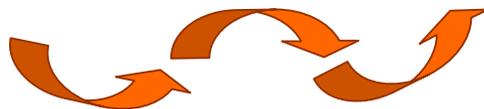


# Chart Your Change



“Chart Your Change” is about knowing you’re ready for your life to take on another dimension of meaning and growth; trusting yourself to achieve what is possible without yet knowing.



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*“Even a thought, even a possibility can shatter us and transform us.”*  
-- Friedrich Nietzsche

**Flo Mauri – Coach, Consultant, Educator, Speaker**

**August 2007**

**Welcome to Chart Your Change**

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## **1. QUOTES OF THE MONTH**

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*‘Change your thoughts and you change your world.’*

-- Norman Vincent Peale

*‘All that a man achieves and all that he fails to achieve is the direct result of his own thoughts.’*

-- James Allen

*‘Man lives in only one small room of the enormous house of his consciousness.’*

-- William James

*‘Beyond all our actions stands the larger shadow: How are we to choose between what we have been taught to think and something else which manifestly succeeds?’*

-- Jacob Bronowski

## **2. BRIDGING THE GAP FROM NEW THOUGHTS TO NEW BEHAVIOR**

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When I first started teaching classes in continuing education, I reviewed the homework and covered as many of the assigned topics as possible. I quickly learned that this method was like throwing wads of wet paper on the wall -- it would stick until the paper dried and then fall off. Instead, I asked students to tell me what resonated with them most, then listed their topics on a flip chart and asked the class to pick three or four out of the list. This would perk their interest considerably – and eventually the other topics would come into play. I also noticed that if they related to the topic and learned through the experience of group discussions and role plays, their learning went deeper (the wet paper began to merge with and become part of the wall), Through dialogue they heard themselves “think” and listened to the thoughts of others. Often, their thinking

changed. Often, you could hear their “aha” moments. They saw possibilities where before they were limited by their own preconceptions.

But, the bigger challenge was to transform these new thought processes into new behaviors. What would make my students behave differently now that they had acquired new knowledge? Would they leap to establish new behavior patterns?

Making this leap often requires a leap of faith. The mind is comfortable with the old established pattern – a soft well-worn t-shirt. In the movie, “Indiana Jones and the Last Crusade”, Indy is merely hundreds of feet away from the proverbial holy grail. Yet, he must cross a wide chasm to reach it and sees no way, no bridge to cover the gap. He is told there is a bridge, and to just walk across it (yeah, right). He takes a deep breath and against everything his mind is telling him, he steps into the void and the bridge is there to meet him! He still can’t see it but his foot is on firm ground. He picks up pebbles and sand from the ledge and scatters them in front of him. Lo and behold, he sees the bridge.

A coach will help you take that leap until you can see the bridge for yourself. This process results in a gradual shift that may look like this:

- A **full awareness** of all the underlying feelings, beliefs and thoughts one has which impacts his/her current behavior.
- An **acknowledgement** that their current behavior has an impact on them, and their relationships and they are now ready for a different outcome.
- A **recognition of the pain** their current behavior is causing them.
- A **desire to make a change**; to want to have a different impact and outcome.
- A **realization** that wanting a different result will necessitate having alternate thoughts, releasing limiting beliefs, and developing different feelings from new thinking patterns.
- **Making the connection** that new thinking results in taking different actions and therefore, new behavior patterns emerge and begin to establish.

The pitfall in the process is a return to habituated behavior. There is typically, much resistance to giving up patterns that are based on how we view the world. It is the coach’s job to elicit what is possible for them now that they desire change.

The client will need to experience how their life might be different. The following dialogue between coach and client shows how the client can transform his/her views of a current situation:

**1. Coach learns about current behavior:**

*“What happens when someone says something you disagree with?”*

**Client:** *“I usually lose my temper. In this particular instance, I reacted by saying: How could you say that? Haven’t you read the numbers in the financial report?”*

**2. Coach helps to reveal thoughts underlying current behavior:**

*“Can you remember what you were thinking when you said that?”*

**Client:** *“I hate to admit it, but I thought the person was really stupid or didn’t do his homework. I really judged him.”*

**3. (Besides revealing underlying thoughts) coach explores the feelings underlying the current behavior:**

*“Okay, so tell me how you felt at that moment?”*

**Client:** *“It made me angry that this person didn’t come to the meeting prepared. I felt personally insulted that he didn’t read my report.”*

**4. Coach helps client identify the impact of the current behavior:**

*"Would you be willing to look at how your colleague felt? Good! How do you think he felt about being on your team?"*

**Client:** *Maybe I embarrassed him. I think he felt offended by what I said and by my snapping at him. He probably doesn't want to work with me."*

**5. Coach offers bridge to new behavior and desired impact:**

*"How would you like this colleague and your other team members to see you?"*

**Client:** *"Quite the opposite of what I'm getting. I'd like them to respect me, my opinions, value my work and take me seriously."*

The dialogue might continue with the coach bringing attention to how the client could have interpreted his colleague's statement in another way. Could the client be more tolerant and still disagree? The goal for the client would be to view his colleague as just different from him. With this view, the client would come from a different perspective when interacting with his colleague, which will elicit a different outcome.

