

LEADERSHIP – COACHING AND MENTORING PACK

June 2016

2006 – 2016

(10th Anniversary Year edition)

Welcome to this month's edition:

'Positive Vibes - A Way of Life' written by my wife, Joyce. "Being positive, and creating positive vibes for those around you, is a way of life. It is a choice anyone can make, despite the adversities they face, it is not a secret. There is no trick. So, how is it done and where do you start?"

From me "What Bettina taught me when supporting a person" A question I am often asked since leaving my first career in 1996 to support people with learning disabilities has been "I suppose getting involved in this kind of work has helped you support your daughter, Bettina with her care?" This is a blog post which will be appearing soon on my blog www.leadershipintheraw.org and is part of my 'Being Bettina's Dad' series. It is about 'communication' and not just about a person with learning disabilities.

As I write and put together this month's leadership pack, it is a Sunday afternoon. What I found most enjoyable today is watching the presentations from Ted.com I have chosen especially for you although I had originally chosen five! However, I have managed to get it down to my regular three. While all three are excellent, if you only have time to watch one then please take the time to watch **Elise Roy: When we design for disability, we all benefit**

https://www.ted.com/talks/elise_roy_when_we_design_for_disability_we_all_benefit I guarantee you will not be disappointed

If you are suffering from 'Work Overload' then there is another piece from me "WHEN IT ALL STARTS TO GET TOO MUCH" I hope this helps you.

This month's quotes have been taken from my wife's @JoyceRaw1 and @livelikearaw twitter feeds – 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 FinstLM, FCMI, GCGI

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It's not about how good you are,

Its how Good

You want to be

Positive Vibes - A Way of Life

It is always a head-scratching moment when someone asks me how I remain such a positive person in a pessimistic world and, more importantly, how do I do it? Is it because I am a lucky person who always gets what she wants? Is it because I have a fantastic counsellor? Or is it because I just do not realise what is happening in the world around me? How can I be so positive when such a lot is wrong with the world today?

Well, it is none of the above. Being positive, and creating positive vibes for those around you, is a way of life. It is a choice anyone can make, despite the adversities they face, it is not a secret. There is no trick. So, how is it done and where do you start?

Here are some easy pointers to help you start:

- Gratitude: If you want to read a good blog post on gratitude and being grateful, log on to www.leadershipintheraw.org Being grateful for what you already have, which may be considerably more than most, is a good start to feeling positive.
- Start your day with a quick mental checklist. Did you wake up in a nice warm bed? (Check) Is your house still standing? (Check) Are your loved ones all ok? (Check). Is the earth still turning? (Check) Do you have enough money/food to take you through the day? (Check) All positive vibes,
- Look around you when you go outside. Feel the day. By that I mean taking notice of the weather; your surroundings; signs of life and fresh(ish) air. If someone gives you eye contact on the street/bus or in the shop - smile (obviously only if it is safe to do so!), most people will smile back! See, creating a positive vibe not just for you, but for others.
- Give to others your time and a sympathetic ear. Listening to someone at the bus stop, railway station, shop, work or home is a cathartic exercise. It makes you feel happier about your own circumstances and may actually keep someone from harming themselves or others, or make them feel that they are not invisible in our big world.
- Spread the love is a favourite saying of mine when I have helped someone. I truly believe that even the smallest act of kindness can make all the difference to someone's life and is what makes the world keep turning. More positive vibes.

I am very fortunate in that I come from a large family where I learnt very early on that you are not the centre of the universe and that there are many others out there who will have less than you. I am not saying that it is not okay to feel down or upset from time to time, especially where circumstances seem to appear to have plotted against you, but it is not okay to dwell in that trough of self pity. YOU have the power to turn to the positive.

But, be very careful. Being positive is highly contagious, it is not for the weak-hearted, and it is how we livelikearaw.

Source: Joyce Raw www.livelikearaw.wordpress.com Twitter: @JoyceRaw1

Helping others is a privilege. It is their right and your privilege. #quote Stan Aspinall

Your Proverb – Your Choice – Your Belief

Time to Read: 91 seconds

Dear Steve

Your Proverb – Your Choice – Your Belief

Ten of my favourite conflicting proverbs – choose the one that matches, supports and best illustrates what you are saying at the time, what you believe or that helps move you closer to your outcome. Indeed, you can proverb anything.

