

LEADERSHIP, COACHING AND MENTORING –PACK

OCTOBER 2021

(15th Anniversary Year editions)

2006 – 2021

Highlights in this month's edition:

Damian Piper our Resilience Coach starts this month edition with: **'Information in the feeling'** "Each day we will experience a whole range of emotions and feelings. Some we have a tendency to like and some a tendency to make us feel uncomfortable" "When you get that thought, which drives some uncomfortable feelings instead of pushing it away ask yourself the question "what's the information in this feeling?". I read Damian's article in 'Homebase' car park while Joyce was checking out the DIY stuff. The first thing I said to Joyce on her return was, I need to take Damian's advice and I need to re-read his article until it is embedded within in my mind.

Last month I wrote **'Values in Action'** [Values in Action – Leadership in the Raw](#) This month I would like to share with you again Meike Beckford's excellent **'Giving Voices to Values'** article which inspired me to write my post. Meike wrote this piece during her time as Lead Director for Dosh Ltd. Meike is now Head of Impact Management for Thera Trust.

'12 Habits of Genuine People' By Travis Bradberr 'Genuine people have a profound impact upon everyone they encounter. In this article, originally published on LinkedIn Pulse, Dr. Travis Bradberry unveils the unique habits that cause them to radiate with energy and confidence."

And finally, the last two articles: **'How to become enchanting'** from Guy Kawasaki. 'Guy believes you can use a process to improve relations with people – to enchant them instead of sell, promote or bludgeon them into submission. He says Enchantment is about creating a voluntary, long-lasting, and mutually beneficial relationship of support and loyalty' and my article **'Enchanting by being fascinating and delightful'** is from the 'Being Bettina's Dad' series. Bettina enchants everyone she comes into contact, every day.

Steve Raw FInstLM, FCMI.

Email: steve.raw@dosh.org
Web: www.dosh.org
Blog: www.leadershipintheraw.org
Instagram: @stephenraw6
Twitter: @SteveRaw836
LinkedIn: <https://www.linkedin.com/in/steve-raw-72454721/>

It's not about how good you are

It's how Good You want to be

Information in the feeling

Each day we will experience a whole range of emotions and feelings. Some we have a tendency to like and some a tendency to make us feel uncomfortable. There's also a tendency for many people to want to push down or away with the latter feelings. In fact, it's the only approach some people have. Broadening our emotional management toolkit can help on many levels. The power of the questions we ask ourselves is one area worth experimenting with. Here's an example to get you going.

When you get that thought, which drives some uncomfortable feelings instead of pushing it away ask yourself the question "what's the information in this feeling?". This can help bring more objectivity to your outlook and increases the chance that you'll put yourself in the position where you can do something constructive. To illustrate here are a few common examples of situations and the information the feeling could be providing.

1. **A feeling of dread about a meeting you are going to attend.** What could the information be? I don't understand what my role is here – possible action – clarify role for myself and communicate to others. Or, I'm underprepared – possible action – how can I adjust my calendar to prioritise more preparation time.
2. **A feeling of frustration that the 'obvious' point your making is not being understood.** What could the information be? I don't understand the other persons position well enough to describe my point in their terms – action – ask more open clarifying questions before forming your view.
3. **A feeling of overwhelm that you have too much on.** What's the information? I could get sharper priorities – possible action – step back and clarify the objective criteria you'll use to help you prioritise (and then use it).

Hopefully you can see through these examples that the idea of this is not to push things down or away but to consider them with objectivity and use them as signals to do something constructive. The pushing down or away method works for some people short-term. In my experience the downside is that it's like holding a ball under water. When you let go it comes out with force in an uncontrolled way.

Have an experiment with this and see what happens as a result. As always, I love to hear your feedback about how you get on.

