

LEADERSHIP – COACHING AND MENTORING PACK

December 2015

This month's edition:

On 11 December I had the great privilege to be part of Thera's (www.thera.co.uk) new 'Safe and Secure' book launch at the Guild Hall in Gloucester. Have you heard about the book? If not and you know families who have sons and daughters who have disabilities, please check it out. It is an excellent resource and one I personally guarantee will help plan for the future. To support the promotion of this excellent (& free!) resource for carers, I have written a piece about our family experience of supporting our daughter to be safe and secure, and I have included it as our first article.

A favourite Christmas story of mine is 'Leadership from a different perspective – an Editorial printed in the New York Sun in 1897.' It is one I have probably included in every December leadership pack since I started publishing and I hope it gets you in the mood (if you are not already in the mood for Christmas)!

Throughout 2015, I have shared my three favourite talks from www.ted.com. This involves me watching a number of presentations every month before I pick out three which I think you will find inspiring and often moving. The Top 3 for this month I think are the best so far. They are Maysoon Zayid 'I got 99 problems palsy is just one', Regina Harlety 'Why the best hire might not have the perfect resume' and Mellody Hobson's 'Colour Blind or Colour Brave'. Please tab down for the link to each 'talk'. I hope you enjoy them as much as I did.

When you get to David Taylor's "Top 10 Rules for Meeting Etiquette" it is a fun piece – just thought I would mention that as I had to read it a few times before I realised it was supposed to be fun.

I am already thinking ahead to 2016 and how I want my year to go. To help you I have included an assessment you could have a go at (I have) on where you are currently at. 'CHANGE YOUR THINKING - CHANGE YOUR RESULTS'

I hope you enjoy the December edition of the Leadership Pack; I have enjoyed sharing ideas and information with you on leadership and management throughout 2015 and I wish you a happy Christmas. Thank you for your support.

The next edition in 2016 will be the start of our 10th Anniversary Year for the Leadership Pack

This month's quotes have been taken from my wife's @JoyceRaw1 twitter feed – thanks Joyce. I am also on Twitter: @DoshLtd sharing leadership thoughts at 7am, 7 days a week. I welcome new followers!

Keep making a difference in people's lives and have a successful month.

Steve Raw FirstLM, FCMI, GCGI

www.leadershipintheraw.org

It's not about how good you are,

It's how good you want to be

Being Bettina's Dad: When love is not enough to keep you Safe and Secure

Dozing on the settee after a hard day's work my pager started to beep. I woke up and phoned my transport department. They had the call that Joyce was going into labour and they were sending a vehicle round to our flat to rush me to Berlin Military Hospital (BMH). We were 10 months into a two year tour of occupied Berlin and it was still a couple of years before the 'Wall' was to come down.

Within a couple of hours our beautiful daughter Bettina had come into our lives. It would be another 18 months before she was diagnosed with severe autism and a learning disability, but that didn't matter to us (and still doesn't) she is our beautiful daughter and love is enough.

Bettina is adored and surrounded by love and not only by her family. Her mum was (and still is!) super strong and I was super fit, so thinking what would happen when she became a woman and what could happen when we were no longer there for her was so far ahead it didn't cross our minds. Fighting for speech therapy for Bettina, now that was a challenge and a completely different story for another time.

A couple of years after leaving the Army I had started a new career supporting people with learning disabilities and I was a Registered Manager for a Care Home. I worked with an older father of a daughter who was a mature woman with learning disabilities and was helping her manoeuvre through her life. He said he wouldn't be around forever and he needed to make sure she was safe and secure. It made me think, for the first time, and I felt mortal, and I worried about Bettina's future, realising I was only living in the now or at least in the next 6 months to a year for her. Joyce though, as always, was ahead of me and this had always been on her mind. We started to discuss and we started to plan because now we realised that love would not always be enough.

Fitzroy, a charity which supports people with learning disabilities, has recently published their research findings the highlight of which was that parents hope their sons or daughters die before they do because of their worry when they are no longer around to care for them. When I heard this on BBC Breakfast show I understood. I had heard this from other parents in a similar situation, but I also thought it doesn't have to be that way.

