

Chart Your Change Newsletter



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.

IN THIS ISSUE

[MONTHLY DESTINATION](#)

[TRUE NORTH](#)

[JOURNEY'S END](#)

QUICK LINKS

[ASK COACH FLO](#)

[NEWSLETTER ARCHIVE](#)

[TIP OF THE MONTH](#)
Values Clarifications

EVENTS/PRODUCTS

[LIST OF SERVICES](#)
[REQUEST FLO FOR YOUR NEXT EVENT](#)

ANNOUNCEMENTS

RADIO SHOW

Amazing Voices

Join Flo and fellow coaches Ellyn Herbert and Sharron Phillips as they engage in dynamic conversations on the growth, evolution, and empowerment of women.

To hear recorded shows go to [BLOG...](#)

THE GIFT OF INSPIRATION

Take a minute to enjoy, refresh and reorient yourself with these cool clips.

This month I bring you the

Vol. 3 Issue: #5

May/2008

Dear Flo,

ARE YOU BEING HEARD, ACKNOWLEDGED AND RESPECTED (in the workplace and in your personal life)?

This has been a month of breathtaking celebrations for me. I was given a most unforgettable birthday bash -- a gathering of my dearest friends and family. I felt loved and appreciated and truly basked in the warmth of such a gathering.

Wouldn't it be life-altering to have such experiences daily? Can we attract and surround ourselves with a mantle of love by being exactly who we are -- warts and all? Who do you prefer to relate to? Someone who is nakedly honest or someone who is wrapped in a pleasing facade?

This month I am taking a different approach. Some of you have suggested to give readers a 'taste' of coaching. Read the script on Being Heard in this month's "Monthly Destination,"

"At times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep gratitude of those who have lighted the flame within us." Albert Schweitzer

Do you have a question for me? Click on the new offering, [Ask Coach Flo.](#)

outrageous:

[BAD DAY AT OFFICE](#)

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**MONTHLY
DESTINATION:**

Articles on
evolving,
enhancing skills
and transforming



ARE YOU BEING HEARD...?

Being Heard... could be about your voice and your truth and expressing who you are from a place of confidence and authenticity to elicit acknowledgement and respect -- I'm saving this point of view for the next Newsletter. Today, I want to coach around the client's part in enabling the continuously bad behavior of another person and how avoidance perpetuates a climate that erodes confidence and morale.

Client: I know I need to have a conversation with my boss about this but I've put this on a back burner for so long that I don't know where to start.

Coach: First of all, I'm delighted to see that you are owning your part by just wanting to take action after all this time. I commend you for taking this first step. How might you followup?

Client: I'm really worried about mentioning anything after letting things slide for so long. Any suggestions?

Coach: This behavior has gone unchecked for quite a while, so you owe your boss some patience. I say this because there was a passive agreement on your part to allow the bad behavior and this places a responsibility on you to be understanding now (would you agree?). He may continue to use the same excuses or even continue to lie about promotions and future raises. Consider your reaction the first time you felt manipulated by your boss, what would you have said?

Client: I think I would have expressed my concern about promises which were not real. Also it was not necessary to dangle those illusionary carrots for me to do my work. I felt disrespected.

Coach: How does it feel to actually say that now?

Client: Relief! Stronger, more determined to

approach my boss.

Coach: Knowing that behavior doesn't change instantly, you may want to give your boss the same allowance you gave yourself in bringing about your own change. What will you do next?

Client: I would like some help in crafting the conversation. I remember we talked about not putting the total blame on him since I in part enabled how he behaves with me. I don't want to put him on the defensive either. How might I begin?

Coach: You've come to a place of ownership. This will help you to be "clean" in your delivery. You might mention your discomfort in admitting that you have had something on your mind for way too long and take responsibility for not speaking up about it sooner (saying this sets a measure of safety).but you've decided that it's too important not to. If you blamed him all this time -- say so but also say it was unfair. Admit that you are part of the problem and that you want to interact differently. Then, ask if you could discuss the situation with him. How does that sound to you?

Client: What I like about this is that I feel a release from being the victim and that I don't have to make my boss the villain.

Coach: Yes. It's amazing when we can see the other person as rational, human and even decent -- much like ourselves, we change our perspective. And when we can approach him as a normal fallible human human being, our interaction no longer harbors blame and fear.

Client: That makes me feel confident, knowing that on basic levels we are alike and that he can also change.

Coach: So how are you feeling now about having your first conversation?

Client: Well, he might get defensive and maybe it will be confusing for him or he might get upset. I'm seeing that this may not be resolved in one sitting.

Coach: That's a great insight. You can go slow and just approach him and let him reflect on what you've said for a few days and then get together again when he's thought more about it. When do think you'll have this conversation?

Client: I want to take the plunge this week. I am feeling a little scared but more excited about changing this around. I know it will take a while for both of us to adapt to a new reality.

Coach: You've made an enormous change already. I am excited for you. Good luck and let me know how it goes.

"Flatter me, and I may not believe you. Criticize me, and I may not like you. Ignore me, and I may not forgive you. Encourage me, and I may not forget you."

--

William Arthur

Do you have a question for me? Click on the new offering, [Ask Coach Flo](#).

TRUE NORTH: Articles on Direction and the Road Less Traveled

THE WORKPLACE -- GIVING NEGATIVE FEEDBACK



- Are you in an appropriate mood or attitude to give honest, empathetic feedback?
- Is the other person in the right mood to receive it?
- Can the person receiving the feedback do anything about it?
- Will this increase your respect for yourself and for the other person?
- Are you willing to work with and support the other person?
- Are you sure that none of your hang-ups are in this feedback?
- Is it possible that instead of feedback or in addition to, this person needs more guidance, support, etc.?

"Appreciation is a wonderful thing. It makes what is excellent in others belong to us as well." -- Voltaire

JOURNEY'S END:

Articles, thoughts on insights and
taking the leap

SHIFT YOUR PERSPECTIVE

*When people are fully heard and
understood, they move forward
instantly.*

Have a joyful month.



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