Damian

damian@effectivechallenge.com

Damian piper

Change and Resilience Coach

www.effectivechallenge.com



www.effectivechallenge.com/podcast

“Only aim to do your duty and mankind will give you credit where you fail”

Thomas Jefferson

Giving Voices to Values

by Meike Beckford. Head of Impact Management for Thera Trust

We have been thinking about our values in my organisation Dosh recently, and particularly how we act on them – doing and not just saying, particularly when it’s not easy. This comes from my MBA work on ethics and values which led to a project with the Dosh team to check on our shared understanding of our values, think about what makes it easy and difficult to act on them and looking at how we can practice speaking up and acting in line with our values the next time we are challenged.

This is something we all deal with both professionally and personally, whether it is being asked to by-pass standard checks and processes to rush something urgent through, or brush something under the carpet that doesn’t look so good. Equally, we have opportunities to do something to strengthen our values through new projects and everyday work, particularly in leadership roles.

Every day, we have to make judgements – we exercise practical wisdom. This means ‘wanting to do the right thing and figuring out the right way to do the right thing in a particular circumstance, with a particular person, at a particular time’ (Barry Schwartz1). This ideas comes from Aristotle and has been developed by many academics, management writers and others since. It says:

We need both emotion and logic/reason to make good decisions

We can’t have a rule or process for everything – we all need to exercise judgement and having too many rules can ‘deskill’ us and block people’s ability to think about ethical and moral considerations

We can practice and build this moral skill and we learn from experience

We each need to take personal responsibility for the ethical decisions we make

Some decisions are not clear, but sometimes we do know what we should do and the difficulty is actually doing it

There is some serious background to this, in studies that have looked at how some of the worst atrocities committed across the world were passively or actively accepted and allowed by many people who didn't speak up. More recently, Mary Gentile has picked up this idea and asked what made the minority speak up and what can we learn to help us all build this skill?

She has created the concept of Giving Voice to Values (see this video and her website and book² for much more on this), which we adopted to help us think about our own approaches. Here are the steps we followed to help us explore the topic within Dosh:

1) What are our values?

There's no point in giving voice to something if you don't know what that is, so we started by reviewing what we thought our organisational and personal values were, what the common ground was and how we wanted to act as an organisation.

For Dosh these centred on being person centred, putting people in control of their money and enabling them to achieve their goals

2) Reflecting on past experiences, enablers and disablers

We each looked at past experiences where we had and hadn't acted on our values and thought in each case about what had helped us to, or blocked us from, speaking up. We gathered these together as our enablers and disablers. There were some similarities, but these are also personal to each individual, so it needed some personal reflection on what worked for each of us.

For example, for me an enabler is having a strong values-based, supportive culture around me, whereas a disabler is being rushed and put under pressure to make a decision immediately.

3) Practicing our response

Knowing what enables us to respond the way we want, we then discussed current situations we are facing and what arguments and responses we are likely to hear from others against acting in line with our values. This might be that we don't have time to do things properly, or that we should be loyal to our team (and therefore not expose our mistakes). We can then use our knowledge of our enablers to create the right situation and approach and practice or 'pre-script' our responses: 'when they say X, I will say Y' and I will speak to them about it in this situation/environment. This is not about taking away people's judgement or having a set response for everything, but helping people to be confident in saying what they want to say.

We discussed responses like 'I understand this is urgent and I also need to make sure we keep X safe, so this is what we can do to move this forward...'

This is all about building up everyone's skills in acting on our values, as we recognise that we each make decisions in our everyday work that can strengthen or undermine our values and ultimately shape our long-term culture and direction as an organisation. It is not down to

one manager to make all the decisions or set out enough processes to cover every eventuality but upskilling and building confidence so that everyone can drive forward, voice and live their and the organisation's values now and in the future.

1 Barry Schwartz (2011) Practical wisdom and organizations. Research in Organizational Behavior, 31, 3-23.

2 Mary C Gentile (2010) Giving voice to values: how to speak your mind when you know what's right. New Haven [Conn.]: Yale University Press.