What did we do?

- Joyce and I talked at length to each other about this
- We did our research to find out what resources were available to us as a family
- We started pulling together those around Bettina who loved her and wanted to be part of her life. We called this her "circle of support" - it was really her network
- We decided that traditional 'reviews' when it came to planning Bettina's future was a waste of time. We wanted to do something which meant that Bettina would take centre stage and lead. We wanted a person centred planning meeting. As there was no one to facilitate it from Social Services at the time as Bettina was in the transitional phase of the 16-19 age groups where services dip, I got off my backside and facilitated it

- Bettina's big sister, Jennifer, was our artist drawing and recording what Bettina and her Circle was telling us and we ended up with a PATH to her Vision to which everyone was signed up.
- Joyce, the 'Leader of our Gang' then put it all into a Support Plan (if you want the template let me know as I reckon this is the best ever plan!)
- From the Support Plan came the Individual Budget and Bettina is now living the dream

Becoming a parent to a person with learning disabilities is unique. It changed our lives – and mostly for the better!

As parents of Bettina it has, and continues to be, a pleasure. She has taught us so much about life, even though it has not been without its challenges.

Bettina's support has taken us through five stages:

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| Stage 1 | coming to terms with a daughter with learning disabilities and finding ways and support to help her cope |
| Stage2 | Finding the right education |
| Stage 3 | Supporting her through her transition from school to adulthood |
| Stage 4 | Connecting her to a wider community that is not just her family |
| Stage 5 | To have a great life now and after we are gone |

If you are a parent, or you know parents who might be feeling that what is ahead is insurmountable, I want to share with you a new resource (that I take with me where ever I go) a free book full of information, knowledge, tips and templates that will help. The new 'Safe and Secure' book has come at just the right time for many families. It includes everything parents could wish for, especially those coming up to Stage 5. We feel it will be a useful reference book and we will most certainly be dipping into this!

(Please send me an email at steve.raw@dosh.org if you would like a copy of this book for family carers you know and I will connect you to Thera's Development Team who are leading on the book project)

Source: Steve Raw from www.leadershipintheraw.org

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| I am easily satisfied with the very best. – Winston Churchill |
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Leadership from a different perspective – Christmas

Editorial printed in the New York Sun in 1897.

We take pleasure in answering thus prominently the communication below, expressing at the same time our great gratification that its faithful author is numbered among the friends of The Sun:

Dear Editor---

I am 8 years old. Some of my little friends say there is no Santa Claus. Papa says, "If you see it in The Sun, it's so." Please tell me the truth, is there a Santa Claus?

Virginia O'Hanlon

The reply...

Virginia, your little friends are wrong. They have been affected by the scepticism of a sceptical age. They do not believe except they see.

Yes, Virginia, there is a Santa Claus. He exists as certainly as love and generosity and devotion exist, and you know that they abound and give to your life its highest beauty and joy. Alas! how dreary would be the world if there were no Santa Claus! It would be as dreary as if there were no Virginias. There would be no childlike faith then, no poetry, and no romance to make tolerable this existence. We should have no enjoyment, except in sense and sight. The external light with which childhood fills the world would be extinguished.

Not believe in Santa Claus! You might as well not believe in fairies. You might get your papa to hire men to watch in all the chimneys on Christmas eve to catch Santa Claus, but even if you did not see Santa Claus coming down, what would that prove? Nobody sees Santa Claus, but that is no sign that there is no Santa Claus. The most real things in the world are those that neither children nor men can see. Did you ever see fairies dancing on the lawn? Of course not, but that's no proof that they are not there. Nobody can conceive or imagine all the wonders there are unseen and unseeable in the world.

You tear apart the baby's rattle and see what makes the noise inside, but there is a veil covering the unseen world which not the strongest man, nor even the united strength of all the strongest men that ever lived could tear apart.

Only faith, poetry, love, romance, can push aside that curtain and view and picture the supernal beauty and glory beyond. Is it all real? Ah, Virginia, in all this world there is nothing else more real and abiding.

Santa Claus! Thank God! he lives and lives forever. A thousand years from now, Virginia, nay 10 times 10,000 years from now, he will continue to make glad the heart of childhood.