1. What will be, will be - or - Life is what you make it
2. Knowledge is power - or - Ignorance is bliss
3. Look before you leap – or - He who hesitates is lost
4. Beware of Greeks bearing gifts - or - Don't look a gift horse in the mouth
5. Nothing ventured, nothing gained – or - Better safe than sorry
6. The only thing constant is change – or - The more things change, the more they stay the same
7. Many hands make light work – or - Too many cooks spoil the broth
8. Great minds think alike – or - Fools seldom differ
9. The bigger, the better - or - The best things come in small packages
10. Absence makes the heart grow fonder - or - Out of sight, out of mind

With my love and best wishes

David

As a Leader, the first person I have to lead is myself. John C Maxwell
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Being Bettina's Dad – What Bettina taught me when supporting a person

A question I am often asked since leaving the Army to support people with learning disabilities has been "I suppose getting involved in this work has helped you support your daughter, Bettina with her care?" I remember being asked this question by a fellow Area Manager when we met up for lunch some years ago. I found myself saying "actually it is the other way around." What I learned from Bettina, especially leading up to leaving the Army, helped the transition into my second career, and Bettina is still coaching me.

When I came into this career I had so many ideas. Mechanisms Bettina had shown me that worked for her, I knew could (possibly) make a difference for the people I would support. My first position was as a Team Leader supporting people to be involved in their local community for the first time in their lives. I was about to find out if they worked - after all, my only training was that I had been one

of Bettina's carers for 9 years and observing Bettina's Whisperer (Joyce).

<https://leadershipintheraw.org/2016/04/21/being-bettinas-dad-and-being-married-to-bettinas-whisperer/>

I could possibly fill a book with things Bettina has shown that work for her and makes a difference in her life as she progresses on a daily basis, especially after a difficult start in life which meant coming to terms with her learning disabilities and autism. However, for this piece I am sharing five lessons that help her with life and five extra ones that help me support people with autism - and one big message!

Bettina's 5 lessons for supporting people with learning disabilities

1. Take the time to listen – show that you are listening and take your time. Bettina will know if you are not as she will be looking at your body language and especially your face.
2. You need to show that you are confident – again starting with your body language, are you relaxed, are you smiling? Bettina judges tone of voice e.g. if you are softly spoken and speak in a calm manner you will quickly gain her confidence
3. Everything about you must be positive – nobody follows someone who is negative. Attitude is everything.
4. Demonstrate that you care and that you have an unconditional regard for a person. You do this by being non judgemental nor impose your values and standards. In Bettina's case she has her own and it is important to respect these.
5. Be consistent with how you present yourself throughout the day and every day. You are not just confident, positive, humorous and enthusiastic when it suits you – you need a 100% commitment everyday. (There are no days off for Bettina and her learning disability – the shift never finishes for her).

Bettina's 5 lessons for supporting people with Autism

1. How you see the world (if you are not autistic) is completely different to how a person with Autism does – learn to see the world through the eyes of the person you support. When you do, the person you are involved with will trust you to do the right thing for them.
2. Support a person through the rituals and habits which works for them, and not be judgemental because they are different from yours.
3. Do things on their terms not yours, where it is safe to do so. You are not in control. This is their life and they should have the control. One of the first things we learned as parents for Bettina was that we could not instigate eye contact When we did she would become distressed. Eye contact has to be on her terms.
4. See the person first, not their disability. Bettina has a unique personality that is there with or without her autism. I have found the same for everyone I have supported.

5. The sights and sounds Bettina's experiences are different to those you see and hear. Discovering this with Bettina made me more sensitive to what a person feels and hears (Bettina gets upset if someone she loves coughs for instance – much to the envy of my wife, I can make a cough sound like a sneeze!)

So I turned up on my first day with a plan – I wanted the people I supported to

- have fun
- feel confident
- feel they had someone on their side
- feel they were control
- feel valued by those around them and their community

These continue to be my 5 objectives.

And the 1 Big Messages I promised you?

I have written about what Bettina has taught me, and what I wanted to do for the people I support, but as you look at each set of lessons and finally my objectives, what is the difference between people with learning disabilities, autism and you and the people who are part of your life? What Bettina has taught me, and continues to teach me everyday, is that what works for her can work for us all in both our personal and professional relationships.

Source: Steve Raw www.leadershipintheraw.org

Appreciate the people that make you smile! Tim Fargo
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Time to Read and View All: 7 Seconds

Dear Steve

As a leader do this one thing above all else

Keep your word

Or don't give it.

A classic example of simple never being easy.

David Taylor (Broadcaster, Author and Leadership Guru)

Discipline is the bridge between goals and accomplishment. Jim Rohn

My Top 3 Picks from Ted.com

Presentations and videos which I hope will inspire you.

