

How's That Working For You?

I often ask clients to tell me about the management and leadership practices they use. Recently, I asked one client how he organizes priorities and plans his work.

He stated that he comes in each day and hits the ground running; he's constantly putting out fires, answering questions, solving problems, etc. Sound familiar? My first question for him was "How's that working for you?"

It was obvious to me that it wasn't. This pattern was not allowing him to focus on the true priorities of his job or to be proactive, yet he just laughed when I asked the question. He laughed because that simple question made a light bulb go off for him.

You see, one of his goals for coaching was to improve his strategic planning and thinking. Now he could see that he was his own worst enemy to success with this goal.

Continued on page two – How's That

Inside This Issue

1. *How's that Working for You?*
1. *Motivation or Inspiration*
3. *One Minute Ideas*
3. *Trying to Change? List Your Values*
4. *Schedule of Public Courses*

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Are Your Employees Motivated or Inspired?

Motivation Or Inspiration

In a recent conversation a colleague discussed doing motivational speaking. Then she said, "or maybe it's inspirational." That got me thinking about a common dilemma that managers and leaders face, "is it my role to motivate or to inspire?" To me, the two terms are very related but have a definite distinction.

Motivation is something that comes from within. As a manager or leader, I don't believe I can motivate you to do something, especially something that you aren't interested in doing. Motivation is completely personal.

What I CAN do is to create an environment that fosters self-motivation, based on precisely what motivates you – whether that's money, responsibility, trust, empowerment, social meaning or something else.

And that's where inspiration comes into the picture, in creating that environment. Inspiration is an external factor. It's the spark that lights up an individual's motivators and sets them into action.

One of the most inspirational leaders of our time was Martin Luther King. His words and actions connected with people's internal motivators, specifically ethnic pride and social justice. He connected with people and inspired them with a vision of the future, and then showed them how they could be a part of making it a reality. Did he inspire everyone? No. There were many whose internal motivators didn't connect or align with his vision. There was probably nothing he could do to have them take action.

Continued on page two – Motivation

Continued from page one – How's That

His day-to-day practices didn't leave room for thinking or planning strategy, and so he was sabotaging himself instead of improving.

This coaching interaction didn't give him the answers; it did cause some internal questioning and a gain in self-awareness, which is the first step towards personal and professional change.

So many of us walk through life repeating ineffective patterns and behaviors. Sometimes just having someone ask, "How's that working for you?" can wake you up to more conscious living.

This client reports that he now often asks himself this question, especially as he reviews his own management and leadership practices in relation to his objectives and goals. He credits this one question as the catalyst for many changes at home and work.

What practice or pattern is impeding YOUR success? What will it take to wake you up?

What about the people working around you? Do you see someone stuck in a pattern of behavior that goes against what they're trying to achieve? You don't have to be a professional coach to ask them, "How's that working for you?"

That one simple question opens your consciousness to these ineffective patterns – and that's the first step towards change.

– Bill Burtch, SPHR, ACC and President of Harmony Coaching & Consulting, www.harmonycc.net or 901-272-7390



The greatest danger for most of us is not that our aim is too high and we miss it, but that it is too low and we reach it.

– Michelangelo

Goals are not only absolutely necessary to motivate us. They are essential to really keep us alive.

– Robert H. Schuller

Without leaps of imagination, or dreaming, we lose the excitement of possibilities. Dreaming, after all, is a form of planning.

– Gloria Steinem

Continued from page one – Motivation

Think of some of the great energizing speakers or leaders that you've encountered. Did they inspire or motivate you?

One of our jobs as a leader is to create an environment that inspires individuals to connect their own inner motivators to a collective vision. Here's an example. A few years ago, I was coaching a banking executive, a regional sales leader. The collective vision of her group was to provide exceptional customer service while selling bank products and services to customers.

One of the financial specialists in her group was not meeting his goals. To motivate him, the executive kept explaining to the specialist that he was leaving money on the table, incentive money, when he failed to sell these services.

I asked the executive to tell me about the individual, and I quickly understood why this method wasn't working. She told me that the individual spent a lot of time volunteering in the community and enjoyed spending time with family and friends; he had been with the bank a long time and really loved to socialize with the individuals he worked with. I explained to the executive that it didn't sound like money was a major incentive for this person and that it might be time to stop trying to motivate and start trying to inspire.



To inspire him, she needed to tap into this man's unique motivators, so I asked her to experiment by talking to the specialist about the future he was helping his customers create – the secure retirements, the college funds for their children and the first homes they were helping young couples purchase.

In a month, the specialist was meeting and in some cases exceeding goals. When the executive stopped trying to motivate with what SHE thought would work and what motivated her, and began trying to inspire the specialist and tap into their own motivators, they found a common ground.

Continued on page three – Motivation

Continued from page two – *Motivation*

She created a vision and environment where the specialist could be self-motivated and thrive.