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| A genuine leader is not a searcher for consensus but a moulder of consensus. "Martin Luther King, Jr. |
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Ten Ways to... TOUGHEN UP

1. Don't take it personally
2. Believe in yourself
3. Accept it's ok to make mistakes...
4.but don't make too many
5. Keep your focus

6. Hold your nerve
7. Don't compare yourself to others
8. Let go of anger
9. Take a few risks
10. Learn to switch off

Write down the thoughts of the moment. Those that come unsought for are commonly the most valuable. – Francis Bacon

A statistic I have been quoting that is completely wrong...

Time to Read: Between 2 and 3 Minutes

Dear Steve

A statistic I have been quoting that is completely wrong...

For the last few years, with great drama, excitement and a definition of 'miracle' thrown in, I have been sharing with people around the world the very unlikely chance of them being born:

1 in 400 trillion times (4×10 to the power of 14)

This is because the amount of available DNA so vastly outnumbers the number of actual people, that Scientist Richard Dawkins concludes the odds against you being born are so great that this event has no chance of happening.

No scientific chance whatsoever.

And yet, here you are.

The good news – you are a miracle.

Now the bad news, many experts now believe that 1 in 400 trillion figure is in fact wrong. So, maybe you are not a miracle at all

No, the new chances of you being on this planet and reading this are so vast the term miracle doesn't begin to do them justice, because those odds of 400 trillion to 1 against don't take into account the chances of your mum meeting your dad, that they stay together long enough to have kids, that 1 egg happened to meet that 1 sperm...

We are now up to 1 in 400 quadrillion – 1 in 400,000,000,000,000

That is approximately the volume in cubic metres of the Atlantic Ocean

Hang on though – there is another factor at play here – namely that every one of your ancestors going back 4 billion years lived to an age where they could reproduce, and did reproduce...

Now we reach a staggering figure – 1 in 10 to the power of 2,685,000

That's a 10 with 2,685,000 zeros after it

Think of it like this - It is the probability of 2 million people getting together each to play a game of dice with trillion-sided dice. They each roll the dice, and they all come up with the exact same number-for example, 550,343,279,001. (Source: <http://visual.ly/what-are-odds>)

So, the odds that you exist are basically zero.

And yet, here you are

You may not believe in miracles – the big question is...do you believe in you?

With my love and best wishes to you all

David Taylor from the Naked Leader

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| Always maintain your integrity and control your greed. Warren Buffett |
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BETTER JUDGMENT

1. Know what you want
2. Get good information
3. Separate fact from assumption
4. Don't be unsettled by uncertainty
5. Be led by the outcome, not your tastes
6. Keep an open mind
7. Find the lessons in your mistakes
8. Learn from others
9. Empathise
10. Remember: you're in control

Modern Management

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| "I get by with a little help from my friends." - John Lennon |
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Dear Steve

Time to Read – 120 seconds

Legend has it...

Legend has it that many years ago, a very special child was born. Unique in natural strengths, talent and personality, this child, from the very moment of birth, knew that it was going to love this thing called 'life'.

The young Child watched and took in the wonders of everything, and everyone, around it, and so became an Explorer, gaining a reputation for being full of spontaneity and happiness. Soon the Explorer was told that discovery in itself was not enough, and was sent off to school. Hungry for new knowledge, the Explorer became a Student, who gained a reputation for being very learned. However, some of the fun seemed to disappear, somewhere.

Next, the Student was advised that while information was important, it was nothing without real experience. So the Student became a Practitioner, eager to work hard and grow in understanding, and gained a reputation for being worldly wise. However, some of the wonder seemed to fade away, somehow.

And after many years, the Child who had become an Explorer, who became a Student, and then a Practitioner, stopped one day, and noticed some things.

That the life it was now living was not so full of everyday joy, that the organisation in which it worked was not such a happy place, and that the world in which it lived had so much worry, so much hardship and so much fear. Perhaps there was something about this thing called 'life' that the Practitioner had not yet fully understood.

So, the Practitioner set out to understand, and thus became an Adventurer.

