

Getting in the Right Mindset

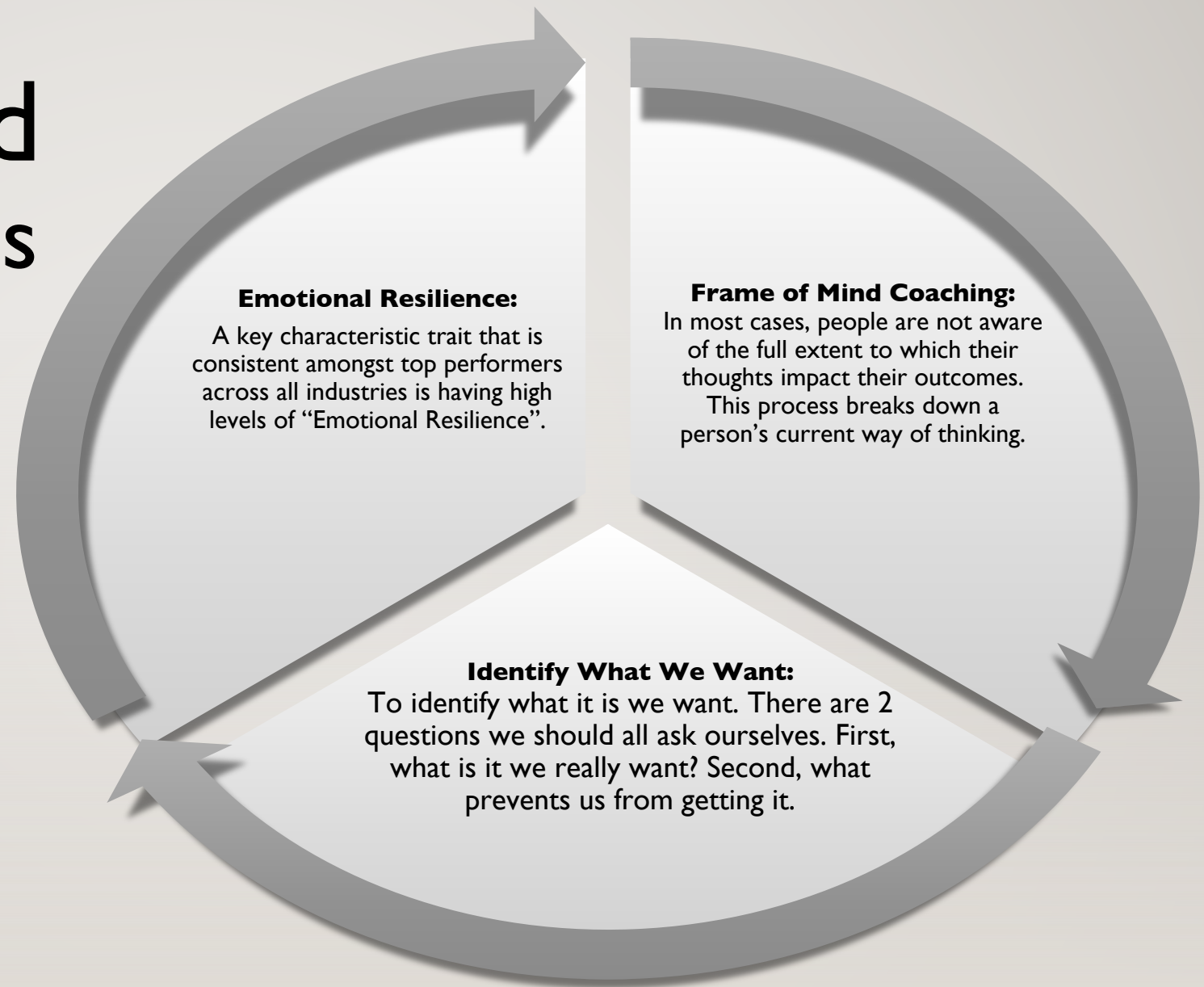
“Every Problem Offers an Opportunity for a Solution. If you are in the right frame of mind to find it.”

- Michael Arndt

Frame of Mind Coaching Process

3 Step Process

1. Emotional Resilience
2. Frame of Mind Coaching
3. Identify What We Want



Emotional Resilience



What is Emotional Resilience?

Emotional Resilience is the ability to adapt to stressful or demanding situations, as well as coping with any of life's ups and downs.

Resilience does not eliminate stress or erase life's difficulties; however, it allows you to confront or accept challenges, live through adversity and move on with life.

Developing Emotional Resilience

Set Boundaries	Practice being more assertive. If those around you place unrealistic expectations or asking too much of you, practice the ability to say “No”
Practice Acceptance	Stress, pain and changes are apart of life. Acknowledging pain, knowing that it comes & goes. Reflect on what is in your power to change & what is not.
Connect With Others	Spending time with those we love, accepting their support & speaking to them about things we find difficult can all help to feel more positive & stay in perspective.
Find Balance in Life	We all need to balance between routine, necessary & enjoyable tasks.
Develop your Self Awareness	How are you feeling? How is your body feeling? Name your feelings. Notice any patterns in your feelings... Why? Think about what's helpful & not helpful.
Express Yourself	Tell others how you feel or express them in other more creative ways. This can help you to unload & ‘let go’ preoccupying thoughts.

