

Ways to Boost Staff Morale and Why, and the Surprising Side of Personal Change

Welcome to this edition of Moving Minds in what feels like the heart of winter here in Auckland. Fortunately the beautiful sun is welcome relief from the chilly temperatures. I hope you're keeping warm, and that you find the goodies in this month's edition interesting, informative and heartwarming.



Ways to Boost Staff Morale and Why



Knowing is not enough; we must apply. Willing is not enough; we must do."

Johann Wolfgang Von Goethe

A recent survey in NZ highlighted the importance of ensuring a happy workforce. The team at Frog Recruitment recently reported some of the results of a satisfaction survey by seek.co.nz of 3,000 job seekers, results that leave us under no illusion that employee morale matters. They found that morale is the 'single biggest predictor of something feeling secure'. My definition of morale is – are people happy or unhappy? Communication across the organisation has a huge impact on morale. How do people get to hear about changes and news? Is it through the grapevine, via email, or face to face from the most appropriate person? When change needs to be implemented it's usually how the change is communicated and implemented that makes the most difference to how people handle it.

Stress is a big factor in how much people enjoy their work. I often hear people say they perform better under stress. They may mean they perform better when they're under a bit of pressure, but when we're really stressed we don't perform better – our brain certainly doesn't! One can't be feeling stressed and happy at the same time – they are entirely different states in the body for a start. Helping staff deal with patterns of stress, remove any stressors in their environment and feel supported can significantly lift morale.

One of the strategies I teach in coaching and workshops is the Balance Maker – key steps for switching off from work. Clients who use this strategy report they feel more relaxed at home and enjoy their evenings and weekends much more than they used to, and they feel more refreshed, focused and productive when they get back to work.



Thank you for testimonials

I want to say thank you to those clients who have sent me testimonials in recent months. They are a great way for people to get a good feel for how transformational coaching can help them, and is sometimes the best way for them to decide if it's right for them. Thank you!

It's all about spreading the joy and success! :-)

49% of respondents said they want to be better managed. Ensuring managers feel they have the resources they need to manage well is crucial. Not only do they need the skills to manage their team, they also need to be engaged in the process. People management is not passive. You have to want to do it. Managers must also have the confidence to have the tough conversations and trust themselves to help their team grow.



Seek found that 68% of employees have their 'eyes open' for other options. When we feel more focused, productive and happy work, our energy flows into our job. When we don't, our energy is dissipated while our attention is on keeping an eye out for something better.

So how can you build more morale in your team? Here are some key tips I've collected over the years that may just help:

- The absolute best and most simple advice I can give is to have regular catch-ups with each of your team members, preferably monthly at the least. Have a simple structure to follow – find out how their month has been, key challenges, highlights, ask what do they need from you, give them your highlights (about them) and help them think about their key focus for the coming weeks. Don't save up performance issues for this meeting, deal with those when they happen so that these meetings are a (overall positive) summary of the month.
- Help staff deal with stress. Left too long, stress takes a huge toll on the nervous system and immune system and it takes a lot longer to recover. Find out more about coaching and training for transforming stress patterns [here](#).
- Don't hold back on PRAISE. Praise people for their efforts and achievements – regularly. Research from the Corporate Leadership Council shows that people in the workplace are more engaged when they receive four pieces of praise to every piece of developmental feedback – yes, 4 to 1 praise over criticism or advice!

PS If you'd like to share your story too, just email me.

Upcoming NLP Training

Thinking about NLP training? Open Road NLP are holding their next practitioner training on September 25th. The Open Road team says "In gaining your International Certification in Neuro Linguistic Programming (NLP) you will take a significant step ahead in ALL areas of your professional and personal life. With NLP you will learn how to think, feel and behave in the most resourceful way for you, in any situation, and be able to help others achieve even more!" We know it's true! Call 0800 OPEN ROAD or go to www.openroadnlp.com

**"Keep your face to the
sunshine, and you will not
see the shadows."**

Helen Keller

- Do what you can to ensure staff have all the resources they need. It could be a little flexi-time, some time management training (www.gettingagrip.com) or just a listening ear.

The Surprising Side of Personal Change



A couple of weeks after a client started coaching with me, she told me of an experience she had one weekend while out with family friends. She'd found herself that day feeling so relaxed and happy laughing with them that she thought she must be pretending. She'd had depression for several years and it had been so long since she'd felt good like that, it almost didn't feel like it was her. To be suddenly feeling so good was quite a surprise. Another client commented recently on how much better she felt, saying "it's a bit of a shock really". For many people it is still a surprise to realise how we can change our less useful patterns – presenter and trainer, Amanda Fleming, calls it 'composting our crap'. We really are our own recycle system!

Such changes are often a delightful experience, of course, and sometimes they can feel a little unsettling. A friend once commented that she didn't want to 'lose herself' if she dealt with some of her emotional issues. She was scared of the unknown, of not being who she knew herself to be. We can often think, 'at least I know who I am' (better the devil you know ...!). Because who will we be without that grouchy temperament, or our eagerness to please?!

Any time our status quo shifts and we move out of our comfort zone it can feel a little scary. I remember when I went sky diving for the first time that I really wanted to go, but that didn't stop me from freaking out when it came time to jump! One way to 'test drive' an alternative You is to remember a time you were your **Best Self** – you know, you on a good day. Take yourself back to that moment and notice how it feels, how you're being. There is often more lightness of spirit, ease, laughter, warmth. This is closer to the real You than any moment of grouchiness, stress or sadness. It isn't so scary, is it?