Absorb what is useful, discard what is not, add what is uniquely your own." Bruce Lee

YOUR ROUTE TO THE TOP

KEEP YOUR COOL

Consider the cost benefits. Those skilled at self-control aren't just more popular than their fiery colleagues, they're more successful too. In a study of partners at a management consultancy, the biggest difference in profitability lay in their levels of self-control. Lash out or cash in? The choice is yours.

Identify the source. If your control-freak Manager leaves you fuming, launch a pre-emptive strike. Schedule a meeting at the start of each project to agree when, where and how he or she will provide input. They'll be a lot less infuriating when you're working on your terms.

Imagine the consequences. Your colleague smugly highlights an error in the hefty report you've just completed. Before you let them have it ('who asked you? Can't you keep your opinions to yourself for once?'), fast-forward a week. The prospect of frosty silences and no partner for the high-profile pitch should be enough to hold you back.

Talk to the page. Expressing our emotions on paper makes us more self-aware and less likely to lash out. Keep a diary of your thoughts and feelings every day for a month and achieve Gandhi-like calm.

Stop digging. Douglas McKenna, organisational psychologist and key instigator of Microsoft's executive development group, cures fiery CEOs by finding a pattern to their anger: 'Something has to trigger it,' he says, 'a particular concern, person or time of day.' Identify situations that make you angry and avoid them.

Look for the best. When the red mist descends, try to find a positive explanation for the other person's behaviour. 'Our customer is shouting at us not because they are a bully, but because they're panicked about their bleak projected figures.'

Run, punch a cushion, rant. Do whatever it takes to calm the beast. Just don't do it at work.

The Mind Gym

12 Habits of Genuine People

By Travis Bradberry

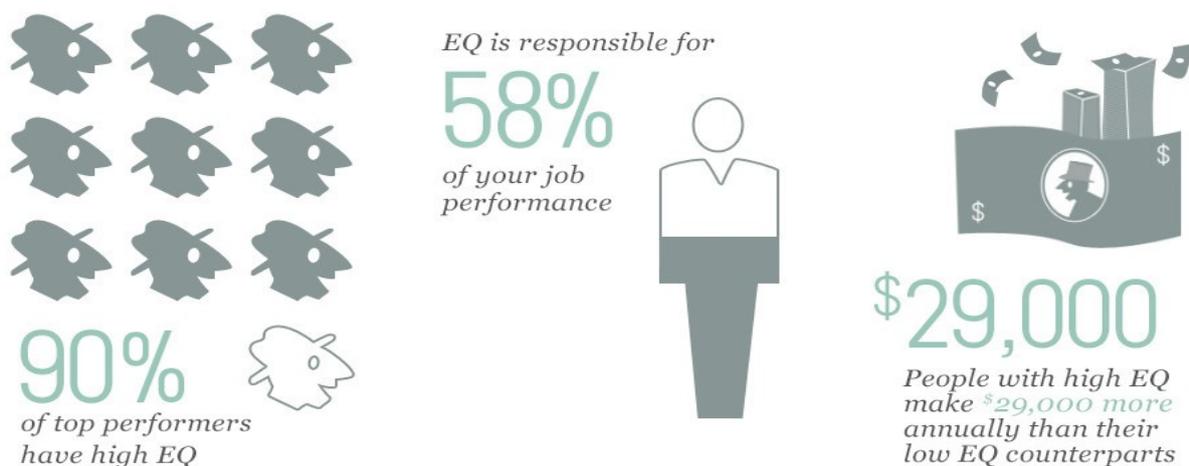
Genuine people have a profound impact upon everyone they encounter. In this article, originally published on [LinkedIn Pulse](#), Dr. Travis Bradberry unveils the unique habits that cause them to radiate with energy and confidence.

There's an enormous amount of research suggesting that emotional intelligence (EQ) is critical to your performance at work. [TalentSmart](#) has tested the EQ of more than a million people and found that it explains 58% of success in all types of jobs.

People with high EQs make \$29,000 more annually than people with low EQs. Ninety percent of top performers have high EQs, and a single-point increase in your EQ adds \$1,300 to your salary. I could go on and on.

