

VALUE ADDING

How coaching adds value to business and life!

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KATE RAMSAY AND THE AND COACHES WELCOME YOU TO OUR STAYING IN TOUCH NEWSLETTER.

In **Learning Moments** you can read about the different ways we can show love and appreciation to our significant others. In **Did You Know?** we share information about a project aimed at achieving a gender balance in Australian organisations and Kate shares her blogging experiences thus far. **A Good Read** in this edition is an article about why mentoring matters and our **AnD Story** relates to a recent coaching client.

LEARNING MOMENTS

Kate writes:

Two colleagues recommended it so I bought it and have just finished reading *The Five Love Languages* by Gary Chapman (Strand Publishing. Sydney. 2000). I'm not including it in the good read part of our newsletter because I didn't find it a particularly good read but I did appreciate the core message of the book. That is, that there are five key ways we can express love and appreciation to those around us and that we each have preferred ways of receiving expressions of love and appreciation from others.

The five love languages are:

- Words of affirmation
- Quality time
- Receiving gifts
- Acts of service
- Physical touch

The book focuses on marital relationships and uses case studies to show how relationships can break down when one partner expresses their love in ways that the other does not appreciate. Chapman suggests that, with his book as a guide, couples can communicate with each other about what works best for them. There's even a 'tick the box' survey at the end that enables 'husbands' and 'wives' to identify their preferred ways.

My colleagues recommended the book to me because they are using the principles of the five love languages in their leadership development work and, having now read it for myself, I can see why.

We humans flourish when we're validated for who we are and what we do and it's therefore important that leaders affirm their people for a job well done and when they go that extra mile in their work.

Monetary rewards in the form of a bonus or a pay rise are well understood in organisations and can be seen as an example of Chapman's gift giving. However, given the five ways Chapman says we humans enjoy recognition, leaders could do well to include in their repertoire of positive feedback a word of praise, an investment of time, a non monetary gesture of some kind and a pat on the back (sensitively done to not offend). If Chapman is right, not only would this lead to happier more motivated team members but it could also take the pressure off the bottom line!

DID YOU KNOW?

THE 100% PROJECT

Did you know that the number of women on boards and in executive management positions has declined in the past 3 years in Australia?

The 100% Project is a not for profit company that was established in July 2008 by a group of dedicated professional men and women with the vision of "seeing 100% of Australia's leadership talent, female and male, equally contributing to our social and economic future". Through research, education, forums and debates, networks, connections, partnerships and a resources hub, the mission of the 100% Project is to:

Challenge organisational leaders to change the practices and mindsets within their organisations to fully realise the leadership potential of both women and men.

If you would like to know more about the 100% Project or how you might partner with them you can contact them on 03-96457981 or email: info@theonehundredpercentproject.com.au.

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DID YOU KNOW?

BLOGGING

Kate writes: I am a learner blogger. I've been told by my branding and marketing mentor and my son (who helps business websites 'get found' on the net) that blogging is a good business practice. It took a while for me to loosen up my writing from 'business speak' to a more chatty style. I don't pretend to understand the technology but I've discovered I enjoy writing short, pithy, hopefully reader friendly pieces about what I've been thinking and doing of late. If this happens to be a sound marketing practice as well – then that's a bonus! See what you think by going to the [blog link](#) on my website at [andconsulting.org](#).

A GOOD READ

Synchronicity has come into play with the article **Why Mentoring Matters in A Hypercompetitive World** by Thomas J. DeLong, John J. Gabarro and Robert J. Lees in the January 2008 edition of the Harvard Business Review (HBR). I put it aside to include in this newsletter after a colleague sent it to me several weeks ago, and having now read about the five love languages, I find there is a link between the two.

Although targeted at professional services firms (PSF) the HBR article has an important message to other large organisations as well. This is, with limited time and budgets and increased market competitiveness, senior managers are no longer mentoring their younger professionals and emerging leaders. As a result attrition rates are up and morale is down.

The examples in the article show what's needed to motivate and retain junior associates and, although not stated, they directly relate to some of Chapman's five love languages. For example:

Words of affirmation:

Like world-class athletes, professionals have an almost insatiable need to know how they are doing: the more able they are, the keener their need. A partner in a law firm reflected, "For some of my best performers, I have to tell them how well they are doing on Monday and again on Thursday. No amount of feedback is enough."

Quality time:

Associates routinely complain that the partners don't invest time in helping them grow and develop.

Physical touch:

Sam, a practice leader at a PSF, took the time to acknowledge a third-year associate who he did not realize, was ready to walk out. Sam tapped him on the shoulder to compliment the great work the associate had done on a project. ... Later, the associate confided that the interaction left him "walking three feet off the ground for the rest of the day" and "glowing for a month." And he did not resign.

The article does not advocate formal mentoring programs but rather a return to the culture of mentoring in which senior people encourage, sponsor and develop their teams in both formal and informal ways as part of how they do their work. (**Editor's note:** while remembering to give equal attention to their female graduates and emerging leaders in order to contribute to the achievement of the vision of the 100% Project!)

Contact kate@andconsulting.org for a copy of the article.

AN AND STORY

AnD Consulting is named to represent an and/both way of viewing the world. Our western conditioning has taught us to live life in an either/or way: eg we are either happy or sad rather than choosing to see our emotional state in a more eastern yin/yang way in which it's natural to have happy times and sad times.

A client was recently being facilitated through AnD's Vision Coaching process. She is mid career with a diverse background and was exploring what new paths she could take. Instead of thinking about what she could bring to a new field from her background, she thought she would need to return to university for a third time to gain the next relevant qualification. This either/or thinking was preventing her from exploring how she could apply her already vast skills and experience in a new field.

She was also struggling with how she could find stimulating work in which she could make a positive difference and get paid well without compromising her ideals. She was invited by her coach to embrace an and/both mindset that would enable her to be both idealistic **and** pragmatic in her explorations and ultimately to make a career choice that would satisfy both her head **and** her heart **and** her bank balance!