

INSIDE OUT Coaching and Consulting



Bringing the Inside Out

NEWSLETTER

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Coaching: Three Simple and Loving Behaviours

Honour and respect other's feelings as if they are your own!

Feelings are the barometer of our outside existential lives. Feelings let us know how things are going for us inside ourselves. They are not good or bad; helpful or not helpful; constructive or not so constructive. Feelings exist because they do, in and of themselves.

We cannot choose to change, modify, not feel, or otherwise positively or negatively impact or affect our feelings. The only choices we have are directly related to our *behaviour*.

Feelings are as normal as hunger and fatigue. When we dismiss, diminish, ridicule, criticize, mock, belittle, disparage or demean anyone's feelings we are acting in the most disrespectful and unloving way.

When someone expresses a *feeling*, consider hearing the feeling as a sacred offering. Be curious and compassionate.

Remember: It is not your job to fix anything. She or he is not broken. Don't get distracted by the content of the event. It isn't necessary to offer insights, suggestions, give answers or otherwise provide brilliant advice or express profound guidance.

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Here are 3 Simple and Loving Behaviours to remember and use:

1. Listen with your heart.
2. Tell the person that he or she matters to you and that his or her feelings are important to you.
3. Ask if there is anything you can do or say right now that would be helpful.

Believe that your presence and your caring go a long way to soothe hurt and upset hearts.

Take a deep breath. Remind yourself to stay in the moment with the feeling(s). Trust that the 3 Simple and Loving Behaviours are enough!

Try it and let me know how it goes! Remember, only YOU can make it happen!

(Adapted from Coaching Compass – CTA newsletter)



Setting S.M.A.R.T Goals

So what are goals? To put it simply, goals are targets or objectives that we want to achieve. They are different in their intensity than wishes or wants and as such are more tangible, more actionable, more measurable and more achievable. Having clearly defined and written goals will help us all to be more successful.

A good example might be a journey, would any of you start a journey or a trip without knowing where you are going? Maybe, but it would take a long time to get there, usually we have a destination. When we look at the place that we want to get to, it is also helpful to plan a route or figure out which roads we are going to take. Then it might be good to have a time frame: we need to be there by when?

Well goal setting is a lot like that.

So why have goals? People with goals achieve more than those without goals. We can all think of examples of highly prosperous people such as a champion sports personality or a successful business person. Do you think that any of them have succeeded without a clear and specific goal of what they want to achieve?

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People with goals are more likely to achieve their goals than those without clear goals. It seems obvious that if you know exactly what you want it is far easier to achieve it than if you are vague or ambiguous but the truth is even more pronounced than that. Think of all of the people that you know who would like to achieve something but their goals are not big or clear enough and thus they constantly end up failing?

If you have a clearly written and specific goal it is relatively easy to create a structured action plan to achieve it.

In the 1950's a Yale University study did some research on the results of goal setting. The results they discovered over a 20 year period were astounding. 20 years later when they investigated the success of the graduates they found that the 3% of graduates with clearly written goals in the 1950's were worth more in terms of wealth than the other 97% put together.

They also had better health and relationships. It is worth noting that there were no other discriminating factors obvious.

When setting goals it is important that they match certain criteria. Simply saying, "I want to be rich!" or, "I want a nice car!" is not enough. Using the SMART goal system has been devised to aid the process of checking that a goal is as compelling as is possible.

Specific. Make sure the goals say what you want to achieve. The goals need to be as detailed as possible. "I want a brand new, red Porsche 911 with grey leather seats and a Clarion stereo!" not, "I want a sweet car!"

Measurable. Goals need to be measurable so that you know when you have succeeded. Look to define specifically with what you will measure the goal i.e. quantity, quality, cost etc.

Achievable. Goals need to be challenging but they also need to be realistic. If you set goals that are unachievable you will always be de-motivated and unhappy.

Relevant / Realistic. The goal has to mean something to you. You need an emotional tie with the goal. Without this you will have difficulties finding the motivation to drive your efforts. You should also assess the resources you have available to you and make sure that the goal is realistic.

Timed. All goals must be timed. You need a start date and an end date. If the goal is huge then you may well need milestones to break the tasks down and each of these must match the SMART criteria and therefore must be timed.

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An example of using the SMART process looks like this: I want to complete my university degree in Business Management by correspondence through Thompson Rivers University. Is this specific? Yes. Is it Measurable? Yes, I will know when it is completed when I get my degree. Is it Achievable? Yes. (how do I know, well, others have done it, so I am sure that I can!) Is it Realistic & Relevant? This is measured by your commitment and feeling towards the goal. And is it Timed? At this time, it would be good to say I am starting now and ending in 2010...It should not take more than a couple of minutes to apply the SMART criteria to your goals.

First of all, unless someone is critical to help you achieve your goal, do not freely share your goals with others. Negative attitude from friends, family and neighbours can drag you down quickly. It's very important that your self-talk (the thoughts in your head) are positive.

