



Issue 41

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WorkStyle by design

A bimonthly e-newsletter brought to you by **merrymentality**

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Inside this issue:

Welcome	1
WorkStyle Tip	1
Spotlight On...	2
Holidays by design, not default	3
WorkStyle Humour	4
ICF	4
Strategic Skills for Leaders	4
Subscribe/Unsubscribe	4
Contact Us	4

merrymentality inspires leaders and emerging leaders to have increased sustainable energy.

Our unique approach of discovering and designing your WorkStyle creates an ascending spiral of continuous choice and sustainable energy.

work+lifestyle=WorkStyle®

Professional Coaching and Speaking

Welcome

Welcome to this September issue of **WorkStyle by design**

Much has happened since last issue, the biggest news being that I am soon to become the President of the International Coach Federation Australasia (ICFA). This is a huge honour and I'm very much looking forward to this role. Currently I am the President Elect and will take up my new role in November. On page 4 you can read more about the ICF.

I've also been to Singapore, Fiji, New Zealand and Brisbane for both work and leisure. On page 3 I EAT MY WORDS about travelling with technology! I'm interested in your thoughts on this controversial topic; so don't be shy, do let me know how YOU travel.

As always, thank you for having **WorkStyle by design** in your inbox. We know many of you receive hundreds of emails per week and we are truly privileged that you invite us into the 'exclusive club' of emails that you read.

With warmest regards,
Belinda, India and the **merrymentality** team.



WorkStyle Tip - Acknowledging

If you want to feel inspired, take 5 minutes out of your busy day to change your mood by following this link: <http://www.youtube.com/watch?v=1k08yxu57NA>

This guy is a mobile phone salesman - watch the faces of the judges when he says he's going to sing opera and then watch their faces change when he sings. Amazing!

Never underestimate the power of acknowledging someone. When we do this it can change a person's day, or in Paul's case, his life. The reasons we don't acknowledge are many and varied (not our culture, we don't know how, it feels phoney, etc...). Yet when we do acknowledge another person it changes both their, and our, energy. Here are some tips on acknowledging:

- be genuine and authentic - from the heart
- point out a behaviour or characteristic (ie your courage or willingness)
- deliver your acknowledgement in a timely fashion - don't wait until the yearly performance review!
- commit to giving a minimum of 3 genuine acknowledgements per day

Spotlight On... Sue Dwan



DIY Devotee Sue Dwan

'asking myself one question throughout the work day - "what's the best use of my time right now?"'

Sue Dwan

I'm a personal management trainer (management and business coach) and work across every sector with people who want to improve their management and business practices. I deliver my own programmes/workshops; act as a facilitator inside organisations, on occasion; and I'm also an educational writer/content specialist for on-line management courses. I'm also an enthusiastic (but not necessarily skilled) DIY Devotee.

How would you define your WorkStyle?

My WorkStyle is highly organised and efficient; supported by excellent time management techniques, self discipline, a sharp focus, lovely music and Dessford tea. My life style is comfortable and filled with people and things that bring me joy. My WorkStyle is focused and satisfying.

How did you discover your WorkStyle?

I discovered it by simply reflecting back on my working and personal life and identifying common patterns. I noted the conditions that enable me to be my best and how I work best. The process also identified the environments and elements that didn't work for me at all.

Has it changed over the last few years? Why?

It's changed because I've changed. What may have worked for me in the past doesn't any more, so for a few years now my desire has been to spend my work time and leisure time doing things that support the 'whole' me - my mind, body and spirit. Thankfully, it's worked.

What has been your biggest shift?

By being very clear that if something doesn't 'feel' right inside, then I won't do it. It's been about saying no too, and that's become easier with practice.

What one WorkStyle practice has had the most impact? Why?

It's a time management practice and that is asking myself one question throughout the work day – 'what's the best use of my time right now?' This enables me to keep reprioritising constantly, so I focus on what's really needed, in order to meet deadlines and be the best I can be for clients.

What are, or have been, the biggest issues for you around WorkStyle?

Over the last two years I've undertaken a huge professional development exercise – setting up a new business (www.diydevoteesltd.com) and doing what was needed around my existing business commitments. It required working nights and many weekends and that threw my work/life balance out a bit on occasions. It was a real challenge to factor in sufficient leisure time to balance the huge to-do lists!

What tips would you give others to improve their WorkStyle?

Know yourself really well. Know the triggers to old behaviour/thinking patterns. Know your stress signature. Say no to things that don't work for you. And aim for balance – in both work and leisure time.

Eat My Words - travelling with a notebook

In July 2006 I wrote an article titled *Whose holiday is it?* which was about my shock at holidaying with my (then) new boyfriend, Mark AND his notebook computer. Visit <http://www.merrymentality.com.au/docs/wbdjuly06.PDF> to read the full article.