Related: [Why You Need Emotional Intelligence to Succeed](#)

Suffice it to say, emotional intelligence is a powerful way to focus your energy in one direction with tremendous results.



But there's a catch. Emotional intelligence won't do a thing for you if you aren't genuine.

A recent study from the Foster School of Business at the University of Washington found that people don't accept demonstrations of emotional intelligence at face value. They're too sceptical for that. They don't just want to see signs of emotional intelligence. They want to know that it's genuine—that your emotions are authentic.

According to lead researcher Christina Fong, when it comes to your co-workers, "They are not just mindless automatons. They think about the emotions they see and care whether they are sincere or manipulative."

The same study found that sincere leaders are far more effective at motivating people because they inspire trust and admiration through their *actions*, not just their words. Many

leaders *say* that authenticity is important to them, but genuine leaders walk their talk every day.

It's not enough to just go through the motions, trying to demonstrate qualities that are associated with emotional intelligence. You have to be genuine.

You can do a gut check to find out how genuine you are by comparing your own behavior to that of people who are highly genuine. Consider the hallmarks of genuine people and see how you stack up.

"Authenticity requires a certain measure of vulnerability, transparency and integrity." – Janet Louise Stephenson

1. Genuine people don't try to make people like them.

Genuine people are who they are. They know that some [people will like them](#), and some won't. And they're OK with that. It's not that they don't care whether or not other people will like them but simply that they're not going to let that get in the way of doing the right thing. They're willing to make unpopular decisions and to take unpopular positions if that's what needs to be done.

Since genuine people aren't desperate for attention, they don't try to show off. They know that when they speak in a friendly, confident and concise manner, people are much more attentive to and interested in what they have to say than if they try to show that they're important. People catch on to your attitude quickly and are more attracted to the right attitude than what or how many people you know.

2. They don't pass judgment.

Genuine people are open-minded, which makes them approachable and interesting to others. No one wants to have a conversation with someone who has already formed an opinion and is not willing to listen.

Having an open mind is crucial in the workplace, as approachability means access to new ideas and help. To eliminate preconceived notions and judgment, you need to see the world through other people's eyes. This doesn't require you to believe what they believe or condone their behavior; it simply means you quit passing judgment long enough to truly understand what makes them tick. Only then can you let them be who they are.

3. They forge their own paths.

Genuine people don't derive their sense of pleasure and satisfaction from the opinions of others. This frees them up to follow their own internal compasses. They know who they are and don't pretend to be anything else. Their direction comes from within, from their own principles and values. They do what they believe to be the right thing, and they're not swayed by the fact that somebody might not like it.

4. They are generous.

We've all worked with people who constantly hold something back, whether it's knowledge or resources. They act as if they're afraid you'll outshine them if they give you access to everything you need to do your job. Genuine people are unfailingly generous with whom they know, what they know and the resources they have access to. They want you to do well more than anything else because they're team players and they're confident enough to never worry that your success might make them look bad. In fact, they believe that your success *is* their success.

5. They treat EVERYONE with respect.

Whether interacting with their biggest clients or servers taking their drink orders, genuine people are unfailingly polite and respectful. They understand that no matter how nice they are to the people they have lunch with, it's all for naught if those people witness them behaving badly toward others. Genuine people treat everyone with respect because they believe they're no better than anyone else.

6. They aren't motivated by material things.

Genuine people don't need shiny, fancy stuff in order to feel good. It's not that they think it's wrong to go out and buy the latest and greatest items to show off their status; they just don't need to do this to be happy. Their happiness comes from within, as well as from the simpler pleasures—such as friends, family and a sense of purpose—that make life rich.

7. They are trustworthy.

People gravitate toward those who are genuine because they know they can [trust](#) them. It is difficult to like someone when you don't know who they really are and how they really feel. Genuine people mean what they say, and if they make a commitment, they keep it. You'll never hear a truly genuine person say, "Oh, I just said that to make the meeting end faster." You know that if they say something, it's because they believe it to be true.

