



The mind is a wonderful thing....

Dear Julianne,

Welcome to the New Year! I hope you are feeling as refreshed and inspired as I am! But then, late last year, I did have the opportunity of hearing His Holiness the Dalai Lama, Tenzin Gyatso, at the conference '[The Mind and its Potential](#)' in Sydney.

It was an amazing experience. I came away both humbled and enriched, with my mind buzzing! I'd like to share with you some of the things I learnt.

Who are you blaming for your short comings?

The Dalai Lama admitted that he doesn't have all the answers. He seeks advice and help from outsiders to resolve some of the dilemmas he encounters. But this very fact of consulting and communicating with others makes him a better person and suggests he is taking responsibility for any gaps in his knowledge.



As a leader, it is all too easy to blame others when things go wrong. If you don't deliver on your targets one month, do you blame the sales team for not making enough calls? Do you criticise the accounts department for not processing the invoices promptly? Or do you berate the marketing team for not delivering accurate and pertinent forecasts and reports?

When you start by putting your own house in order, you change what *is* in your control. Ask yourself what *you* can do differently to get better results. If you play the blame game it leads to lower productivity and inefficiency.

So how do you go on to accomplish change in staff behaviour?

- Communicate frequently and clearly
- Be realistic in your expectations of staff
- Outline your goals
- Listen to your staff more often

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Human Resource Management

It is easy to make assumptions about why staff behave in a certain way, but do you really know what is happening in their lives? Have you stopped to talk with them? Maybe they are under pressure domestically, which impacts on their performance at work. If you ask them why they were not able to deliver on a particular deadline, they may tell you that they had conflicting priorities from other managers. As a leader, support your staff and help them perform more efficiently.

To facilitate change make sure you consult with your staff. Call in key managers and discuss with them ideas for better productivity and job satisfaction. Ask them how *they* can manage this change. Do they need to apportion responsibilities more realistically? Have they got the best people in the right positions? By assuring their 'buy-in', by getting them to accept responsibility for some of the changes, they are taking ownership. Immediately, you will be laying a stronger foundation for success.

There will always be someone at work who doesn't think the way you do, or who puts difficulties in your way. If you blame them for your lack of success, you will never move forward. It is *you* who needs to think and to act differently.

By approaching the problem in a novel way, you will find a solution. Buddhism may be one path for you to follow for spiritual enlightenment. By accepting responsibility for your own actions today, you will move closer to success and self-fulfilment, both at work and at home.

[Contact us](#) to find out more about the tools and strategies Kool Results offers to help develop your leadership style!

Some thoughts about Leadership...

- People follow the **leader first** and the **leader's vision second** - As a leader, who you are makes a difference. The most important message you can share is yourself.
- **Trust** is the force that connects people to the leader and his/her vision.
- Leadership is not just about what you do but what you can **inspire, encourage** and **empower** others to do.
- A leader brings out the best within others by **sharing the best within themselves**.
- Just because you're **driving the bus** doesn't mean you have the right to **run people over** - When you help them grow they'll help you grow.
- **"Rules without Relationship Leads to Rebellion"** - Andy Stanley. As a leader you can have all the rules you want but if you don't invest in your people and develop a relationship with them they will rebel.
- Lead with **optimism, enthusiasm** and **positive energy**, guard against pessimism and weed out negativity.



Is the need for human resources increasing?

HR consulting to your organisation will ensure your people performance issues are managed effectively. Kool Results services include:

- Induction programs
- Recruitment
- Performance appraisals

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Business Coaching



At Kool Results, our goal is to work with you to determine the strategic direction of your business and develop the leadership skills you will need to make it a success.

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Reward for Referral!

- Great Leaders know they **don't have all the answers**. Rather they build a team of people who either know the answers or will find them.
- Leaders **inspire and teach** their people to focus on **solutions**, not complaints.
- Great leaders know that **success is a process not a destination**.

Try coaching first hand - [contact us](#) for a complimentary coaching session!



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Warmest Regards,



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