

## Value Adding # 35

Kate Ramsay welcomes you to AnD's staying in touch newsletter and, for your records, AnD's landline number is now 02-6684 9362. Also - if you haven't yet done so, please take the time to look at our revamped website at [www.andconsulting.org](http://www.andconsulting.org) some time soon.

In this edition **Learning Moments** explores how giving Unconditional Positive Regard to another enhances healing and learning. **Did You Know?** announces the launch of AnD in the Byron region and shares a Coach the Coach testimonial. In **Meet the AnD Coaches** you will meet two more of AnD's associate coaches and the **AnD Story** in this edition comes from the book On Equilibrium. A **Good Read** is The New Leaders which quantifies the business edge to be gained if people have Emotional Intelligence.

### Learning Moments

One of the qualities/behaviours which we AnD Coaches commit to bring to our clients is what Dr Carl Rogers, a pioneering humanistic psychotherapist, named Unconditional Positive Regard.

As I coach others in the AnD Leadership Coaching methodology \*, one of the first things I talk about is my belief in the importance of bringing Unconditional Positive Regard to clients. I describe this as the process of putting our own egos on hold and so being totally there for our clients for the duration of the coaching session.

In an essay I recently read, Unconditional Positive Regard was described as the process of sitting in silence and accepting everything the other says without judgement or interpretation. The essay describes Rogers demonstrating his therapeutic approach with a volunteer in which he began by saying:

*Before every session I take a moment to remember my humanity. There is no experience that this man has that I cannot share with him, no fear that I cannot understand, no suffering that I cannot care about, because I too am human. No matter how deep his wound, he does not need to be ashamed in front of me. I too am vulnerable. And because of this, I am enough. Whatever his story, he no longer needs to be alone with it. This is what will allow his healing to begin. (1)*

At the end of coaching sessions I often have a sense that the session has had a profound impact on the client and this is confirmed by their subsequent feedback. Yet, if asked to quantify the value of the intervention or how this occurred, I would not be able to do so - the best I can come up with is that some kind of 'magic' seems to take place in the coaching relationship which is much less about any skill or knowledge I bring to the client, and much more about something significant which happens between us, that makes the difference.

Being reminded of the impact of Rogers' Unconditional Positive Regard on healing has served as a re-validation to me of the value and indeed the importance of bringing this quality to the learning relationship.

## **Did You Know?**

### **(i) The Launch of AnD in the Byron Region**

I know - most of you think Byron Bay, think surfies and dope smoking hippies! But the Byron region is in fact this and much more, which is why on March 27 about 30 local business people and friends joined Megan Young and me as we launched AnD in the region.

Over nibbles and bubbles at Byrongserry I gave a time line of AnD since its inception in 1994 and Megan told her story of accessing AnD's services first in Leadership Coaching and then in Vision Coaching, while working for Caltex in Sydney - and then how her vision led her to be not only living in this region, but also collaborating with AnD as a coach here! Megan and I are now offering AnD's Leadership Coaching and Team Coaching services to business people in the Byron region and our Vision Coaching services to anyone wanting to clarify and live their dreamed of future.

### **(i) Coach the Coach Testimonial**

\* Here's what Joy Pitts has to say about being coached in AnD's Leadership Coaching methodology:

*Kate Ramsay'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 her coaching followed by skills practice and feedback from Kate was of great value to me. I believe I am a far more skilled coach having gone through Kate Ramsay's 'Coach the Coach' program.*

## **Meet the AnD Coaches**

AnD Consulting is an organisation of associate coaches in Sydney, Melbourne, Adelaide, Brisbane and the Byron region. In this edition you meet:

### **Joy Pitts from Sydney:**

Joy is an Organisational Psychologist, Leadership Coach and Vision Coach with a background in counselling, psychology and business. She is an experienced Human Resources, People and Culture Leader with twenty years of wide ranging experience spanning several continents and countries. Joy has a keen interest in organisational culture, change, leadership and learning. She enjoys helping people to maximise their potential and performance to achieve fulfillment in all areas of their lives.

### **Pamela Fitzpatrick from Melbourne:**

Pamela specialises in Leadership Coaching, Vision Coaching and change management. She helps her clients tap their special strengths to achieve sustained personal and professional effectiveness and growth. Pamela has extensive experience coaching managers and team leaders across a range of industries.

## **An AnD Story**

I am constantly on the lookout for these to illustrate the sense of an and/both way of being. This one is an AnD story within a piece about common sense and comes from On Equilibrium. In Chapter 2 John Ralston Saul states that if we organize society in ways

which get in the way of us using our common sense, we become dysfunctional. Saul:

*Responsible individualism, healthy human relationships, representative democracy, an inclusive approach towards civilization - all of these are impossible if we are unable, first, to invoke our common sense of what is probable, second, to do so with others as part of our shared knowledge, and third, to act accordingly.*

To illustrate, Saul invites us to consider that if we oppose progress, as narrowly defined by the particular so-called wisdom of the day, we could get accused of Ludditism. Yet, as he explains, the craftsmen who were excluded from factories with the introduction of new machinery and who became the Luddites, did not in fact call for an end to machines or progress. Saul again:

*If you transform their language into ours, they were simply proposing a more inclusive, balanced, employment-conscious, profit-sharing, societally aware approach towards progress. It was a commonsensical, prudent, sophisticated approach towards change, an approach which accepted complexity and took the other into consideration.*

By ignoring the and/both way forward of craftsmen and machines proposed by the Luddites, it was the either/or self interest of the factory owners which led to the social fracturing of the nineteenth century, not the so-called resistance to progress of the Luddites. Saul concludes:

*What common sense ... tells us is this: if the dissidents are a new breed of Luddites ... we should pay very close attention to what they have to say.*

Surely a plea for us to embrace, for example, technology as a tool and to use our common sense, including listening to dissenting voices, to make choices appropriate to the wellbeing of our society.

### **A Good Read**

In The New Leaders (Little Brown. Penguin.), Daniel Goleman outlines extensive research data to show that Emotional Intelligence (EI) increases profit - that is, that the emotional skills of their people give organisations the edge. And Goleman names the core EI competencies as self-awareness, self-management, social awareness and relationship management.

Goleman's research categorises the capabilities that result in outstanding performance into technical skills, intellectual skills and emotional skills/intelligence. The research found that technical and intellectual skills were essential but only enabled people to do an average job. It was significant strengths in emotional intelligence which were found to enable people to rise well above the average.

For example, in a large accounting firm, people with strengths in self management skills added **78% incremental profit** to the firm. At the top of the organisation, partners with strengths in intellectual skills added 50% incremental profit, while partners with strengths in social skills added **110% incremental profit** and partners with strengths in self

management skills added **390% incremental profit** to the firm.

The New Leaders is a good read with a compelling message. That, as stated above, it is the emotional skills of people which give organisations the edge and so these need to be valued and developed.

Commercial break:

One of the core purposes of AnD's Leadership Coaching and Team Coaching services is to support people to hone their EI skills. If you haven't yet experienced how we do this, contact us on either [kate@andconsulting.org](mailto:kate@andconsulting.org) or 0418 164 260 for a free trial Leadership Coaching session with one of our team in your city - all it will cost you is two hours of your time.

(1) Kitchen Table Wisdom - Stories That Heal by Rachel Naomi Remen MD. Pan Macmillan. Australia. 1996.