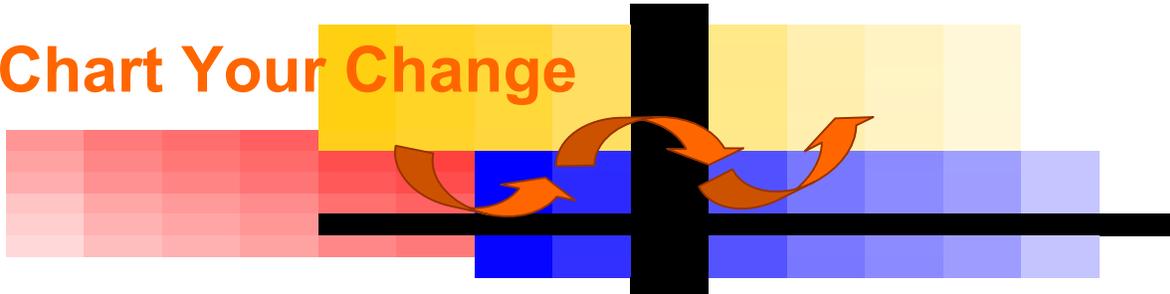


Chart Your Change



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Experience is not what happens to you; it is what you do with what happens to you."

-- Aldous Huxley

Flo Mauri – Coach, Consultant, Educator, Speaker

September 2006

Welcome to Chart Your Change

In this issue:

1. Quote of the Month
2. Clarity of Purpose
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1. QUOTE OF THE MONTH

The more you listen to the voice within you, the better you will hear what is sounding outside."

-- Dag Hammarskjold

2. CLARITY OF PURPOSE

A research study conducted several years ago at a well-known university showed that individuals who had goals when they graduated college had more professional success than those who did not. Astonishingly, those who had goals and actually wrote them down were the most professionally successful group. They are 3% of the population.

If you're not 3% of this population, isn't it time? Isn't it time to have clearly defined goals? Isn't it time to discover, reinvent and make plans for your future

dreams? Perhaps you've made some wrong turns and are backtracking to find another direction? Have you sacrificed your dreams and have never really accepted this decision? Moving forward with your life takes courage and commitment and the support, guidance and accountability that working with a caring coach can bring. There are no shortcuts. Take inventory of your life. Are you happy and satisfied in all areas? Is your life balanced? Is your okay job leading you to something more rewarding down the road or is the road a cul-de-sac? What areas of your life are working well? What areas need work? Get the free Work/Life Balance Chart at:

http://www.thinkingwellconsulting.com/files/How_Smooth_Is_Your_Life_s_Path.pdf

and find out where you're in sync and where you may want more balance. Call me to arrange for a complimentary consultation at 718-478-7015.

3. LESSONS LEARNED

HAS YOUR PERSONAL POWER GONE MISSING?

Client: I work late all the time while my colleagues leave early and then they expect me to cover for them when they should be here instead. I feel like they take advantage and I resent it.

Coach: I can appreciate how you are feeling. Yet, would you agree that you chose to work long hours and to cover for others, even as they neglected their duties?

Client: Yes. But I still expect them to be as responsible to our clients as I am and just can't get passed that. I feel I have to take care of the client because it reflects on all of us, but I'm the one doing all the work.

Coach: Okay. I have two questions for you. First, given the history you have with your coworkers, are your expectations realistic? Secondly, is it possible that you have unintentionally "trained" your coworkers to depend on you to take care of their responsibilities?

Client: Well, I guess I'm not learning from history. I keep expecting them to be as committed; to work as hard. It's hard to let go of this. I understand that we all want the same results but our work ethics are very different. It seems unfair to me. This is a big conflict for me.

Coach: What would it mean if you would make it okay for yourself that people in the workplace don't have the same work values you do?

Client: If I made it okay for myself, I wouldn't feel that it was personal. It would mean that I suspend judgment and maybe not resent them. I would like that - not to have their behavior be a trigger for me. How can I make it okay?

Coach: Well, let's look at the second question I asked (about "training" your coworkers to depend on you). You knew that the client's demands had to be addressed because the outcome reflected on you and everyone else. Would you agree that your coworkers knew you would take care of this and "rescue" them, even though it was their job? If

you knew then what you know now, what would you have done differently the first time they asked?

- Client: If I knew they were going to take advantage, I would have decided to help them only if they were actively working on solving the problem themselves. I would be aware of my own need to rescue and how that makes people dependent on me. I know this is an issue for me.
- Coach: So, if you set some guidelines or boundaries for yourself, where other people would know how to behave around you, will you feel more personal power?
- Client: That would really feel good. I need to let people know how to treat me. I assumed that people behave fairly -- I took for granted that they had the same values I have.

Commentary:

In reviewing the facts, it's important to tell yourself the truth. The emotions the client produced were based on the story she told herself about her co-workers taking advantage of her. What was left out of her story (the deeper truth), was that she gave them permission to do so (by rescuing them). Many of us have the impulse to "rescue." Yet, in doing so, we disempower others by doing for them what they need to do for themselves. We take away the challenges necessary for their growth and development. Ironically, we also disempower ourselves by creating a dependency.

4. NEW PROGRAMS

CHART YOUR CHANGE NOW!

In the spirit of starting a new year, as when going back to school in September, you may be thinking about and assessing your development and career choices and deciding you need more training or knowledge to move forward or in a different direction. Now is the perfect time to plan for that personal and professional growth. Take this opportunity to get reenergized and make the changes you've been thinking about for a while.

