonial about Des Ryan, a Director of AnD since its inception in 1994, who recently died. In **Learning Moments** we explore how coaching can lead to transformative changes for people and **Did You Know?** cites a testimonial from a recent Learning Retreat client. This edition combines **A Good Read** and **An AnD Story** with a book that records a west meets east dialogue between scientists and Buddhists. In **Meet the AnD Coaches** you will meet the newest member of the AnD Coaching Group and **Did You Know?** ends this edition with a check list for happiness.

In Memory

Desmond Ryan - 18/2/1943 - 29/6/2005

After a long illness Des died in the early hours of June 29 as a wild storm battered and flooded northern NSW - a fittingly turbulent end to a big man in every sense of the word! (For those who didn't know him, Des was 6 feet 8 inches tall.)

Des was one of the first, if not the first, person in Australia to call himself a leadership coach. His decision to move from management consulting into leadership coaching in the late 80s came from his belief that, for organisations to change and thrive, the people who lead them must change, and that personal change is hard to do.

As a leadership coach Des' passion was to help 'ordinary people do extraordinary things'. One of Des' long-term clients, who did indeed do extraordinary things as a career public servant in South Australia, had this to say about Des on hearing the news of his death:

I will never forget the generous help that Des gave me early in my time as a CEO. He was way before his time in many ways and it is a pity that his somewhat 'outside the square' approach was not heeded by more people. Our organisations would

be so much better if more people had listened instead of being a bit scared. Bill Cossey

Des' spirit lives on in AnD's work because he created the core of all four of AnD's services of Leadership, Vision, Learning Group and Entrepreneur Coaching. (This testimonial, with photos of Des, is on AnD's website – www.andconsulting.org)

Des was fond of saying that he “was totally committed to the world of and”. A gathering at Byongerry did him proud at his wake because we felt both sad and joyful, and there were both tears and laughter – as well as lots of red wine!

Learning Moments

Kate writes:

When I told a colleague that the purpose of AnD's leadership coaching is to provide our clients with the opportunity to make transformative changes in their work and lives, she asked me to explain how we do this. This question gave me pause because, although I have an intuitive knowing about the potential of our work to help people make transformative shifts, I hadn't ever articulated what we actually do that can lead to this. After some thought I described the following as the 'how to' steps for transformative coaching:

Step 1- Invite the client to articulate their whole of life vision.

Step 2 - Ask them to identify the barriers to achieving this vision, including any old beliefs not relevant to who they now are and how they want to be.

Step 3 – With the help of tools and models from the AnD coaching tool kit, encourage the client to find solutions to these barriers, including naming new beliefs appropriate to their vision.

Step 4 – Support the client to commit to new behaviours consistent with their new beliefs.

Bingo! Transformation can occur!

An example: I am coaching a talented young

woman who was referred because of an “aggressive” style. With her vision front of mind, and some tools and models to guide her, she has been experimenting with new behaviours to change how she is perceived. When I recently asked her whether she was getting value from her coaching she said she definitely was, although she went on to say that she found it hard to describe specific changes. Rather, she explained, it is like she has experienced a change in her whole way of being. I glowed because this, to me, is an example of a transformative shift!

Did You Know?

A Director of Human Resources in the finance sector had this to say about her recent Learning Retreat at Byrongerry in the hills inland from Byron Bay (see www.andconsulting.org):

This has been a brief oasis in time – peaceful, calm, beautiful, musical, insightful, gentle wisdom and support – were all provided in meaningful ways. Progress was made. I rediscovered, reconfirmed and reaffirmed important things for me and glimpsed some new ones. Hope has taken root. Thankyou Kate.

A Good Read and An AnD Story

Destructive Emotions and how we can overcome them – a dialogue with the Dalai Lama and narrated by Daniel Goleman (Bantam Books. Great Britain. 2004) is a demanding yet rewarding read which combines a scientific approach to the topic and a Buddhist perspective.

For example, we learn that compassion in the west seems only to apply to what we give to others where, in Tibetan, the term for compassion (*tsewa*) includes caring for both ourself and others.

One section of the book that I found especially helpful is called Between Impulse and Action: Leverage Points in the Mind. In a dialogue between the Dalai Lama and a scientist we learn how to stop acting in ways that are destructive to ourselves and others. The ideal - the end goal - is to learn how to stop even feeling the kinds of negative emotions that lead to destructive acts. A step towards this is to notice our negative emotions yet to choose not to act on them. And, if we are

not successful in noticing and not acting, a first step is to learn from our destructive acts in order to do better next time.

One of the roles of the leadership coach is to help people increase the time between their impulses and actions. The coaching tool we use to help our clients do this is called the Pause Model. It works by helping people to identify the feelings they get prior to acting inappropriately and to use these feelings as triggers to stop and reflect, then choose the appropriate action, rather than reacting. This process requires the discipline of staying actively conscious of negative emotions.

For example, a coaching client was over-committing on projects and as a result both she and her team were in overload. With the help of the Pause Model she has learned to pause, reflect and negotiate when asked to take on new projects. The outcome is that she is now feeling more in control and her team are no longer overwhelmed.

Meet the AnD Coaches

The newest member of the AnD Coaching Group is Adelaide based. She is:

Anne Skipper AM. Anne has a keen interest in enhancing leadership, learning and maximising peoples’ potential and has a reputation for being able to achieve transformational change in leaders and produce extraordinary results. Anne’s philosophy of coaching is to focus on the whole person, with an approach that explores solutions that focus on the future, personal responsibility for choice and the ‘being’ of leadership.

Did You Know?

And, to conclude on a happy note: on a recent ABC radio program a psychiatrist said that he believes the three essential elements we need in order to experience happiness are:

- Someone to love,
- Something meaningful to do, and
- Something to look forward to.

So, next time you’re feeling down, how about pondering on your life in relation to each of these as a way to help lift your spirits!