Allow yourself to be Imperfect	Making mistakes is part of healthy living. Keep going & don't be discouraged by “getting things wrong”.
Allow other to be Imperfect	All of us are fallible. When you are less critical of yourself, you are more able and will be able to extend this grace to other & allow the same extension to you.
Look after yourself – Practice Self Care	Exercising, eating healthy, getting enough sleep, being with loved ones, receiving and giving help, having fun, relaxing, having quiet time and avoiding too much alcohol are all good for us.
Keep things in Perspective	Try to look at day to day issues from a broader perspective. Humor, a sense of purpose, love and giving to others, and other spiritual perspectives may also help.
Be Positive	Is there a good side to a bad situation? Look for it, if possible, see crisis as challenges to overcome. Remind yourself of previous successes.
Notice your Warning Signs	Tiredness, hopelessness, enjoying things less, loss of appetite etc. Then take steps look after yourself. Practice self-care, and/or talk to someone.

Frame of Mind Coaching

Identify What We Want

WHY COMPETENCIES



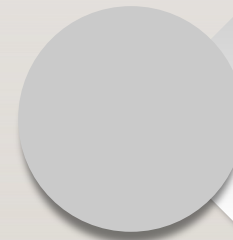
Competencies help to pinpoint the unique characteristics that lead to success. Focuses on the traits and motives that improve performance



Provides a means for developing career paths objectives and supports the develop and leverage of strengths



As competencies focus more on the person and less on the duties, they have a greater resilience, as job duties can often change. Promotes adaptability and agility in business.



Better alignment between job, person and company level goals

WHERE DO WE APPLY COMPETENCIES

Recruitment and selection

Performance Management

Learning and Development

Common language to describe development
and effectiveness at all levels

Succession Planning

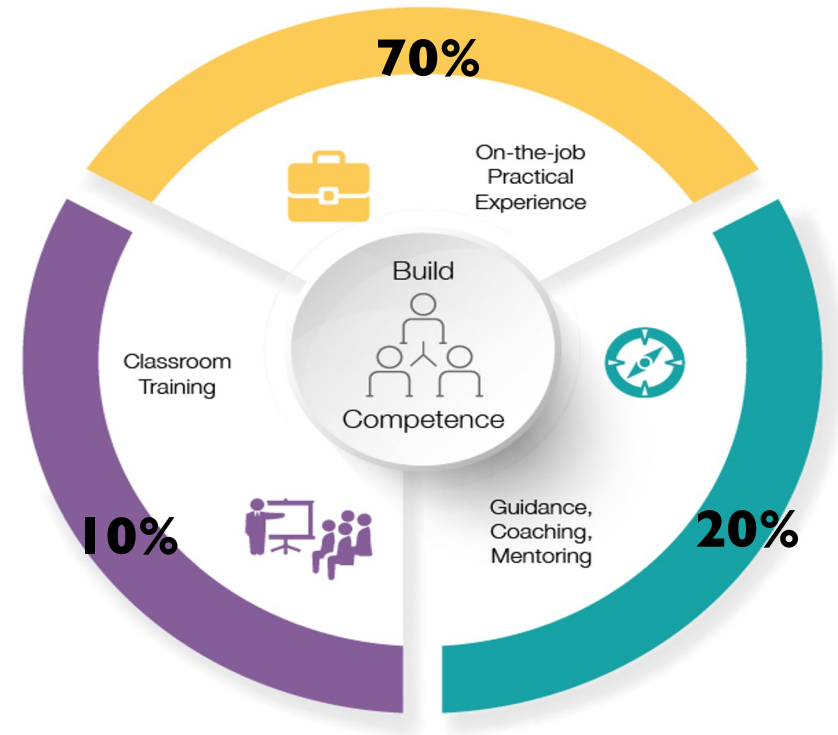
LEADERSHIP DEVELOPMENT MODEL

70% - On-the-job Practical Experience

20% - Guidance, Coaching and Mentoring

10% - Classroom Training

Leadership Development Model



MANAGERS VS. LEADERS

Manager	Leader
Transactional	Transformational
Copes with complexity	Copes with Change
Asks What	Asks Why
Plans short term	Plans long term
Organizes people	Aligns people
Administrates and controls	Motivates and inspires
Follows the Vision	Delivers the Vision



BECOMING A LEADER

Take Action

Having a Vision

Investing in
People

Living the
Values

Communication

INTRAPERSONAL COMPETENCIES

Self-motivation: Ability to do what needs to be done, without influence from other people or situations

