

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

In **Learning Moments** in this our Winter edition we share a simple four-step formula that can be used to coach or mentor a client, a colleague or team member. In **Did You Know?** we reintroduce you to the members of the AnD coaching group. Our **Good Read** in this edition is a magazine article and our **AnD Story** is about Mark Zuckerman of Facebook fame. We close with a quote from the Dalai Lama.

Learning Moments

Kate writes: Effective leaders wear lots of different 'hats' and this makes their days a constant juggling act. They need to be both a visionary and a strategist. They must be a skilled financial manager and they require strong people skills. And so the list goes on.

In over 22 years of coaching experience I have heard clients say more times than I could count, "The technical parts of my role are the easy parts, it's the people who are the challenge because they're all different!" Even when they have their people 'hat' firmly on their head the juggling act continues because leaders then need to know when to influence, when to direct and when to coach. In this article I am focussing on the leader as coach.

The purpose of coaching is for the leader to invest time in empowering individual team members to find their own answers to meeting their organisational challenges. This process will take longer than simply telling someone what to do. However, in keeping with the belief that it's better to teach a man how to catch a fish than to catch a fish for him, time will be saved in the longer term.

For leaders not yet trained in coaching skills, here is a simple four-step process for when they want to help their team learn rather than telling them what to do. It is called the GROW formula and consists of:

- Goal setting
- Reality checking
- Options
- What is to be done?

1. Goal setting

In this step the leader asks such open ended questions as "What do you hope to achieve?", or "What outcome are you seeking?" They encourage the coachee to frame a clear, measurable goal.

2. Reality checking

In this step the leader asks probing questions to help the team member do a reality check. by asking questions such as "How much of this situation .. is within your control?".

3. Options

Next the leader encourages the coachee to explore their potential tactics for achieving their goal and the pros and cons of each possible option.

4. What is to be done?

In this final step the leader invites their team member to describe the action they plan to take to achieve their goal including who is to do what, and by when.

It is then the role of the leader as coach to support this team member through the progress of their goal to completion, and to praise when praise is earned.

Did You Know?

We at AnD Leadership Consulting are a virtual group of nine coaches. Kate Ramsay is the Managing Director and lead coach and lives inland from Byron Bay in northern NSW. Supporting her are nine other coaches all of whom are accredited in the AnD Leadership Coaching

methodology and some of whom are also accredited in the AnD Vision coaching methodology.

In Sydney they are Lisa Doherty, Virginia Johnson and Genevieve Vignes.

In Melbourne they are Tina Alexander, Russell Fakira and Rob McIntosh.

In Canberra is Marilyn Hatton and in Northern NSW is Megan Young.

Please go to www.andconsulting.org to view our photos and read our bios.

A Good Read

Kate writes: At the risk of revealing my left leaning tendencies I recommend as a good regular read the New Internationalist magazine. I have been subscribing for a number of years and each monthly edition challenges and informs me in new and different ways because, as the editorial page says:

The New Internationalist workers' co-operative (NI) exists to report on the issues of world poverty and inequality; to focus attention on the unjust relationship between the powerful and powerless worldwide; to debate and campaign for the radical changes necessary to meet the basic needs of all and to bring to life the people, the ideas and the action in the fight for global justice.

For example, the lead story in the June 2012 edition is called Sustainability for sale? The unofficial guide to Rio+20 and gives the reader a window into the current battle for the future of global environmental action. The author Danny Chivers suggests that the word 'sustainable' has come to mean 'able to keep making money into the future' by both companies and politicians. He proposes that "a shift to a genuinely sustainable society will require ... a reining in of the excesses of corporations and markets, and the building of an entirely different economy based on wellbeing for the many rather than profits for the few". Chivers supports concepts like the setting of planetary boundaries – natural limits that we stray over at our peril, and an 'Inclusive Wealth Index' as an alternative to the GDP.

So if you share with me a passion for world peace and global justice take a look at the NI website at www.newint.com.au and consider subscribing.

An AnD Story

Kate writes: AnD Leadership Consulting is named to represent an and/both view of the world rather than the either/or way that our western conditioning taught us.

Because this is a somewhat abstract concept we look for stories to illustrate and/both in action and we recently came across one in a most unexpected place: a television program about Facebook.

I am not on Facebook nor do I intend to be, but was nonetheless fascinated by a recent ABC program about Mark Zuckerberg and the Facebook phenomenon. I learned that this is a man with a vision to connect people with each other and he's apparently about to connect the one billionth such person.

Two things particularly fascinated me about the program and kept me up later than usual: the first was the power of his vision which meant it was easy for he and his team to refuse a several billion dollar buy out offer because "we are clear that we are in the business of connecting people with each other not in the business of growing a business to sell".

The program tracked the viewer through Zuckerberg's life and education and the second thing that especially caught my attention was that at university he studied computer science and psychology. "Aha" I thought, this is what makes this guy different from other computer science nerds - he brings a people focus to Facebook as well as a clever technical offering and I suspect that it is this and/both approach that will have contributed to his success.

Where Zuckerberg brings an and/both approach to Facebook by combining an understanding of people and science, we at AnD provide coaching services to our clients to help them use both their hearts and their heads to explore both their vision and the appropriate strategies for their businesses and their lives. To learn more contact me at kate@andconsulting.org.

AnD a quote to close:

From His Holiness the 14th Dalai Lama.

Be kind whenever possible.

It is always possible.