If you're a client of mine you will remember **test driving** an alternative You when we were outcome setting – when you visualise yourself the way you want to be. This is another good way of warming up, getting used to how we want to be, whilst also fine tuning what it is we want. In the visualisation process we can also check what else we

News and Views

A visit to the Waikato in early July included speaking at Waikato Sunrise Rotary and a [Wellbeing Lunchbox](#) workshop, held at the Bill Gallagher Centre at Wintec. It was lovely to be in the Waikato again (I studied there in the 90's) and it was Bob the brain's first outing (my newly acquired almost-anatomically-correct brain!). He went down very well at Rotary, where I was talking about 'Using Your Brain on Purpose'.

I recently submitted an article to the international NLP magazine, Rapport, about our trauma recovery project in Samoa. I've also been connecting with a number of NLP people around the World also doing this kind of work, including Frank Bourke who was using these trauma techniques at Ground Zero after 9-11 in the US. Watch this space for more news on our trauma work. www.traumarrecoveryteam.org.nz.

want to factor in (it's called ecology in NLP terms). For instance, the people pleasers out there will want to make sure that when they are looking after their own needs more, that they can still give to others. You're not removing your ability to say yes, you're just not saying yes to everything and everyone anymore!

Visualising how you want to be also gives you a chance to get used to the idea and for your brain to start laying down neural pathways of the new way of being. Otherwise it can feel so out of reach or impossible that we don't feel able to make the change. A woman came to see me earlier this year with a phobia of driving. She'd had this fear for most of her adult life - being able to drive herself anywhere anytime, comfortably and confidently was a *giant* leap for her. So before we did any change-work I asked her to spend a week imagining and day dreaming about how her life will be when she could drive easily. As she got used to the idea it also felt more real and more possible. When we came to change the old fear response, she was 'psyched' for it and the change was easy.

Experiencing a new way of being – whether it's more relaxed, confident, focused or happy – can be a bit like buying a new leather coat. You buy it because it looks good, feels good and you like it. However, when you wear it for the first few times it feels a little stiff and you're really aware of it on your body. It still looks good and feels good, it's just a little unfamiliar. Over time you wear it a few more times and it begins to soften up and feel more comfortable. Soon you forget you have it on, it feels like part of you. So it is with changing patterns of beliefs, emotions and behaviours. We soon settle into the new improved version of ourselves.

Winter Nurturing



Not being a big fan of the winter and the cold, I like to keep myself entertained over these colder months – mostly with movies and big walks. If you'd like to warm up your winter with some nurturing or inspiration, here are some yummy ideas for you and



The Eckhart Files

Did you know your thoughts aren't you? This is worth remembering, regularly. I regularly remind myself of this when I'm ruminating away in my head about something that's sending me around in circles. Sound familiar anyone?! Tolle says "some people never forget the first time they disidentified from their thoughts and thus briefly experienced the shift in identity from being the content of their mind to being the awareness in the background."

One of Tolle's advocates is Jill Bolte Taylor, a neuro scientist and stroke survivor, explains that our thoughts are just nerve impulses, so don't believe everything you think! Jill's book *My Stroke of Insight* is a must-read.

"A strong body makes the mind strong."

Thomas Jefferson

yours that I would love to recommend ...

Massage with Chrissy at Holistic Alignment (BSc.NMT)

INVEST IN YOUR WELLBEING with Chrissy. She works from a Holistic model to facilitate mind/body integration. Treatment includes a combination of modalities (Neuromuscular Therapy, Clinical Sports Therapy, Myofascial Release, Lymphatic Drainage, Relaxation Techniques, Facilitated Breathwork, Energy Balancing).

Benefits of treatment include pain relief, injury rehabilitation, increased mobility, relaxation, decreased anxiety and improved sleep resulting in a greater sense of wellness. Chrissy is based at the NZ College of Massage 98 Carlton-Gore Rd, Newmarket. [For bookings and fee structure phone 021 577 137.](#)

Learn to cook Japanese (easily and with fun!) with Sachie

Are you interested in eating and cooking healthy Japanese Food? Sachie's Kitchen offers authentic, FUN and guilt-free Kiwi-Japanese Cooking Classes from her beautiful Tamaki Drive venue. Come in a group of 6 or individually and enjoy a beautiful lunch/dinner together! \$65 pp for 3 hr class. **Great for team building too!** For bookings & information, please contact Sachie on 021 244 5450 or visit www.sachieskitchen.com.

Strengthen your body with Michelle Own – the posture guru

Michelle is a postural and wellness specialist who can help you strengthen your body for life. Have the chance to [chat to Michelle for 30 mins for free](#) to find out where your aches pains and discomforts are coming from and what you can do about it! Email michelle@michelleowen.co.nz or phone 021 770 153. www.michelleowen.co.nz

Read *The Answer* by John Assaraf and Murray Smith

If you're feeling a bit like you're stagnating through the winter, need some motivation or want to get cracking on some goals, this is the book to read this year. Packed with fantastic information about how we work inside and what it takes to create success in your life, it's a great read. Not only is it incredibly informative, it's also very readable. I chomped my way through it, even with all the exercises some of the chapters include.

Have a restful weekend and inspired week to follow, feel free [share](#) this edition with friends, and keep warm!

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