All Adventurers need an adventure. To find one, they must apply the formula for guaranteed success – know where you want to go; know where you are now; know what you have to do to get to where you want to go; and do it.

The Adventurer had an idea where it wanted to go - something to do with purpose, happiness and being at peace. It knew where it was, and knew generally what to do, to make its dream, unclear though it was, move closer. The Adventurer had to make things happen, rather than simply let things happen.

This was exciting. However, just as it was about to take its first action, The Adventurer froze in fear, trapped by thoughts and fearful imaginings. It wanted more, but without losing what it already had. More freedom, but not at the expense of safety; more money, but not to the extent of greediness; and, it wanted to be true to itself, yet also connect with others.

And so our Adventurer waited for a sign, a trigger, for something...

And as it waited, a realisation dawned. What it once was, it still was. Once a Child, always a Child; Once an Explorer, always an Explorer, keen to explore again; Once a Student, always a Student, still ready to learn; once a Practitioner, always a Practitioner, still taking in life's rich experiences.

And, from its very first breath, right up to this exact moment, the Adventurer was, still is, and always will be, you...

David Taylor author, broadcaster and leadership guru

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| Accept no one's definition of your life, define yourself. - Robert Frost |
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My Top 3 Picks from www.Ted.com

Maysoon Zayid – I GOT 99 PROBLEMS PALSY IS JUST ONE

"I have cerebral palsy. I shake all the time," Maysoon Zayid announces at the beginning of this exhilarating, hilarious talk. (Really, it's hilarious.) "I'm like Shakira meets Muhammad Ali." With grace and wit, the Arab-American comedian takes us on a whistle-stop tour of her adventures as an actress, stand-up comic, philanthropist and advocate ...

http://www.ted.com/talks/maysoon_zayid_i_got_99_problems_palsy_is_just_one

Regina Hartley – WHY THE BEST HIRE MIGHT NOT HAVE THE PERFECT RESUME

Given the choice between a job candidate with a perfect resume and one who has fought through difficulty, human resources executive Regina Hartley always gives the "Scrapper" a chance. As someone who grew up with adversity, Hartley knows that those who flourish in the darkest of spaces are empowered with the grit to persist in an ever-changing workplace. "Choose the underestimated contender, whose secret weapons are passion and purpose," she says. "Hire the Scrapper."

http://www.ted.com/talks/regina_hartley_why_the_best_hire_might_not_have_the_perfect_resume

Mellody Hobson – COLOUR BLIND OR COLOUR BRAVE

The subject of race can be very touchy. As finance executive Mellody Hobson says, it's a "conversational third rail." But, she says, that's exactly why we need to start talking about it. In this engaging, persuasive talk, Hobson makes the case that speaking openly about race — and particularly about diversity in hiring — makes for better businesses and a better society.

Mellody Hobson is president of Ariel Investments, a value-driven money management firm — and an advocate for financial literacy and investor education.

http://www.ted.com/talks/mellody_hobson_color_blind_or_color_brave

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| <p>"Your energy introduces you before you even speak" The Vibrant Mind</p> |
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Top 10 Rules for Meeting Etiquette

Time to Read: When you're bored in a meeting

Dear Steve

Top 10 Rules for Meeting Etiquette

Always wait for late-comers before you start the meeting – it would be rude not to.

Professional meeting attenders will need to be reminded what meeting they are in.

Make sure that all actions have more than one name – that way the action will never get done.

Meetings must always last for their allotted time, or longer. Never finish a meeting early, as some people won't know what to do with the time.

If chairing go through the minutes line by line, so they seem like hours, and when presenting make sure you read out all the words on the slide or document, one by one, and never give away the headline or key point first, cover ALL the background detail first. Like Jackanory, everyone loves a story.

On decisions go for consensus – it is faster than having a difficult conversation, no-one will know what has been agreed and you will have something to talk about again next time.

When others are speaking pretend you are listening, and nod a lot. If you do actually nod off when you wake up say in a very assertive voice 'I think it is very important to remember what we want to achieve here.' You will likely be promoted.

Dance around the main issues that need to be discussed while ensuring they are never actually are - professional politeness is all.