Reviewing your goals regularly is a crucial part of your success and must become part of your routine. Each morning when you wake up read your list of goals that are written in the positive. Visualize the completed goal, see the new home, smell the leather seats in your new car, feel the cold hard cash in your hands. Then each night, right before you go to bed, repeat the process. This process will start both your subconscious and conscious mind on working towards the goal. This will also begin to replace any of the negative self-talk you may have and replace it with positive self-talk.

Every time you make a decision during the day, ask yourself this question, "Does it take me closer to, or further from my goal." If the answer is "closer to," then you've made the right decision. If the answer is "further from," well, you know what to do.

If you follow this process everyday you will be on your way to achieving unlimited success in every aspect of your life.



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Tips: Ten Tips for Managing Conflict, Tension and Anger

From Clare Albright, Psy.D.

To be a safe and predictable person for those around you at work and at home, it is essential that you are able to maintain your composure when you feel like your 'buttons' are being pushed. This strength will help you to achieve your goals in business as well as your goals for your personal relationships.

1. Share negative emotions only in person or on the phone. E-mails, answering machine messages, and notes are too impersonal for the delicate nature of negative words. What feels like a bomb on paper may feel like a feather when delivered in person.

2. Pepper your responses with the phrase, "I understand". This phrase will support your goals when the tension is high and you need to find common ground to form compromises or agreements with the other party.

3. Take notice when you feel threatened by what someone is saying to you. Resist the temptation to defend yourself or to "shut down" the other person's communication. It will take this kind of discipline to become an open, trusting communicator.

4. Practice making requests of others when you are angry. It is often much more useful to make a request than to share your anger. For example, if the babysitter is driving you crazy by leaving dirty dishes in the sink, it is better to make a request of them than to let your anger leak out in other ways such as by becoming more distant.

5. Try repeating the exact words that someone is saying to you when they are in a lot of emotional pain or when you disagree with them completely. This mirroring technique can keep both the speaker and the listener 'centered' in a difficult conversation, especially when the attitude of the person doing the mirroring is to gain understanding of a different point of view.

6. Take responsibility for your feelings to avoid blaming others. Notice when 'blameshifting' begins to leak into your speech. "I feel angry when you are twenty minutes late and you don't call me" is much better than, "You make me so mad by being late."

7. Learn to listen to the two sides of the conflict that you are in as if you were the mediator or the counselor. If you can listen and respond in this way you will bring peace and solutions to the conflict more quickly. For example, in response to an employee's raise request, you might say, "On the one hand I understand that you really need the raise, and on the other hand I represent the

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company, whose funds are very scarce at this time. Is there a way that I can work on your compensation package that does not involve cash?" Here, the mediator's point of view can look for the creative compromise that takes into account the limits and the needs of both parties.

8. Take a playful attitude towards developing the skill of emotional self-control in high conflict situations. You could view maintaining self-control in a tense, angry conversation as an athletic feat. You could also view developing this skill as similar to working out at the gym with weights - the more that you use your self-control muscle the bigger it will grow and the easier it will be to remain calm when tension is great.

9. Wait a few days to cool down emotionally when a situation makes you feel wild with intense feelings, such as rage. As time passes, you will be able to be more objective about the issues and to sort out the truth about the situation more clearly.

10. Make a decision to speak with decorum whenever you are angry or frustrated. If you give yourself permission to blow up, people will not feel safe around you. They will feel that you are not predictable and will carry 'shields' when they are near you. The fear and walls of others will not support your goals for success in relationships or at work.



WHAT'S HAPPENING?

Health Make-Over Contest: We chose a letter from 8 applicants to be given a one month make-over with services from Inside Out, Living Proof Nutrition and Liza Hindmarch (EFT & Homeopathy). The results after 1 month will be showcased in the Force Gazette. The winner was Sherri MacDonald and the runners-up were given consolation prizes as well because all the letters showed amazing courage and fortitude to be willing to share their stories publicly.

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The 5 Week **Law of Attraction Study Group**, based on Michael Losier's book: Law of Attraction, The Science of Attracting More of What You Want and Less of What You Don't has been postponed until the new year.

Golden Community Resources Society has requested that I do a workshop with their staff with a theme of "**Self-care for community service providers**" in early October.

October 19-20, the **Adult-Youth Diversion** Program will be offering training to new and experienced mediators using Leslie as their facilitator to learn new skills and work through their handbook.

Then for the four Thursdays in November, Inside Out Coaching and Consulting and the College of the Rockies will be partnering to offer a series of public workshops including **True Colors, Communication Skills, Conflict Resolution and Time Management**.

The Trefoil Guild, past and present leaders of Girl Guides, Canada, have also asked me to deliver a **True Colors** workshop on November 10.

I am excited to be asked to be a main instructor/facilitator for the **College of the Rockies** in their **Bridges to Employment Program** in January, February and March 2008.

Lastly, I have had some inquiries from some local businesses about **Time Management, True Colours** and **Team Building** for this fall and we are working on some fall or winter dates.

If there are workshops that you or your business could benefit from and you are interested in seeing them offered, please contact us at insideout@uniserve.com.

Quotes to Live By:

"Once you make a decision, the universe conspires to make it happen."

(Ralph Waldo Emerson)

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