*"Past behavior no longer need be a predictor of future behavior."*

*"It takes a mind shift to make real changes in behavior."*

Concepts regarding coaching dialogue inspired by my colleague Dan White's book, "Coaching Leaders."

### **3. ANNOUNCEMENT: RADIO TALK SHOW**

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I believe success comes from imagination as much as, from passion, consistency and determination. So this year I'm thinking in a broader way about visibility and reaching my audience. I have been collaborating with two exceptional colleagues, Ellyn Herbert and Sharron Phillips, both very accomplished business women (see their websites listed below), to launch a radio talk show this fall. Details to follow.

We intend to dazzle, entertain, inform, and coach, while being provocative at the same time and provide a forum for guests and call-ins. While our weekly themes will reflect amazing women's voices, in all their glory and struggles, we advocate the advancement and evolution of all humans. As an example, a typical theme might be: "Significant Shifts and Women's Roles in Our Brave New World."

We deeply believe in Gandhi's words: "Be the change you want to see in the world." We intend to broadcast good will, inspire positive change and do what we can to heal, help and support our human family at large. Having been trained in different disciplines and careers and embracing coaching from different perspectives, each of us are uniquely equipped to provide a wave of new thought. More about what each of us brings to the show in the next issue.

How will this year be different for you? Join us on our weekly talk show and be inspired. My colleagues and I look forward to you tuning in and spending time with us. The radio show time and date will be announced shortly.

To learn more about Ellyn Herbert, go to [www.herbiz.net](http://www.herbiz.net)

TO learn more about Sharron Phillips, go to [www.yourinspiredcoach.com](http://www.yourinspiredcoach.com)

### **4. ANNOUNCEMENT: NEW MANAGER PROGRAM FOR THE FALL**

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Apropos of a new school year, and a refreshed outlook as we return from vacation, we may be asking ourselves:

How will this year be different?

What is in my power to change?  
What support do I need to make it happen?

**We hear a lot today about crumbling infrastructure and the need for proper planning and budgeting. How healthy is your organization's (Succession Plan) infrastructure?**

**How adequately are new managers prepared to assume their new role and added responsibilities?**

While there are plenty of programs and classes a new manager can take advantage of, this emerging leader must first transform his/her thinking to embrace a different role: Their success will depend on the success of others. The individual contributor mindset is replaced with a manager mindset of new people skills, situational leadership and relationship management.

This shift in thinking occurs when individuals are immersed in a supportive group environment of coaching, collaboration, learning and experimenting. That is why I created ***Bridging the Gap: Developing Leaders for Tomorrow***. Through this GroupSmart Coaching© experience, managers learn to assess their strengths, lead with them, flex that leadership muscle, and recognize opportunities to exert more influence in decision-making.

Investing in the new manager is an investment in sound infrastructure. This bridge will strengthen through the years as long as new managers are groomed to emerge as the leaders of tomorrow.

Call or email me for a brochure describing what this program offers, how it works and the benefits to your organization, and/or a complimentary meeting to discuss how this ground-breaking program can support and develop your core productivity groups. This is the opportunity to impact your organization on a core level. Well-coached managers today will become the influential, visionary leaders of tomorrow.

Flo Mauri, Lead Coach and Consultant  
[flomauri@aol.com](mailto:flomauri@aol.com) or 718-478-7015

## 5. COACH'S TIP # 20 - THE PARABLE OF THE COFFEE BEAN

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In Mary Sullivan's brilliant essay, "Are You a Carrot, an Egg or a Bean?" she depicts a distraught daughter explaining to her mother about how "hard" life is. It's so hard, the daughter contemplates the option of "ending it all."

The mother escorts her daughter to the kitchen and immediately fills three pots with water and puts them on the stove.

In the first pot she places carrots.  
In the second she places eggs.  
And in the third pot, she places coffee beans.

Without saying a word she lets them boil. Twenty minutes later, she turns off the burners. She takes out the carrots and places them in a bowl. Next, she takes the eggs out and places them in a bowl. Then, she ladles out the coffee and places it in a bowl.

The daughter then asks, "Mother, what's your point?"

Her mother explained that each of these objects had faced the same adversity - boiling water. However, each responded differently. The carrots went in strong and unrelenting; but after being subjected to the boiling water, they lost their strength. The

eggs were "soft-hearted;" but after sitting through the boiling water, they became hard. Their conditions had changed them. However, the coffee beans were unique. After being placed in boiling water, the coffee beans changed the water.

What an awesome analogy. The coffee beans not only changed the water, but they released a pleasant aroma that filled the entire house! When life leads you to your "boiling point," do as coffee beans do. Change your conditions and release your greatness within.

*Your thoughts and comments are always appreciated. Email me at [flomauri@aol.com](mailto:flomauri@aol.com)*

**Have a Joyful Month!**



Coach/Consultant to Emerging Leaders

[Flo@ThinkingWellConsulting.com](mailto:Flo@ThinkingWellConsulting.com)

[www.ThinkingWellConsulting.com](http://www.ThinkingWellConsulting.com)

718-478-7015

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](mailto: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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