8. They are thick-skinned.

Genuine people have a strong enough sense of self that they don't go around seeing offense that isn't there. If somebody criticizes one of their ideas, they don't treat this as a personal attack. There's no need for them to jump to conclusions, feel insulted and start plotting their revenge. They're able to objectively evaluate negative and constructive feedback, accept what works, put it into practice and leave the rest of it behind without developing hard feelings.

9. They put away their phones.

Nothing turns someone off to you like a mid-conversation text message or even a quick glance at your phone. When genuine people commit to a conversation, they focus all of their energy on the that. You will find that conversations are more enjoyable and effective when you immerse yourself in them. When you robotically approach people with small talk

and are [tethered to your phone](#), this puts their brains on autopilot and prevents them from having any real affinity for you. Genuine people create connection and find depth even in short, everyday conversations. Their genuine interest in other people makes it easy for them to ask good questions and relate what they're told to other important facets of the speaker's life.

10. They aren't driven by ego.

Genuine people don't make decisions based on their [egos](#) because they don't need the admiration of others in order to feel good about themselves. Likewise, they don't seek the limelight or try to take credit for other people's accomplishments. They simply do what needs to be done without saying, "Hey, look at me!"

11. They aren't hypocrites.

Genuine people practice what they preach. They don't tell you to do one thing and then do the opposite themselves. That's largely due to their self-awareness. Many hypocrites don't even recognize their mistakes. They're blind to their own weaknesses. Genuine people, on the other hand, fix their own problems first.

12. They don't brag.

We've all worked with people who can't stop talking about themselves and their accomplishments. Have you ever wondered why? They boast and brag because they're insecure and worried that if they don't point out their accomplishments, no one will notice. Genuine people don't need to brag. They're confident in their accomplishments, but they also realize that when you truly do something that matters, it stands on its own merits, regardless of how many people notice or appreciate it.

Genuine people know who they are. They are [confident enough](#) to be comfortable in their own skin. They are firmly grounded in reality, and they're truly present in each moment because they're not trying to figure out someone else's agenda or worrying about their own.

[Related: The Secrets of Being Authentic \(and Why It's Important\)](#)



[Travis Bradberry Articles](#)

Dr. Travis Bradberry is the award-winning co-author of the #1 best-selling book, [Emotional Intelligence 2.0](#), and the co-founder of [TalentSmart](#), the world's leading provider of [emotional intelligence tests](#) and [training](#), serving more than 75% of *Fortune* 500 companies. His best-selling books have been translated into 25 languages and are available in more than 150 countries. Dr. Bradberry is a top [LinkedIn Influencer](#) and he has written for, or been covered

by, *Newsweek*, *BusinessWeek*, *Fortune*, *Forbes*, *Fast Company*, *Inc.*, *USA Today*, *The Wall Street Journal*, *The Washington Post*, and *The Harvard Business Review*.

Rebecca Alexander • 1st Executive Coach at The Coaching Studio56m •

Why have 15 million US employees left their jobs this year? Answer, it has a lot to do with burnout, but also with low support at work, lack of direction and purpose, and a generational gap between younger workers who are willing to talk openly about burnout and more senior managers who may still feel reluctant to talk about such topics. While we speculate about what the post-pandemic workplace will look like, [Inc. Magazine](#) has some useful suggestions

What's Behind the Great Resignation? How to understand why younger workers might leave, and how to keep them on board.

BY PHILLIP KANE, CEO AND MANAGING PARTNER, GRACE OCEAN

@THEPHILLIPKAN

<https://www.inc.com/phillip-kane/whats-behind-great-resignation.html>

Watch your thoughts; they become words.

Watch your words; they become actions.

Watch your actions; they become habits.

Watch your habits; they become character.

Watch your character; it becomes your destiny.

Unknown

It was just a game of cards, for goodness' sake

Time to read: 1 minute 45 seconds

Dear Steve

Picture the familiar family scene – playing a card game.

Rosalind, me, our daughter Olivia and her then boyfriend, now fiancé, Glen.

