



accelerating change
optimising potential

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Thought for the day:
The greatest "shot in the arm"...is ..Encouragement ...

When our strengths stop delivering results



Hi Everyone

Highly intelligent, confident and successful are the characteristics of about 70% of all senior executives. They are seen to be demanding, have high expectations of themselves and others and fundamentally 'get things done'...however these quintessential strengths are also what makes them so challenging and often frustrating to work with.

Moving into more strategic roles, executives themselves become confused when their tried and tested strengths no longer seem to produce the same outcomes as before.....so take a temperature check to what extent do you adapt your style and encourage others by...?

Caroline coaches, individuals, team leaders and their teams to be more of themselves with more skill.

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- Looking interested in what they have to say, demonstrating an open posture
- Summarising key points without interjecting your own thoughts
- Expressing appreciation for the messenger, regardless of delivery
- Expressing genuine curiosity about the issue and how to resolve it
- Openly wondering about your role in creating the problem
- Requesting information and examples about the problem
- Taking full responsibility for the problem and its ramifications
- Thinking out loud, making new associations about a problem
- Communicating enthusiasm about making a change
- Planning the change, engaging others, agreeing milestones, and implementing actions

Remember, we are ultimately responsible for the impact of our behaviour on others performance – telling them they've done a 'good job' is not enough to show that we value and appreciate their contributions – go the extra mile – give people a shot in the arm.....encourage, encourage, encourage...

Take care
Caroline

You are welcome to send coaching hints and tips to colleagues and friends; although may I ask you to forward it in its entirety, rather than "cut-and-paste"

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