

CORPORATE COACH



Q&A
By Dr Michael Heah
ICF Professional Certified Coach
<http://mikeheah.blogspot.com>

All questions and coaching enquiries can be emailed to: mikeheah@corporate-coach.com or call 03-6205 4488.

WORKPLACE COACHING

DOING WHAT MATTERS MOST

Q Quietly, I have been spending a great deal of time observing the situation at the workplace here since becoming the General Manager and owner of this organisation that I bought over. There are so many things that I feel is wrong here.

However, I do not want to make things worse by jumping into action without knowing enough of the organisation, and what I should be doing. From what I can gather, the situation can be summed up in 3Ps: "Production is down, profit is down, and people are down."

With this knowledge, I feel it is time for me to move in with a total plan of action. What do you advise me to do?

- Waiting Game

A Any planned action should be done from the top and not the other way round. Taking a 'helicopter perspective' would mean you have a bigger perspective of the total situation and where the key areas of focus are. This will enable you to optimise your resources well, while keeping your eyes on what really matters to make a quick and good turnaround.

The Bottom Line: The place to start is usually the leadership culture of your organisation. If yours is likened to a 'command and control' one, then this is an area you need to work on. Free them from the chain of traditional and outdated leadership practices so that they have sufficient space and authority to make their own decisions on certain aspects like how production can go up.

Another place to look at may be in the policies and work rules standards of the workplace. Review them with the intention to bring down the 'walls of bureaucracy' so there are fewer processes to speed up action.

Another one is to make the work environment more fun which allows for more interaction with people, both from inside and outside.

Get away from making your people feel they are 'pigeon-holed,' almost like living in a secluded world. Perhaps,

review the job itself so that it promotes their creativity while giving them autonomy as well.

Powerful Questions: What do you want your organisation to be? How does it look like? What is the biggest thing you can do to get there? How can you make your people a part of your vision?

USE STORYTELLING IN PRESENTATIONS

Q I have heard so many comments about the 'storytelling' technique as a powerful motivation tool of giving speeches. I want to explore this as I believe it will make me different and also add a 'breath of fresh air' for the audience? What is your view on this?

- Unconventional

A Yes, I agree that storytelling is a powerful method. Ask yourself how you will respond when someone starts by saying this, "I like to tell you a story."

What will your reaction be? Now compare this to the common way of making speeches, like when they say, "The purpose of my speech is to share with you the advantages of..."

Which one arouses your interest and curiosity more? I am quite sure the storytelling method will be more exciting, right?

The key reason why people are attracted to storytelling is because they can relate to stories of their lives, thus making them more meaningful and intimate.

They make the audience more participative as they are likely to put in the finer details to build 'their own story' on the story for more meaning.

Indeed, stories are not only for public presentation of facts, they can be used in many situations such as recognition events, parties, training sessions, conferences and more.

The Bottom Line: There are some guidelines to follow when using the storytelling method. Firstly, decide on the storyline or story theme on what you want to put across to the audience. Then, use 'dialogue' (instead

of a narrative method) to express out the different characters in the conversation.

Remember to pace it well both in the volume and the rate you are speaking. To make it interesting, exaggerate the facts at times and put in lots of expressions. If you can involve the audience in some ways, that will be even better.

One last point, relax and be yourself with a style that you are

most comfortable with.

Powerful Questions: What is the story that somewhat resembles what you want to share with your audience? What do you want to achieve? What pieces can be put together to attain this? What are your personal qualities that will make this story as original as possible?