Only this particular ‘card game’ is ‘Exploding Kittens’ – no animals are harmed – and if you know the game, you will know that, like many games, to win you have to drop other people in it. With this game, big time...

When the children were young, I used to let them win – sometimes – the key being they must never see me doing that, as they didn’t like it at all. Its strange that as they have grown older, they have never once let me win – when do I get my turn?!

Anyway, we are nearing the end of the game. Glen has a strong hand and plays a nasty card – ‘Attack’ on Rosalind who only has three cards in her hand, and from her expression this looks like the end for her.

She has one hope left – she has a card that allows her to ask for a card from another player, a card of that other player’s choosing i.e., she doesn’t pick it at random. So, with little hope or expectation, she plays that card, looks at me and says:

“David, may I have a card please”

I look at my hand, I have four cards that are useless to her, and if I give her one of those I am still in the game, she will be out, and I still have a chance of winning.

After a few moments hesitation I give her my only other, fifth, card.

I will never forget the look on her face when she sees the card – it is another ‘Attack’ card. She looks at me with confusion, almost as if I have made a mistake, or am an idiot!

And she plays the card, saving herself and putting me out of the game.

I share all of that for what happened next – difficult to describe:

Yes, I had done that to keep her in the game – and I was expecting to regret what I had done.

Far from it – as the game ended for me, my mind and body, and I suppose spirit, flooded with warmth and joy and happiness.

Human Beings love being kind to each other, that is not new.

Random Acts of Kindness are all around us, that is not news.

This was just a card game, for goodness’ sake, that turned into so much more than that.

With my love and best wishes to you all

David (David Taylor) @nakedleader across all social media www.davidtaylorblog.com

www.thorlhome.com

'YET' is a magic word because it does not question whether your dreams will happen and come true.

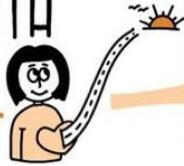
**Indeed, it doesn't even ask you when.
It simply reinforces that it, or they, will happen.
They just haven't happened 'yet'.**

(Extract from [The Naked Coach](#))

MAKING CHANGE INITIATIVES *stick*

MARIAN TEMMEN

1. START WITH *impact*

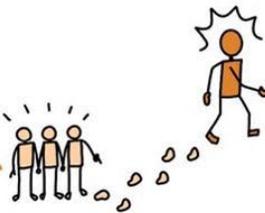


HELP PEOPLE UNDERSTAND THE EMOTIONAL and RATIONAL CASE FOR CHANGE

ASSESS IMPACT OF CHANGE CLEARLY

PAINT A VIVID PICTURE OF WHAT CHANGE MEANS TO PEOPLE PERSONALLY

2. LEAD BY *example*

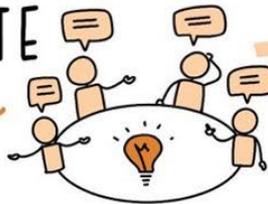


MODEL THE NEW BEHAVIORS YOU WISH TO SEE

BUILD MOMENTUM AND CREATE POSITIVE INFLUENCE

BE TRANSPARENT and VISIBLE

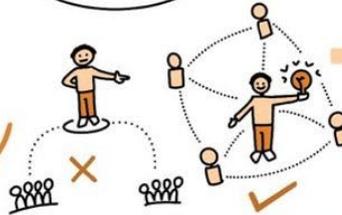
3. COMMUNICATE *radically*



CLEAR TRANSPARENT COMMUNICATION FLOWING ACROSS THE ORGANIZATION

CHANGE without clarity BREEDS UNCERTAINTY

4. DRIVE CHANGE *from within*



INVOLVE PEOPLE IN CHANGE INITIATIVES

BUILD A CULTURE OF COLLABORATION, PURPOSE and BELONGING

5. MAKE THE CHANGE *stick*



ACTIVATE LEADERSHIP TO CREATE ALIGNMENT and SENSE OF URGENCY

ACKNOWLEDGE THE LESSONS LEARNED

INSTITUTIONALIZE BEST PRACTICES

THE EISENHOWER MATRIX

Dwight D Eisenhower supposedly once said: “The most urgent decisions are rarely the most important ones.” Considered a master of time management, the former US president had the ability to do everything as and when it needed to be done. With the Eisenhower method, you will learn to distinguish between what is important and what is urgent.

