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Kool Results Newsletter

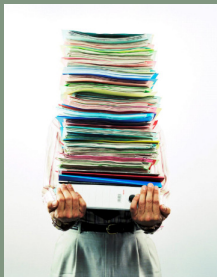
The Road Less Travelled?

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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.

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International Coaching Federation



AUSTRALASIA

Dear Julianne,

Last month's newsletter was all about Gen Y. In this volatile economic climate some are saying that Generation Y has experienced only the good times and this downturn is a bit of a shock for them. There's no doubt the way forward is challenging, but Gen Y-ers are resourceful and will bounce back.

But what about everyone else? The stress factors are felt just as keenly, particularly as many have experienced downturns before and fear the consequences. What can we do to manage this stress more effectively?

The Stress Factor...



You know the tell tale signs; you're anxious, you're not sleeping properly, your appetite has gone. You see restructuring at work, and, the inevitable redundancies. You worry about your mortgage repayments and looking after the family. What you

need is to feel **secure** and to be **supported**.

This may be you, or it may be some members of your staff. As a result, there's reduced productivity at work and morale is low. In your role as a manager or team leader, what can you do to alleviate some of this stress?

Effective and **clear communication** is the key to success. It sounds simple, but many organisations fail to keep their staff informed. Through transparent communication you can engage your staff so they feel empowered and in control.

There are four key stages to this process of sound communication. Your staff need to be:

- **Informed**
- **Consulted**
- **Listened to**
- **Given feedback**

You manage people of different ages, with different

2009 CONFERENCE

Creating Future Stories
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personal responsibility,
professional viability,
global sustainability

Adelaide Convention
Centre
31 August, 1-2
September

For details, [click here](#).

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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

Don't take our word

backgrounds and in different roles. They will have various responses and have individual needs during this process. So choose how you will communicate with them. Will it be through:

- Email
- Newsletter
- One on one meetings
- Telephone calls
- Departmental briefings?

It doesn't matter which one you choose, but, by keeping them **informed**, they can contribute to the process and will provide a better investment for the **organisation**. Be open and honest, **consulting** with your staff on a regular basis. The Bendigo Bank has just asked their employees to take ten days unpaid leave and there are other examples of staff being asked to make small sacrifices to safe guard their long term prospects. In all cases staff were **involved** in the decision making process and felt they were contributing to the longer term security and prosperity of the company.

Remember to consider the impact any decision you take will have on them as individuals, as a team and the consequences for the business.

And no procrastination. Make sure major decisions are communicated in a **timely fashion** and ensure that everybody understands why this has had to happen. Clarify issues and encourage staff to come to talk to you. Sometimes it's useful to delegate this to another team leader, or to an **outside consultant** who can act as an independent sounding board.

In times of change and uncertainty most people feel vulnerable. Use any opportunity you can to **listen** to your staff. Sometimes all they need is to off-load their worries before they feel able to move on. And you can work out strategies together to reduce any anxiety they may be feeling.

Make sure your staff are **heard, understood and supported**, as this will allay fears about the future. Engage with them so they can contribute to the business in a productive and positive way. No stress - only success!

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

Tips to Improve Workplace Communication

- **Physically talk to the person:** Face to face.
Depending on who you believe, communication involves 70-90% non-verbal cues.



for it...



"I have been bouncing off the walls since our coaching session this morning!! I think we might create a monster, a good one though!! (extraordinary one!!) Thanks for your brilliant coaching!"

Australian Wine Maker

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Talking with the person in the room means you can pick up on these cues such as when the person doesn't understand something you are saying.



- **Don't be afraid to ask for clarification:** Following on from my last point, ask if you are the one who doesn't understand. Questions show that you are listening and are genuinely interested in what the other is saying. It also reassures them that you understand.
- **Listen:** Hold off giving advice until they ask "so what do you think?". Make the focus be on the other person first so that you can fully understand their point before you add to the conversation.
- **Look for common ground:** Another way to improve understanding is to think of situation that is similar to the one the person is talking about. Hold off telling them about your story about, for example, when you sent an email to the wrong person, until they pause for reassurance.
- **Refer to previous conversations:** If you are communicating with a someone you have met once or don't talk to often, try and refer to something they said the last time you spoke to show that you are interested in the things they say. Using their name in conversations also helps if all else fails

Kool Results business coaching can help improve communication in your business, [click here](#) to find out more!

Warmest Regards,

Julianne Kuhlmann
Executive & Leadership Coach
Kool Results

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