

VALUE ADDING

How coaching adds value to business and life!

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Enjoyable business partnerships

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

In this edition, much reference is made to articles in the April '04 edition of BOSS magazine. First, in **Learning Moments** we refer to the lead story, the topic of which is entrepreneurs. Then in **Did You Know?** Kate shares AnD's philosophy of leaders and learning with a closing reference to another BOSS article. A second **Did You Know?** article is a testimonial from a satisfied customer after an AnD Learning Retreat. In **Meet the AnD Coaches**, the current status of the AnD Coaching Team is described and **A Good Read** recommends a practical handbook for leaders. And finally, our **AnD Story** is taken from the final page of this edition of BOSS.

Learning Moments

Exploring how best to describe entrepreneurs is front of mind for us at AnD at the moment, given our newest product is **Entrepreneur Coaching**. So it seemed timely that the lead story in the April '04 edition of BOSS is about entrepreneurship. After an introductory piece by James Hall, 10 Australian entrepreneurs are profiled.

Hall relates entrepreneurship in Australia back to our pioneer heritage and to our love of the underdog who takes on the establishment. He concludes that entrepreneurs are hard to pigeon-hole and he quotes a range of academics, writers and commentators as he attempts to paint a picture of the Australian entrepreneur.

It seems, according to Hall's research, that our entrepreneurs are typically mavericks, they are unconventional and are driven by private passions. They are 'fire starters' and they tend to have more in common with artists than with business executives. Hall quotes Maury Klein (author of Change Makers) who believes that it is their creativity which most of all differentiates entrepreneurs from mainstream managers.

As you will read below in the second paragraph of **Did You Know?**, Hall's conclusion that creativity is the prime differentiator of entrepreneurs is congruent with our belief that entrepreneurs are innovators.

Did You Know?

Kate writes: I have just re-written the page of AnD's website describing our philosophy about leadership and learning which now reads:

Leaders aspire to live with purpose, are committed to ongoing learning and inspire and empower others. They communicate a compelling vision of the future and have the courage to live in ways consistent with their vision and values. They 'walk their talk'. Leaders are technically competent and emotionally intelligent. They embrace diversity and challenge the status quo.

Leaders are entrepreneurs. They think outside the square in order to keep delighting their current customers, and to grow into new markets if they so desire. They 'fix things before they are broken' by looking ahead and innovating in anticipation of changed conditions, while knowing this will involve down time as they and their team adapt.

Leaders are learners. They reflect on past and current experiences for new insights (analysis) and experiment with new behaviours (innovation). This process, called action learning, often includes the challenging of old beliefs and assumptions and the creating of new ones, appropriate to now.

Leaders understand the value of seeking regular support to enable them to thrive in a complex and continually changing world. AnD Consulting is in business to support leaders through our transformative coaching services.

Much of our work involves helping our clients hone their emotional intelligence (EI); their personal and interpersonal skills. I was therefore delighted to learn in the April '04 edition of BOSS that Daniel Goleman (author of The New Leaders and other texts on EI) recommends regular support for leaders as they work on improving their EI. To achieve a high level of EI Goleman says leaders need:

- Self insight in relation to their strengths and weaknesses;
- Support as they practise doing things differently in their daily interactions;

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- A safe sounding board as they learn from their successes and their mistakes.

The AnD Coaching Team provides our clients with these and more through our services of Leadership, Entrepreneur, Vision and Learning Group Coaching.

Did You Know?

Learning Retreat Testimonial

Bernice Dover, of HR Catalyst, spent Easter on a Learning Retreat at Byongerry, inland from Byron Bay. She had this to say about her experience:

On arriving I worried that four days may be too long and I would get bored. How wrong I was. This was a special trip for me – the beginning of a journey to rediscover my true self.

Through Kate's gentle coaching I started to empty the clutter from my mind and make more space in my heart. The time was rich and it passed over me in a luxuriating way. I left, quietly more confident and with greater inner strength.

I particularly enjoyed the 'Insight Cocktails' and dinner – the growing friendship amidst the warm glow of a lamp and Des' mischievous grin and knowing looks – an inspiration. Thankyou for a very special time.

Do yourself a favour by planning a 'circuit breaker' Learning Retreat some time soon. For more information see www.andconsulting.org.

Meet the AnD Coaches

We are now a team of nine and are represented from Adelaide through to Brisbane, including Canberra.

In alphabetical order we are Marie Davis, Lisa Doherty, Pamela Fitzpatrick, Marilyn Hatton, Rob McIntosh, Joy Pitts, Kate Ramsay, Andrew Wu and Megan Young. For brief bios about each of us, please see the website, and for more detailed bios, please contact Kate.

In addition to the AnD Coaching Team we now have three Associate AnD Coaches - Kathleen Jordan, Diana Ryall and Genevieve Vignes.

And we are also in the process of establishing an AnD Coaching Network for people who are accredited in the AnD Coach the Coach methodologies.

A Good Read

Developing the Leader WITHIN You by John C. Maxwell (Thomas Nelson Publishers. 1993), although an 'oldie', is definitely a 'goodie' in my view and

worth a look if you can get your hands on a copy.

Maxwell begins by defining leadership as "Influence" and quotes his favourite leadership proverb of: *He (sic) who thinketh he leadeth and hath no one following, is only taking a walk.*

Then he takes the reader on a very practical journey in chapters called things like "The Key to Leadership: **Priorities**", "The Most Important Ingredient of Leadership: **Integrity**" and "The Indispensable Quality of Leadership: **Vision**".

I would recommend this book to anyone who finds themselves in a leadership role as a raw recruit and also to experienced leaders by way of good revision, because it clearly differentiates what is leading versus managing with lots of practical 'how to' tips along the way.

An AnD Story

That old chestnut of balancing work and family must be one of the hardest and/boths for most of us to sustain. On the final page of the April '04 edition of BOSS, Geraldine Doogue reviews a book that takes a different look at this.

Ellen Galinsky asked 1000 children of working parents what they thought about their home lives and did 600 interviews with parents. She published her findings in [Ask The Children: The breakthrough study that reveals how to succeed at work and parenting](#) (Quill).

What Galinsky found was that the children in her research said they didn't mind their parents working, what they hated was them coming home stressed and tired. Whereas the parents said they thought the kids would want them to work less or not at all.

This means working parents can stop feeling guilty about their work and focus their attention on reducing their stress levels. Galinsky's suggestions to working parents include getting things organised the night before to reduce the morning chaos, establish morning and leaving home rituals that their children can expect, having a coffee break on the way home from work to help them 'change hats' and changing out of their working clothes and into their home clothes as soon as they get home.

Doogue ends with a quote from the Tao Te Ching:

In work, do what you enjoy.

In family life, be completely present.

What a wonderful and/both message for us all to aspire to!