Whatever the job that lands on your desk, begin by breaking it down according to the Eisenhower method (see model, below) and then decide how to proceed. We often focus too strongly on the ‘urgent and important’ field, on the things that have to be dealt with immediately. Ask yourself: When will I deal with the things that are important, but not urgent? When will I take time to deal with important tasks before they become urgent? This is the field for strategic, long-term decisions.

Another method of organising your time better is attributed to the multimillionaire Warren Buffett. Make a list of everything you want to get done today. Begin with the task at the top of the list and continue only when you have completed. When a task has been completed, cross it off the list.

Takeaway: *Better late than never. But never late is better*

<i>important, but not urgent</i> DECIDE WHEN YOU WILL DO IT	<i>urgent and important</i> DO IT IMMEDIATELY
<i>not important, not urgent</i> DO IT LATER	<i>urgent, but not important</i> DELEGATE TO SOMEBODY ELSE

Source: The Decision Book: 50 models for strategic thinking by Mikael Krogerus and Roman Tschappeler, published by Profile Books

“Never worry about numbers. Help one person at a time and always start with the person nearest you” Mother Teresa

Presentations to Inspire for this month from www.ted.com I hope they move you too.

I am not your inspiration thank you very much:

Stella Young is a comedian and journalist who happens to go about her day in a wheelchair — a fact that doesn't, she'd like to make clear, automatically turn her into a noble inspiration to all humanity. In this very funny talk, Young breaks down society's habit of turning disabled people into "inspiration porn."

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

Susan Colantuono: The career advice you probably didn't get

You're doing everything right at work, taking all the right advice, but you're just not moving up. Why? Susan Colantuono shares a simple, surprising piece of advice you might not have heard before quite so plainly. This talk, while aimed at an audience of women, has universal takeaways -- for men and women, new grads and midcareer workers.

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

Angela Lee Duckworth: The key to success? Grit

Leaving a high-flying job in consulting, Angela Lee Duckworth took a job teaching maths to seventh graders in a New York public school. She quickly realized that IQ wasn't the only thing separating the successful students from those who struggled. Here, she explains her theory of "grit" as a predictor of success.

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

and from the BBC celebrating Black History Month:

3 Black Scientists you need to know:

[BBC iPlayer - Reflections on Race - Series 1: 1. Three Black Scientists You Need To Know](#)

Business Buzzwords

LEARNING OPPORTUNITY

It means: Someone's messed up, but we're not going to admit it – instead we're going to claim it was a planned exercise.

Say what: "The xxxxxx project proved to be a real learning opportunity for us"

Extracted from www.theofficelife.com Mathew Irwin

How to become enchanting

(From Guy Kawasaki)

Guy believes you can use a process to improve relations with people – to enchant them instead of sell, promote or bludgeon them into submission. He says Enchantment is about creating a voluntary, long-lasting and mutually beneficial relationship of support and loyalty

We all want to be likable, right? So, why is it so easy to come off as pushy, grumpy, cold or just annoying?

The first step toward enchantment is likability “because jerks seldom enchant people” in his book *Enchantment: The Art of Changing Hearts, Minds and Actions*

Kawasaki says likability requires making a good first impression with:

