



## **eNewsletter**

March 2009

Welcome to March eNewsletter from Unconscious Potential.

Wow ! It's already March. For most Christmas and New Year seem like yesterday and now we are already talking about Easter. The last month has seen the launching of the new website which I am most excited about. I invite you to take a look and am happy to receive feedback.

This newsletter I have chosen to focus on the subject of appreciation – something I know I can do more of and in today's world I also feel is somewhat lacking. In addition I have provided a simple coaching tool which you can use.

Enjoy.

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### **Authentic Appreciation**

How many of you have ever received a note from someone expressing sincere appreciation for something you did?

What did it feel like?

Do you still have that note?

Now let's reverse the question.

When was the last time you expressed your appreciation to a loved one or work colleague – verbally or written for who they are, their talents and achievements? Again, what did it feel like for you?

These are not rhetorical questions. The ability and willingness to express sincere appreciation is a key skill of emotional intelligence and one of the most valuable skills of leadership communication.

It sounds simple, yet the expression of sincere gratitude is rare. It's simply not easy, and frequently not considered important to convey real appreciation in our world where convention rather than authenticity rules most of our communication.

We may not all be working in an enlightened organisation where leaders truly care about the emotional health and well-being of employees? Yet, we can all take an individual responsibility to impact those around us. People will tend to willingly follow others who make them feel good about themselves.

Emotionally intelligent individuals truly care about helping others achieve healthy, happy and productive lives. The act of authentic appreciation can help reduce stress by creating a positive mental state. Research studies show appreciation-generating techniques can reduce the production of cortisol (the stress hormone). Regularly showing appreciation has been demonstrated to lower blood pressure, improve hormonal balance and increase the production of antibodies that fight stress producing pathogens in your body.

Recognising employee strengths and talents and expressing appreciation are key stress-management components. Coaching and mentoring programs can help companies develop corporate cultures and healthy workplace climates that encourage creativity, productivity, optimal performance and full engagement.

Researchers have found that expressing appreciation in the workplace reduces stress and improves performance. Company leaders can learn to create a mindset of showing appreciation by focusing their attention on what each employee does right in the moment.

Showing appreciation creates an emotional energy that helps create a happy, productive and stress resilient workforce.

The action of showing appreciation need to be authentic. Think about the last time you showed appreciation. If in that moment of writing or verbalising your appreciation you also experienced great joy and fulfillment when you wrote the note or saw the face of the other light up then this was authentic appreciation. To be authentic, you need to experience it.

#### **Your Challenge**

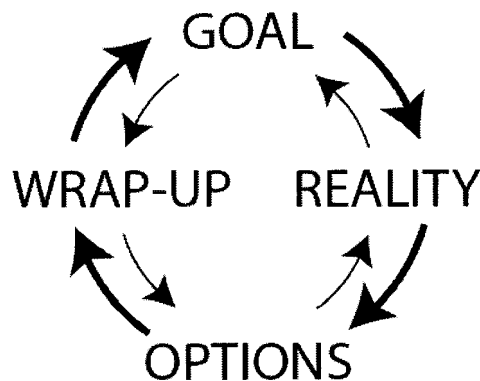
If this article has resonated with you, why not set yourself a challenge to show your authentic appreciation to two or more people this week. It might be a written note or even verbalised. In doing so, notice how it feels and grow from this experience to make it regular part of who you are.



## GROW – A simple self coaching model

All conversations we have that result in some purposeful action have a structure. The conversations have parts in which we focus on specific details or outcomes. These parts take place intuitively. The GROW Model is a coaching model which simply makes explicit these parts and can be used effectively in our workplace and personal situations. Developed by John Whitmore, the GROW Model provides a simple, powerful framework for supporting yourself and/or your team in setting and actioning goals.

The acronym GROW stands for **G**oal, **R**eality, **O**ptions and **W**rap Up/Will/Way Forward.



Looking at the **GROW** model in Detail

**Goal:** Defines the goal to be achieved. That goal must be specific, measurable, and realistic.

Key questions:

- What is the goal you want to achieve?
- What do you hope to achieve through this goal?
- What would make this goal even more meaningful for you?
- Which of your values do you need to consider when setting this goal?
- On a scale from 1 to 10 how committed are you to this goal?
- What are the expectations of others?
- Who else needs to know about your goal? How will you inform them?

**Reality:** Get a clear picture of where you are at right now and also when and how the solution may be present right now.

Key questions:

- What is happening now?
- What, who, when, how often?
- What is the effect or result of that?
- What has stopped you from reaching this goal in the past?
- Do you know anyone who has achieved that goal?
- What can you learn from them?

**Options:** Using the information gathered about the current reality, find and explore different options to achieve this goal. Don't limit yourself here – think outside the square, think about what has worked in the past. Then decide on the best option for success.



## Unconscious Potential™

### Key questions:

- What could you do as a first step?
- What else could you do?
- What would happen if you did nothing?
- What has worked for you in the past?
- How could you do more of what works for you?
- Who can support you in making this change?
- What are the costs and benefits of each option?

**Wrap Up/Will/Way Forward:** Decide what to do. Make a **written** action plan. Identify any obstacles that may get in the way of being motivated to move forward.

### Key questions:

- Where does this goal fit in with your priorities at the moment?
- What obstacles do you expect to meet? How will you overcome them?
- What steps do you need to take to achieve this?
- What are you going to do?
- How committed are you to this goal?

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## To Ponder.....

*"What you get by achieving your goals is not as important as what you become by achieving your goals." (Zig Ziglar)*

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