

1 November 2009

## Kool Results Newsletter

### Good leadership?

#### In This Issue

[Good leadership?](#)

E-book!

#### Virtual Coach Training

Sign-Up for this **FREE**  
Virtual Coach Training

Learn practical steps and  
questions to bring out the  
best in your staff!

[CLICK HERE](#) ▶

#### Need Admin Help?



Fiona, our admin assistant, can provide YOU services such as formatting business documents and reports, developing spreadsheets, setting up and maintaining databases, designing an electronic newsletter (similar to this one), and creating powerful presentations.

[Click here](#) for more information or [email us!](#)

#### Human Resource Management

Dear Julianne,

A few weeks ago I attended a conference in Adelaide on leadership ([The Australian Human Resources Institute Leadership Conference](#)). The main message was that good leadership is still the key to success. Every aspect of Australian business and society has been touched by the global financial crisis, but, for a variety of reasons, we seem to be weathering the storm better than many countries, and there are causes for a cautious optimism. However, these crises are cyclical, so what can we do in the future to avoid some of the mistakes which led to the current economic meltdown?

#### Will you go down in history as a good leader?

Elizabeth Dole said, "What you always do before you make a decision is consult. The best public policy is made when you are listening to people who are going to be impacted. Then, once policy is determined, you call on them to help you sell it."

But do you do this? Are you locked away in your ivory tower and manage from afar? Or are you getting down and dirty with the rest of your staff?

An **effective leader** needs to **stand tall** and show **direction**, but, equally, she needs to **engag**

A worthwhile exercise is to put yourself into the shoes of someone who doesn't know the company. Ask your sales manager, your receptionist or your accounts manager if he or she knows where the company is going? What do they contribute specifically to this goal? If they are unable to articulate the **company's vision** and do not really know what is expected of them, you are not fulfilling your role as a leader and your company could be in trouble.



Conduct **random surveys** which include everyone from a fellow director down to the caretaker. They don't have to be very sophisticated surveys to get good feedback. A chat with members of staff asking the same questions can be



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

To find out more [Click Here](#)

### 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

Don't take our word for it...



"I have been so much happier at work since my last session with you. Has really made a difference to my outlook on work and life!"

*Business owner and  
Viticulturalist*

enough to provide you with the information you require. Where staff have been with the organisation for a while, their experience and observations are invaluable. Listen to what they have to say.

It's an old adage and much repeated - but its importance loses nothing for the re quoting: **"people are your greatest asset."** So make sure they feel valued and are engaged in the company. You'll get a lot more out of them and renew their commitment. Invite staff to be part of the decision making process. Listen to their opinions and explain what you are doing and why you are taking the company in a particular direction. You may even find that you can increase your efficiencies by recognising an individual's specific talent or skill set and by encouraging them to develop personally in this area. Picking up the signals of potential in a staff member and growing them is all about being a good leader.

Are you sure that you have the **right people in the right positions?** Middle managers may be out of their comfort zones - so send them for training and personal development. Make coaching an acceptable tool - demystify the myth that it's scary or a sign of weakness. Use a coach in smaller organisations, or restructure if your company is large enough.

To end with another quote - this time from a master crafter of great speeches, Winston Churchill: "Courage is what it takes to stand up and speak; courage is also what it takes to sit down and listen."

For more information on how Kool Results can provide coaching to help you and your business [click here](#) or [email us!](#)

### Here's an important question:

During these turbulent economic times, are you finding it harder to find time to deal with staff issues?

You know the ones...

- Stressed and anxious about their job
- De-motivated with all the changes
- More errors due to work load
- Absenteeism on the rise
- Starting to miss deadlines
- Not performing at their best
- And a whole lot more....

If your head is nodding "YES"... then I have a unique and very affordable solution that will help you quickly get on top of those difficult staff conversations that you KNOW you need to have.

[Link to Previous Newsletters](#)



[Join Our Mailing List!](#)

Instead of worrying about what you should say to staff about their performance or attitude...

Instead of deferring those awkward conversations, now you can use the words that professional coaches use when coaching staff in tricky situations.

You won't even have to leave your office to get access because it's all in one simple new e-book called "Coach Talk for Managers".

You can purchase and download it right now for under \$40 and have the words in your hands in the next few minutes.



**You can read all about it [here!](#)**

I'm giving this new e-book my highest recommendation, because it's been put together by professional coaches so take a moment to read the full story while it's still fresh on your mind.

Why struggle when you can model your approach around the words that professional executive coaches use?

**To your success!**

Warmest Regards,

A handwritten signature in green ink that reads "Julianne".

Julianne Kuhlmann  
Executive & Leadership Coach  
Kool Results

**[Know someone who would benefit from this info? Forward to them today!](#)**

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