- A big, natural “George Clooneyesque” smile
- A great handshake
- The right attire – not too formal or too casual, but at the same level as the person you’re meeting
- Simple, unambiguous words, speaking in the active voice and keeping it short.
- Being accepting of others so they accept you; recognising that everyone has strengths and weaknesses, as well as issues in their lives or you may not be aware of
- Getting close to people through frequent contact “Presence makes the heart grow fonder,” Kawasaki writes
- Refraining from imposing your values. “The best enchanters savour the differences among people’s values and use an inclusive model.”
- Pursuing and projecting your passions. “Finding shared passions breaks down barriers,” he says
- Creating win-win situations. Kawasaki tells a story about actor Steve McQueen’s first wife, Nelle, who travelled with McQueen, Paul Newman and James Garner to a car race in 1963. On the way back, she had to go to the restroom, so they pulled into a service station. The line for the ladies’ room was long, so she told the women ahead of her there was a car full of movie stars parked nearby, and they all scrambled. “This was a win-win-win: Nelle got into the bathroom, the girls met some famous movie stars and the men got back on the road in less time.”
- Adopting a “yes” attitude. “A yes buys time, enables you to see more options and builds rapport,” Kawasaki writes “By contrast, a no response stops everything. There’s no place to go, nothing to build on and no further options are available. You will never know what may have come out of a relationship if you don’t let it begin,

Being Bettina's Dad: Enchanting by being fascinating and delightful



Driving home from a family get together in Manchester this weekend, I reflected on how Bettina has, once again, enchanted everyone and I am reminded, yet again, how much she inspires her family.

Bettina's wider family have followed her progress since she came into our world over 30 years ago. A person who was at odds with her world, caused by her severe autism and learning disability. With all her might and the love and belief of her family, she fought her demons and won. With each visit they comment on her progress and delight in her achievements.

This afternoon, my thoughts turned towards the week ahead, which included presentations to a Local Advocacy company and a training event for managers, the following day, in another part of the country. I want to influence those I meet about how my company www.dosh.org feels about supporting people with learning disabilities to be more independent and have more control over their money.

I want to inspire and capture their imagination, but ultimately enchant them.

Thinking about Bettina's charm helps me to prepare:

How Bettina enchants people:

- ✓ Her calmness casts a magic spell that soothes away your stress and anxiety.
- ✓ Bettina knows how to look and feel every moment of her life with an innocence and vulnerability.
- ✓ With her authenticity <https://leadershipintheraw.org/2018/03/29/being-bettinas-dad-be-your-authentic-self/> every decision Bettina makes says something about her
- ✓ Bettina fills those she meets and engages with, with great delight and...by choosing her words very carefully, so each word she speaks is in accordance with your own way of communicating

- ✓ By being enigmatic – Bettina attracts your attention without really trying (by just being herself). We can be sitting at the dinner table and, without realising it, find ourselves looking at Bettina wondering what she is going to do next.

“She was put here on earth to make sense of its wild enchantments.”

Boris Pasternak

Bettina’s six lessons of enchantment:

1. You have the other person’s best interests at heart
2. With your passion you change people’s hearts, minds, and actions
3. Use influence as you can see a better solution
4. By being passionate and loving what you do, you will find enchantment and enchant others.
5. Engage with eye contact and a smile when speaking and do not allow yourself to be distracted
6. Have something significant to communicate

A quote that could have been written for Bettina:

“Only those who truly love and who are truly strong can sustain their lives as a dream. You dwell in your own enchantment. Life throws stones at you but your love and your dream change those stones into the flowers of discovery. Even if you lose, or are defeated by things, your triumph will always be exemplary. And if no one knows it, then there are places that do. People like you enrich the dreams of the worlds, and it is dreams that create history. People like you are unknowing transformers of things, protected by your own fairy-tale, by love.”

Ben Okri

As I finish this blog post I hear knocking at the door. It is Bettina and her Personal Assistant and once again they have managed to fit a huge amount into their day together.

“Hi Bettina” “Hello Dad, Steve boy” (sometimes just Dad, sometimes Steve and sometimes my full title, but at 65, to be still called ‘boy’, that’s enchantment for me).

Having spent the whole weekend with Bettina it is always a bit of an anti-climax when she leaves to start her busy day, but she is now back once again to enchant her family.

So who are you going to enchant today?

“To the one who knows how to look and feel, every moment of this free wandering life is an enchantment.” Alexandra David-Neel

Source: Steve Raw www.leadershipintheraw.org