



Positive Change Consulting

Improving Performance Through People

Newsletter 2/2006

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- Dealing with stress



Don't miss out. Only \$24.95 & pack/post.

* Now available as an eBook too. No need to wait for the post!

Coaching for Leadership - the art of feedback

Few people appointed to leadership or management positions know instinctively how to work constructively with their staff - bringing out the best in people, encouraging them to work together as a team, handling difficult situations sensitively.

All too often poor communication leads to bad feelings on both sides - staff behaving defensively, rejecting all innovative ideas, their leader feeling angry, stressed and helpless. In an earlier newsletter we referred to a 12 month study of 1300 Australian executives which found that managers focus on what is bad about their employees rather than what is good - "I only hear from my boss when I stuff up" - and as a result they create a passive defensive culture where employees avoid responsibility and pass blame. [S.McCarthy. The culture-performance connection]

The give and take of feedback is an essential part of communication at work, and leaders must understand what that means and develop skills for leading people through all kinds of situations - not just delivering bad news but also giving positive feedback, the easy stuff.

This is one area where coaching can help. Try some self-coaching yourself over the next few days or weeks. Take note of the positive feedback you give staff:

- How often do you thank people for a job well done?
- Commend them for taking the initiative and solving a problem for you?
- Celebrate wins when everyone's pulled together and things have gone well?
- Can you add to this list?

Leadership can be learned coaching helps leaders to avoid painful lessons on that journey.

Complimentary Coaching session

Give yourself time and space to reflect on where you are going and why?

- Are you having challenges with staff?
- Is the business all-consuming?
- Do you have enough time for friends and family?
- Or yourself?

Why not consider working with a Coach (by phone & email or in person) to help you find a different perspective, develop leadership skills, achieve work-life balance ?

Ring 61 3 9563 4028 now or Email [here](#) for a Complimentary Coaching session

Dealing With Stress

Another opportunity in case you missed out when we circulated a NewsAlert in February featuring Michael Licenblatt's program "Dealing With Stress"

Michael Licenblatt is a Resilience Expert, who specialises in stress management, resilience and 'pressure proofing' by increasing your 'bounce back' ability.

Michael's research has found that if you are not using the RIGHT strategies to handle pressure, then it will significantly compromise your work performance, business drive, personal relationships and even your health.

Michael has spent over half his life researching and teaching people to 'pressure proof' themselves by becoming RESILIENT to stress and pressure in their business, work and life - so that they Bounce Back, instead of burn out, when working under pressure.

In fact, in his private practice, Michael (who holds a Bachelor of Science in Psychology and a Diploma in Shiatsu therapy) has helped thousands of people to bounce back from stress, pressure and burnout. Read all about his work at: [Click Here](#)

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We'd love to hear your feedback.

Jennifer McCoy & Tony Austin

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The purpose of this Newsletter

Positive Change Consulting shows people how to build great leadership, manage change, improve teamwork for business productivity – and restore balance to your life.

In this newsletter we aim to alert you to the latest research into leadership, report people-related workplace news, suggest ways for encouraging staff involvement to improve your business and alert you to the things we are doing and the services we can offer you.

**We welcome
Contributions**

Please contact us if you would like to contribute to this newsletter. Just email or phone to share any experiences.

Email [here](#)