After the meeting, when you return to your desk, sound off about what a waste of time the meeting was and how the company has too many meetings.

Organise a meeting that discusses how to have less meetings.

With my love and best wishes

David Taylor author coach and broadcaster

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| I've over-educated myself in all the things I shouldn't have known at all. – Noel Coward |
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Source: Olivia Fox Cabane's **THE CHARISMA MYTH** (read in my Success magazine)

CHARISMA – BODY OF KNOWLEDGE

Although true charisma comes from inside, your body language may help you express warmth, presence and confidence, all of which are essential to personal magnetism:

- Get used to "claiming space" by adopting a stance that is wide shoulders back
- Speak slowly and lower your intonation at the end of sentences
- Don't nod too much
- When you breathe, imagine that air is moving from your head, down through your body, and into your feet. This will make you feel more grounded, which will help you speak clearly and convincingly
- Mirror your companion's body language, but only to an extent that feels natural
- Make your handshake memorable: plenty of eye contact, hand straight out, plus a smile that doesn't last too long, which could make it seem desperate.
- Wear clothes that make you look good but don't constrict your movement
- Avoid starting conversations when sitting directly across from someone, which can feel confrontational; strive for a 90 – degree angle instead.

Stay away from negative people. They have a problem for every solution. Unknown

Getting Ready for the New Year!

CHANGE YOUR THINKING - CHANGE YOUR RESULTS

My team and I constantly ask ourselves, “How do we make the biggest impact on helping your clients get the results they want faster?” The powerful answer is for us to help change people’s limited thinking or help them adjust their standards or habits to support their goals. So we encourage clients to nurture thought – provoking relationships and opportunities, thus creating more thought – provoking results. Big returns come from thinking smart.

Here’s a simple assessment that will trigger thought and action. Rate yourself 1 to 10 on each question below (1 is low, 10 is high). Then take a few minutes to write down what actions you want to change in response to your answers.

1. How is my life working out?
2. How’s my daily attitude; how happy am I?
3. How are my relationships with my family, friends, co-workers, coaches and mentors?
4. How’s my health (weight, overall wellness, self-esteem, stress levels, etc.)?
5. How effectively am I feeding my mind? (How many books have I read in the last six months? What do I wish to become? Am I studying productively?)
6. How do I rate my lifestyle (my satisfaction with activities such as travel, exploring, attending fun events, etc.)?
7. Where is my income in comparison to where I want it to be?
8. How often do I give back to others?
9. How is my goal – setting? How satisfied am I with how my goals have manifested in my life?

Source: Tony Jeary

(is a strategist and author advising top organisations and high achievers around the world)

Read in my Success Magazine

“Almost everything will work again if you unplug it for a few minutes.. including you” Anne Lamott

GETTING THINGS DONE

Talk straight. Speaking without getting to the point is, literally pointless. Be clear about your goals to yourself and colleagues – it focuses your mind on an end result.

Leave it out. Narrow down your list of tasks to those that are essential, important and those that can wait. Close scrutiny of your to do list often reveals that many things actually don’t need to be done at all.

Break it down. Achievement doesn’t have to be insurmountable. Break your big problems down into mini steps and celebrate each small piece of progress as you go

Pick a system. Having a system helps to get a lot done. Think PERFECT. Personal priority, Emotional importance, Reason for doing, Financial value to you, everyone else's priorities, Chronological sift, and Time shifts. Choose a combination that works for you.

Use your head. Rushing around trying to complete all your tasks at once won't produce the right results. A thoughtful, measured approach is more productive than mere physical activity.

Out-think yourself. Knowing what you are unlikely to do can increase your likelihood of doing it. The knack is to acknowledge your failings and put procedures in place to combat them.

Facts not feelings. Achievers need to be objective – emotions can get in the way of making progress. Acknowledge feelings, and then separate them from the facts.

Progress, not perfection. The fact that nothing is perfect needn't stop you making progress. There's a huge difference between quantitative and qualitative perfection. Many tasks are mundane and cannot be done well or badly – they just need to be done. Aim for progress, not perfection.

From the ILM