Then in September 2006 (exactly one year ago) Mark wrote an article titled *Living in a connected world* about the benefits of being connected - even while on holidays!

We received many responses, some quite passionate, about both these articles expressing both agreement and disagreement with either of our positions.

Well, it is now 12 months later I have to EAT MY WORDS... This is hard to write, but it must be said. Taking my notebook computer to Fiji on my recent 10 day holiday was a real bonus... yes, you heard it here first... from the mouth of a WorkStyle Warrior... it was a bonus and a benefit and added to the holiday (did I write that???)

'How so?' I hear those of you who shun technology on vacation ask. Let me share the benefits of having my notebook with me in Fiji:

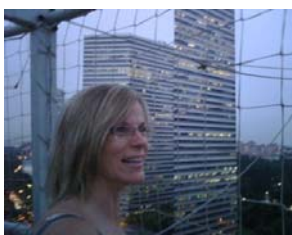
1. ability to keep up to date with email so I didn't come home to screens and screens of unread messages
2. watching DVDs and prerecorded programs on the big(ish) 17" screen
3. listening to music in the room (vs on individual ipods/mp3's/phone) - with my new Logitech speaker (thank you Kaye for this recommendation) - only AUD\$39.95 at www.ht.com.au
4. reading the newspaper (and finding out interest rates had gone up 0.5%!)
5. Googling information on our local area - I LOVE Google Maps
6. traveling with an entrepreneur who had a new business idea at least every second day, we were able to research the ideas and also see if domain names were available
7. instant messaging with Mark's sister about what duty free items to purchase and also the time she would be picking us up from the airport
8. and, finally, I did coach 2 clients during my time away and one of those was able to connect with me on Skype (VIOP) which was much cheaper than using the switchboard at our Fiji hotel

There you have it... 8 great benefits of traveling with technology. I eat my words of a year ago and would highly recommend it. I'll certainly be doing it again in future.

Oh, speaking of traveling, prior to Fiji, I was privileged to lead a coaching program in Singapore for a week. One evening as I was exploring Singapore (that's me in the DHL balloon higher than most of the skyscrapers in Singapore) I ended up in the IT pavilion of one of the main shopping malls and there I saw it... a PINK notebook. Yes, both Dell and Sony VAIO make PINK laptops! So now I'm looking forward to the time when my current notebook no longer serves me as I know exactly what I'll be purchasing next!!



Last night in Fiji having dinner at the very beautiful Hilton restaurant Nuku on





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WorkStyle Humour

Melrose Drive, Tullamarine, Victoria - January 16, 2006, 14.35 hours:

Highway patrol pulls over a Workcover inspector for doing 68km/h in a 60km/h zone.

Workcover inspector says nothing and cops the \$120 fine sweet.

Policeman finishes writing ticket and proceeds back to his car.

Workcover inspector gets digital camera out of bag photographs the cop and proceeds to the police car - and issues the policeman with an \$800 fine for not wearing his hi-visibility vest when leaving his vehicle in a high-traffic area.

Vengeance!

Thanks to my good friend Craig McLaughlan for this. As WorkStyle by design readers know, Craig lives in Barcelona, Spain and is a continual source of inspiration for merrymentality.

International Coach Federation (ICF)

'What exactly is Coaching?' The ICF defines coaching as:

Partnering with clients in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

Coaching is an ongoing relationship which focuses on clients taking action toward the realization of their visions, goals or desires. Coaching uses a process of inquiry and personal discovery to build the client's level of awareness and responsibility and provides the client with structure, support and feedback. The coaching process helps clients both define and achieve professional and personal goals faster and with more ease than would be possible otherwise.

The ICF has over 12,000 members in 80 countries and 150 Chapters in 42 countries.

Visit www.icfaustralasia.com to find out more

Strategic Skills for Leaders

I've had two trips to Brisbane recently as co-facilitator (with the wonderful Kaye Blackburn ACC) of *The Coaching Clinic*. Mater Health Services Brisbane Ltd is implementing a 'coach approach' program for their leaders and managers. The program powerfully develops staff and addresses performance issues by providing a forum for leaders and managers to gain *skills* and *supervised experience* in having a structured conversation leading to positive change.

Here is what participants are saying:

'A very valuable workshop which helps managers begin to learn to have difficult conversations'

'I think the Coaching Clinic should be an essential component of leadership training for all managers, educators and leaders of teams'

Visit <http://www.merrymentality.com.au/coaching/coachingtypes.asp> to find out how the Coaching Clinic can deliver results in your workplace.