Elise Roy: When we design for disability, we all benefit

https://www.ted.com/talks/elise_roy_when_we_design_for_disability_we_all_benefit

"I believe that losing my hearing was one of the greatest gifts I've ever received," says Elise Roy. As a disability rights lawyer and design thinker, she knows that being Deaf gives her a unique way of experiencing and reframing the world — a perspective that could solve some of our largest problems. As she says: "When we design for disability first, you often stumble upon solutions that are better than those when we design for the norm."

Julia Galef: Why you think you're right -- even if you're wrong

https://www.ted.com/talks/julia_galef_why_you_think_you_re_right_even_if_you_re_wrong

Perspective is everything, especially when it comes to examining your beliefs. Are you a soldier, prone to defending your viewpoint at all costs — or a scout, spurred by curiosity? Julia Galef examines the motivations behind these two mind-sets and how they shape the way we interpret information, interweaved with a compelling history lesson from 19th-century France. When your steadfast opinions are tested, Galef asks: "What do you most yearn for? Do you yearn to defend your own beliefs or do you yearn to see the world as clearly as you possibly can?"

Kelly McGonigal: How to make stress your friend

https://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend

Stress. It makes your heart pound, your breathing quicken and your forehead sweat. But while stress has been made into a public health enemy, new research suggests that stress may only be bad for you if you believe that to be the case. Psychologist Kelly McGonigal urges us to see stress as a positive, and introduces us to an unsung mechanism for stress reduction: reaching out to others.

It's not what you gather but what you scatter that tells you what kind of life you have lived. - Helen Walton

E – MAIL RULES

- Do be polite and friendly
- Do be concise and logical
- Do write grammatically and use the spell-check option if there is one
- Do write short paragraphs and leave spaces between them
- Do answer questions properly in replies
- Do read the e-mail before sending
- Don't write in capitals
- Don't use abbreviations as recipients may not understand them
- Don't be familiar unless you know the recipient well

Don't make libellous, obscene or offensive remarks

"Quality means doing it right when no one is looking." - Henry Ford

YOUR ROUTE TO THE TOP

WORK OVERLOAD

Stop and think it's easy to panic and launch yourself at the task without considering the most sensible course of action. A few moments' reflection and planning pay off.

Break the situation down into chunks. Picturing the whole task makes it look terrifying; small steps are manageable.

Delegate. There may well be people around you who can help and offer expertise – take it.

Manage expectations. You may need to explain to others that the end result might be different from initial expectations. Better to bite the bullet early on and enlist help than give people a nasty surprise when you pass the point of no return.

Consider urgency and importance. The danger is to rush around doing the urgent things but ignoring the important ones. If something is both urgent and important, act. If not, prioritize.

Start small. Focus on getting some quick results, as this will give you momentum.

Develop a contingency plan. Even in the most difficult situations there are other options.

Go for the 80/20 rule. Build the stadium without the roof; write the report without the annotated footnotes.

Don't be too hard on yourself. Having decided what to focus on, don't worry about things you're not going to do. Put your energies into finishing everything else to a high standard.

Talk to your team. If everybody knows what is happening, less time will be spent on unproductive action. Consider creating a war room where people know action is being taken.

Communicate to interested parties. It's better to lead the communication of a crisis than being forced to respond to someone else's interpretations.

Remember it will pass. Life is bigger than a wobbly project.

Learn from the situation for next time. Patterns can turn into habits. If you're aware of what led to the situation, you can catch it before it happens again.

Source: The Mind Gym

A stumbling block to the pessimist is a stepping stone to the optimist. - Eleanor Roosevelt

TEN WAYS TO

MAKE A GOOD IMPRESSION

1. Be on time
2. Make eye contact
3. Give a firm handshake
4. Don't slouch
5. Do your research
6. Don't think too much
7. Be careful with humour
8. Remember: appearance counts
9. Pay attention
10. Smile

The greatest mistake you can make in life is to continually be afraid you will make one. - Elbert Hubbard

YOUR ROUTE TO THE TOP

BECOME A BRAVE LEADER

Feel the fear. Helen Keller once said: 'Life is either a daring adventure, or nothing.' Courageous leaders experience as much fear as others; they just don't let it paralyse them. Replace 'I can't' with 'I will.'

Say it like it is. Authentic communication can be a challenge, especially when the message is tough, or you don't believe in it. But what people want is the truth. This doesn't mean being perfect, it just means doing your best to be real, warts and all.

Have hope. Randy Pausch, a professor at Carnegie Mellon University, was diagnosed with pancreatic cancer. His last lecture could have been a depressing experience; instead it was life-affirming. Look to the future, no matter how turbulent the current circumstances. As Pausch himself said: 'Brick walls are there to remind you how much you want something.'