As you evaluate where you are in your company and how you and your organization can develop, progress, and expand, think about what skills and training might be valuable to you and your organization.

Go to <http://www.thinkingwellconsulting.com/files/staffexcellence.pdf> to match up your competencies with the 100 skills, behaviors and styles of highly effective managers. To move forward with your success and provide exceptional influence to your organization, call or email me and arrange for a consultation.

NEW CHART YOUR CHANGE SIX-WEEK TELECLASSES

SERIES ONE

“Mastering the Workplace Series”

In these six, 55-minute teleclasses, your success coach, Flo Mauri, will show you how to effectively address today’s workplace concerns:

- Resolve Workplace Conflict and Resistance
- Communicate With Impact
- Build Community, Relationships and Interpersonal Skills

These classes will help you identify your strengths, learn new skills and use them to solve such workplace issues as:

- ✓ *Resistance to Change*
- ✓ *Difficult People*
- ✓ *Finding Your Voice*
- ✓ *Recognizing and Responding to Peoples’ Styles*
- ✓ *Creating an Emotionally Intelligent Workplace*
- ✓ *Managing “Up” and “Down”*

SERIES TWO

“Leverage Your Smarts, Education and Experience with Emotional Intelligence Series”

What is the one thing that influences everything you do or say?

What would have a positive ripple effect on your daily interactions if you applied it consistently?

It is not your brains, nor your education and not your experience. It is the concept of Emotional Intelligence.

In these six, 55-minute teleclasses, your success coach, Flo Mauri will show you how to leverage your talents with the concepts and techniques of Emotional Intelligence:

- Engage in Masterful Conversations
- Flex to New Behaviors
- Refocus on Different Outcomes

From taking these classes, you will be able to observe and interpret behavior, get your message across, understand how to influence others and motivate yourself to switch gears.

Six-week Teleclass schedules:

First Series - Mastering the Workplace Series

Tuesdays, September 19 to October 24 - from 8 to 9 PM

Second Series - *Leverage Your Smarts, Education and Experience with Emotional Intelligence Series*

Wednesdays, October 18 to November 29 - from 8 to 9 PM
Fee is just \$195.00

For more information and to register, go to:

<http://www.thinkingwellconsulting.com/teleclasses.html>

SEMINARS FOR THE ORGANIZATION

1. Intention, Language and the Message - Is What You're Saying What They're Hearing?
2. Cultivate A Culture of Emotional Intelligence in the Workplace
3. Manage/Resolve Workplace Conflicts With Winning Conversations

For additional information on seminars, workshops and coaching call me at 718-478-7015, or email me at flomauri@aol.com.

INDIVIDUAL COACHING

Coaching is a customized and forward movement process, addressing individual needs and goals. The approach is strength-based emphasizing self-discovery, managing emotions and learning to engage in transformative conversations. In addition, as issues of boundaries, blocks, resistance, and fear come up, the process addresses clarity of purpose, visualizing the change the client wants and experiencing a shift in how they use their energy, which often results in behavioral changes. This process helps the individual arrive at the core of their centered-self by defining and taking the path that naturally emerges from the newly discovered self-confidence.

Call me at 718-478-7015 or email me at flomauri@aol.com for a conversation about coaching and how it can help you be great at what you do and achieve a higher level of success in the workplace and personal life.

3. COACH'S TIP # 9 - EMPOWERING AWARENESS

How effortlessly can you express your feelings, your beliefs and thoughts openly, or stand up for your personal rights and interact with your environment to make your voice heard? How easily do you share this sense of empowerment with others?

Reflect on These Questions

1. Do you have a sense of interior power, not at all attached to a need for control?
2. Have you experienced sparking the power in others to become empowered?
3. Have you empowered some people and not others?
4. As a leader, think of each individual on your staff and ask yourself, does this person think I empower him/her? How much or how little?
5. Is your need to control related to the other person's competencies?
6. Is your need to control related to trust or the other person's negative attitude?
7. Name the people in your life you need to control and ask yourself why?

Empowerment is about enabling others to do their best work. In doing so, everybody wins.

Have a Joyful Month



Coach/Consultant to Emerging Leaders

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Request Flo for your next event. In addition to being the founder of Thinking Well Consulting, Ms. Mauri is an Executive Coach and Educator at NYU, teaching Organizational Behavior, Emotionally Intelligent Leadership and Management Styles. She is certified in Conflict Resolution and Organization Development. Ms. Mauri specializes in assessment tools and self-awareness techniques for maximizing human potential. Are you getting in your own way toward advancing your true aspirations and talents? Are you experiencing challenges in your business relationships and want to breakthrough repetitive no-win cycles? Are you ready to define and lead with your strengths? A coach can help you take action to achieve your goals. Contact Flo today for a conversation.

Chart Your Change is your select source for inspiration, coaching tips and personal development. We share the very best of essays, research studies and success tools for taking your human potential to the top of Maslow's pyramid: self-actualization and transformation.

If you enjoyed this issue we'd love it if you'd spread the word. If you receive this newsletter as a forwarded message and would like to opt-in on the list, send an email to: flo@thinkingwellconsulting.com and type "Add me in," in the subject line. If this email address has been mistakenly added to our list and you want to be removed, please type "unsubscribe." Your e-mail address is never shared with anyone without your permission.

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