

VALUE ADDING

How coaching adds value to business and life!

EDITION #55 AUTUMN 2010

KATE RAMSAY AND THE AND COACHES WELCOME YOU TO OUR STAYING IN TOUCH NEWSLETTER. In **Learning Moments** you can read about how a leader's mood affects their team and, in turn, the bottom line. In **Did You Know?** we share the feedback from our 2009 coaching clients; we celebrate the 100th gathering of a women in management group and quote a satisfied Learning Retreat client. Our **AnD Story** is about making decisions with our head, heart and gut, and we end with a reminder about enjoying the journey.

LEARNING MOMENTS

Kate writes:

Research is now showing that a leader's mood impacts directly on the emotions and behaviours of their team which in turn affects the bottom line in their organisation. Following on from earlier research showing a strong link between a leader's emotional maturity and their financial performance, more research by Daniel Goleman, Richard Boyatzis and Annie McKee shows:

A cranky and ruthless boss creates a toxic organization filled with negative underachievers who ignore opportunities; an inspirational, inclusive leader spawns acolytes for whom any challenge is surmountable.

In their article **Primal Leadership: The Hidden Driver of Great Performance** in the December 2001 edition of the Harvard Business Review the authors argue that, given their research shows the link between a leader's mood and their business success, leaders need to demonstrate what they call 'emotional leadership':

A leader needs to make sure that not only is he (sic) regularly in an optimistic, authentic, high-energy mood, but also that, through his chosen actions, his followers feel and act that way, too. Managing for financial results, then, begins with the leader managing his inner life so that the right emotional and behavioural chain reaction occurs.

Brain research explains that the open-loop nature of the brain's limbic system, our emotional centre, is the reason why our mood affects the emotions of those around us. The authors of this paper propose a five part process to help leaders 'rewire' their brains toward more emotionally intelligent behaviours in order to positively influence their teams.

We at AnD Consulting know that leaders are human and will have their off days but that regular reflective practice with a coach will help them monitor and hone their emotional intelligence.

DID YOU KNOW?

EVALUATION OF AND'S 2009 COACHING

And Consulting's core services are **Leadership Coaching** and **Vision Coaching**. Our services are available to clients in their home cities and as a residential **Learning Retreat** on Kate's property in the hills inland from Byron Bay.

At the end of their coaching contract clients are asked to evaluate the value gained by both themselves and their organisation from their coaching experience. The evaluation return rate in 2009 was higher than in previous years, and, in summary, we are proud to report the following:

Clients are asked to rate their overall experience of coaching on a scale of 1 – 10, with 1 being low and 10 being high. In 2009 our Leadership Coaching clients rated their experience at an average of 9.25, our Vision Coaching clients at 10 and our Learning Retreat clients at 9.7.

The evaluation also asks clients to nominate the areas of greatest value they gained from their coaching. In 2009 they scored **Insights** highest followed by **Direction Setting** and **Disciplined Reflection**. In terms of the value of their coaching to their organisation, our 2009 clients rated **Improved Communications** highest followed by **Improved Morale, Quality, Staff Loyalty and Commitment** and **Organisational Strength**.

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And finally, a client comment selected randomly from the 2009 evaluations:

I gained in many different ways from the coaching sessions, learning not only to schedule time for reflection but to also value my own experience, intuition and to have courage for my own perspective.

DOLPHIN FORUM #100

Kate writes: I first convened a women in management group in Melbourne in 1992. My motivation came from having the privilege of offering coaching support to some terrific young women and thinking they might also get value from some peer support. I'd been using the dolphin as a symbol for myself for many years - because they are intelligent, playful and sociable! A management book published in 1989 called **The Strategy of the Dolphin: Scoring a Win in a Chaotic World** by Dudley Lynch and Dr. Paul L. Kordis that describes transforming leaders as dolphins, gave me the idea to name this group the Dolphin Forum.

The group has been meeting second monthly since the first forum in 1992. We usually meet in a private dining room in a pub in Richmond. We have a topic for the night and once a year, a guest speaker. However on Friday, February 12 this year we dined at the Stokehouse Restaurant on the ocean at St Kilda for Dolphin Forum # 100. Eleven of us attended including an original dolphin from Dolphin Forum # 1 and a brand new one. Three helium balloons – one in the shape of a dolphin – floated above our celebrations. Over a delicious meal and some fine wines we used story-boards to share the value we'd gained from the forum over the years. And, so it wasn't just about us, we made a donation to dolphin research. As Head Dolphin I felt truly proud!

LEARNING RETREAT TESTIMONIAL

A recent client had this to say about her Learning Retreat:

Thank you for a wonderful time at Byrongerry to reflect on this continuous path we call life! You have helped me to clarify and set a vision for the journey ahead.

Why not do yourself a favour by factoring in some time for reflection and rejuvenation this year? See the Learning Retreat pages at andconsulting.org.

AN AND STORY

TRUSTING THE HEAD, HEART AND GUT

Kate writes: At a recent coaching session a client was reflecting on a past decision that hadn't turned out well. "I wish I'd listened to my gut feeling," he said. "It was telling me not to do it but I didn't trust it. Instead I got caught up in the emotion of the situation and chose what I thought was a rational solution. And here I am repenting that choice at leisure!"

This led us to think about the source of our gut feelings and to wonder whether that the inner knowing that often defies logic, could be our intuition. We agreed that from now on we would commit to trusting our gut feelings when making decisions, even when they contradict what our head and heart are telling us to do.

Synchronicity has struck yet again in the writing of this newsletter. You might recall that in VA # 54 two unrelated parts of that newsletter turned out to be on the same theme. It's happened again this time via a link a colleague sent me about the Noetic Science Institute http://www.noetic.org/about/what_is.cfm

It seems that Noetic Science is the study of our multiple ways of knowing and includes our intuition, our reason and the use of our senses in varying combinations. The word noetic comes from the Greek word 'nous'. It has no direct translation into English but is about our inner knowing – a kind of intuitive consciousness. Aha – I thought – this synchronises with my client's and my exploration about gut feelings and our commitment to tuning into our head, heart **and** gut!

AND TO END

As the pace quickens in 2010 we thought this Souza quote was a timely reminder to each of us to enjoy the journey rather than always striving for the destination:

For a long time it seemed to me that life was about to begin – real life. But there was always some obstacle in the way, something to be gotten through first, some unfinished business, a debt to be paid. At last it dawned upon me that these obstacles were my life. This perspective has helped me see that there is no way to happiness. Happiness is the way. So treasure every moment you have and remember that time waits for no one. Happiness is a journey, not a destination.