Talk to yourself. Challenge your catastrophic fantasies. Give answers to your 'what ifs?' Scrutinise any unhelpful thoughts.

Don't give up. From M&S's Sir Stuart Rose to Pret's Julian Metcalfe, turnaround champions and entrepreneurs alike agree on one thing: persistence lies at the heart of success.

Stand tall. In a world of consensus-building and endless collaboration, brave leaders inspire their followers with decisive action. To be brave is to be in control. Put an end to dithering and offer clear direction to your team.

Live a vital life. Great athletes tend to project enormous vitality. So do great leaders. Create an infectious mood and win over the cynics – as well as invigorating the evangelists.

Be humble with success. In his book ‘Good to Great’ Jim Collins demonstrates a negative correlation between the fame of a CEO and their business performance. Ask for honest feedback, let others shine and selectively share weaknesses. Top leaders build enduring greatness through professional will and personal humility.

‘The Mind Gym: Give me time’ is published by Time Warner Books

“Education is the most powerful weapon which you can use to change the world” Nelson Mandela
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WHEN IT ALL STARTS TO GET TOO MUCH

In August I am going to be 60, my mum used to say “Stephen (my Sunday name) if you don’t start behaving you are never going to reach 16” So far So good.

I am still as hungry to do well both in my career and also my sport (running – I am planning my big comeback when I actually hit 60!) and with support from Joyce (my wife), my behaviour has improved!

Being hungry means there is not enough hours in the day for me. For example this week I have all the duties and responsibilities of a MD for Dosh, I am working on Tutorial for my organisation’s ILM Project Management and I am going to put aside some time for my voluntary work with SSAFA as part of their project with the Army. Do you know what? I am as excited just as much and in the same way as I was as a young 16 year old soldier.

However that does not mean it does not start to get too much unless I stay ‘disciplined’. What does that mean? Over the last couple of weeks I have been approached by two people asking me if I would share how I manage my time and my work load. So here I would like to share the following with them and with you my ideas - in no particular order (as they were running through my mind this morning):

- What are Sundays for? Or should I say Sunday evenings! I prepare for the week ahead so I can hit the ground running on a Monday morning. I have my to-do lists done, prepare packs for each day of what I will need with me such as papers for meetings (all in plastic boxes) route plans for my destinations and I decide what I am going to wear for each day and then iron it.
- Sundays are also my ‘Project’ days when I want to complete something which will make a difference. I took it to heart one day when I heard a leadership guru on a ‘Success’ magazine CD Audio say “if you want to be successful in your career you are going to have to work weekends”
- When I am truly up against it with a number of projects on the go – I project manage my way out of it with set milestones and phases thought through and then I am a man with a plan.
- Time Management – too many tips to cover in this post, however here is one: don’t waste time during your day, make every minute count. If it is not making a difference to one of your goals, stop doing it – drop me a line and I will send you my own personal Top 100 tips that work for me

- Expectations... whose are they? The pressure we feel is often the pressure we put on ourselves. Stop for a moment and think are these high expectations our own and not our bosses? Be kinder to yourself
- Invest in yourself. When I started my second career I had to catch up, and quickly, so taking on responsibilities and projects outside of my role, I believed, was investing in me. So when I am up against it I think, that's ok, I am investing in me – it makes it all feel better.
- Prioritise. It's too easy to do the stuff that is easy (or what we like to do!) and leave the big stuff until it gets really big!! If it is important and urgent do it now! If it is neither – delegate!
- Isolate yourself. Find a quiet place to think, be away from the crowd each day – and then think big!
- Know when you are at your best. For me it is early in the morning (actually while I am typing this piece, right now) - there is no point tackling big stuff when you are tired. Once you recognise when your “peak” is that's when you tackle the most difficult of your priorities.
- Remember to feel good about yourself! “If you want a good job doing you give it to a busy person!!” There is a reason that you are so busy! It is because you are good at what you do and you get the job done!

Disclaimer!!! This guidance and these tips are based on 40 years of leadership and management and they work for me! They may not work for everyone – well not all of them!

Source: Steve Raw www.leadershipintheraw.org

<p>“What I am looking for is not out there it is in me” Helen Keller</p>
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TEN WAYS TO.....

Win more Business

1. Know your field
2. Offer consistent quality
3. Market astutely
4. Deliver on time
5. Get feedback from commissioners
6.and act on it
7. Set the right price
8. Have a decent website (eventually!)
9. Network
10. Think: do we need more?

Management Today