What motivates the people that you lead? How can you inspire them by sparking those motivators and linking them to the company's or your vision? Find these answers and you'll all succeed together.

— Bill Burtch, SPHR, ACC and President of Harmony Coaching & Consulting, www.harmonycc.net or 901-272-7390

Trying To Change?

List Your Values

Like Many People, You May Feel Frustrated Trying To Change A Bad Habit.

Sometimes people fail because they focus on the wrong reasons for changing.

Perhaps you've tried to get regular exercise but can never stick with it. It may be that your motivation to exercise is what's tripping you up. Maybe it's time to step back and reconsider your reasons for wanting to change.

Perhaps you are focused on exercising mainly as a way to lose weight. While this isn't a bad reason for changing, it may not be motivating enough to help you stick with it.

Instead, think about how getting regular exercise ties in with what you value most in life. Write down your list of values. It might include your family, your health and longevity and your self-esteem. Now focus on how exercise will help support those values. Exercise can help you live a longer life by lowering your risk for certain diseases. This means you'll be more likely to be around for your family for years to come.

Thinking about exercise – or any new healthy habit – in relation to your values may give you the motivation to stick with it. (To help you stay on track, post your list of values where you'll see it every day. There may not be a better motivator.)

— Author Unknown

Daylight Saving Time (DST) Changes

Starting spring, 2007, the start and end dates for daylight-saving time will change in the United States. This change is part of the United States Energy Policy Act of 2005.

Daylight Saving Time is extended one month and begins for most of the United States at: 2 a.m. on the **Second Sunday in March** (Mar 11th) to 2 a.m. on the **First Sunday of November** (Nov 4th).

Note: DST is **NOT** observed in Hawaii, American Samoa, Guam, Puerto Rico, the Virgin Islands, and Arizona.



ONE MINUTE IDEAS

Business Travelers: Passport needed to fly to Canada and Mexico

The U.S. Department of Homeland Security has begun tightening the rules for entering neighboring countries. Until now, Americans could come and go from Canada, Mexico or the Caribbean with just a picture ID, such as a state driver's license.

Effective Jan. 23, 2007 Americans entering or leaving those countries will need a valid passport if they travel by air. A driver's license will still be accepted if crossing the Canadian or Mexican border by auto.

Homeland Security is planning to expand the passport requirement to all entries and exits beginning June 1, 2009.

Note: Passports cost \$97 and are good for 10 years.

For more information go to:
<http://travel.state.gov/passport>

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Additional Dates for the Coaching Clinic and Executive Briefing Scheduled

Harmony Coaching & Consulting announces the addition of three public sessions of the Coaching Clinic, one of the most comprehensive coaching skills training programs for Leaders, Managers, and HR & Development Professionals from all industries. These dates are:

- ◆ March 28 & 29, 2007
- ◆ June 14 & 15, 2007
- ◆ October 3 & 4, 2007



All programs will run from 8:30 am – 5:30 pm and be held at the Crescent Club of Memphis, at the junction of I-240 and Poplar Ave. For more information or to register contact Bill Burtch at bburtch@harmonycc.net, 901-272-7390 or go to www.harmonycc.net/coachingclinic.asp.

In addition, a free Executive Briefing on the program will be conducted, via teleconference, on March 15, 2007 at 1:00 pm Central Time. In this briefing you will learn specifics about the content of the program, have all your questions answered as well as begin to develop your coaching skills. And, for participating, all attendees will receive a special offer! To register for this FREE teleconference, send an email to info@harmonycc.net with “CC Executive Briefing” in the subject line.

The Coaching Clinic is also available as a customized program for organizations wishing to provide the program in-house. Contact bburtch@harmonycc.net for more information.

Schedule of Public Courses

The following courses are being offered to the public by Harmony Coaching & Consulting in cooperation with the University of Memphis’ Department of Continuing Education.

Course Title	Date(s)	Time	For More Information/Registration
FREE Coaching Clinic Executive Briefing	March 15 th	1:00 – 2:00	TeleConference – email info@harmonycc.net for registration
The Coaching Clinic	March 28 th & 29 th	8:30 – 5:30	www.harmonycc.net/coachingclinic.asp
Coaching & Counseling Skills	April 20 th	9:00 – 5:00	www.coned.memphis.edu
The Coaching Clinic	June 14 th & 15 th	8:30 – 5:30	www.harmonycc.net/coachingclinic.asp
The Coaching Clinic	October 3 rd & 4 th	8:30 – 5:30	www.harmonycc.net/coachingclinic.asp

Harmony Coaching & Consulting is in the business of maximizing human talent for individuals and organizations in various industries. We accomplish this through the analysis, design and implementation of [Human Resource Programs](#), [Professional Development Training](#), [Personal Executive Coaching](#) and [Assessments](#).