Self-awareness: Maintains awareness of internal emotional states and has the ability to differentiate between emotional states; awareness of emotional strengths and gaps,

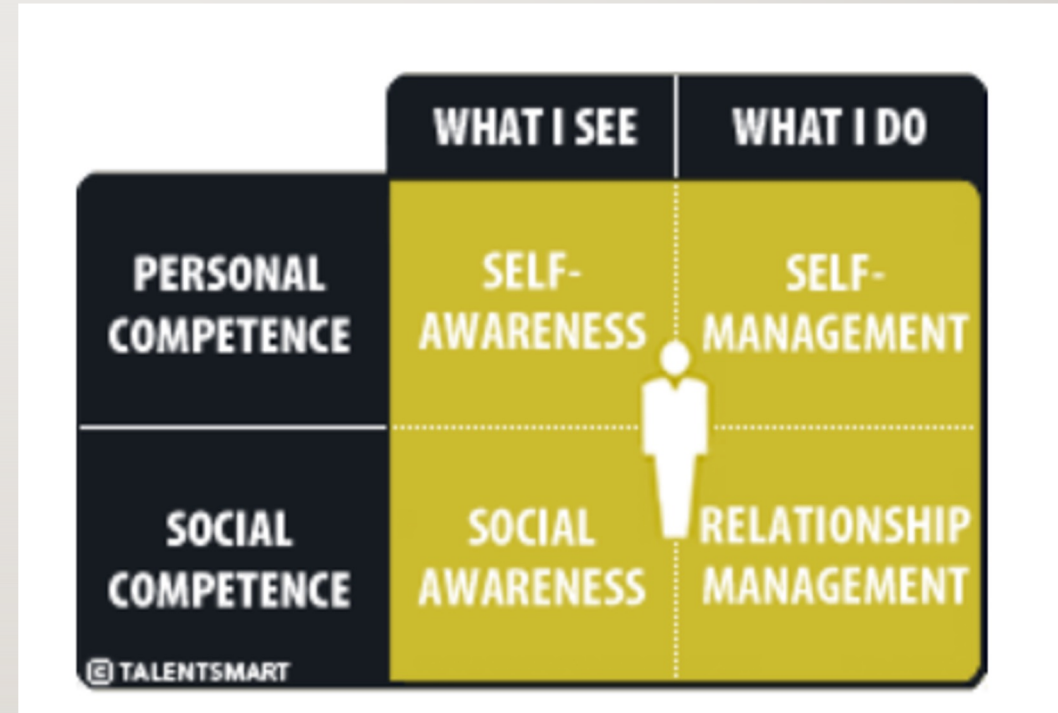
Self-regulation: Employs effective personal strategies to lessen or eliminate acting out of disruptive emotional states,

Adaptability: Can adjust emotions, thoughts and behaviors to new dynamic situations; tolerant of different ideas and perspectives

Integrity: Behaving according to principles you believe in such as trust, honesty, respect and justice

EMOTIONAL INTELLIGENCE

- How we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence.



EMOTIONAL INTELLIGENCE

Self-Awareness

- * Emotional Self-Awareness
- * Accurate Self-Assessment
- * Self-Confidence

Social Awareness

- * Empathy
- * Organisational Awareness
- * Responsiveness to Others



Self-Management

- * Emotional Self-Control
- * Transparency
- * Conscientiousness
- * Adaptability
- * Optimism
- * Achievement Orientation
- * Initiative

Relationship Management

- * Developing Others
- * Inspirational Leadership
- * Influence
- * Communication
- * Change Catalyst
- * Conflict Management
- * Building Bonds

MODES OF DEVELOPMENT



DIFFERENTIATING BETWEEN ASSOCIATE DEVELOPMENT AND MANAGEMENT DEVELOPMENT

	Associate – Leading oneself	Manager – Leading others
Key Role	Pursue knowledge, assignments and responsibilities that expand capabilities	Add value to position and organization with creative and transformative teamwork
Challenges	How to navigate the organization in order to have impact, learn, and grow in their role?	How do they get the work done through others?
Focus	<ul style="list-style-type: none">• Customer focus• Focused on self-development	<ul style="list-style-type: none">• Customer focus• Focus shifts to include the development of others

	Manager – Leading others	Market Manager – Leading Teams
Key Role	Add value to position and organization with creative and transformative teamwork	Connect with broader internal and external systems
Challenges	How do they get the work done through others?	How might the collective performance of my teams be enhanced for the long term success?
Focus	<ul style="list-style-type: none"> • Customer focus • Focus shifts to include the development of others 	<ul style="list-style-type: none"> • Customer focus • Focus shifts to include the development of the team

DIFFERENTIATING BETWEEN MANAGER DEVELOPMENT AND LEADER DEVELOPMENT

DIFFERENTIATING BETWEEN LEADER AND SENIOR LEADERSHIP DEVELOPMENT

	Market Manager – Leading Teams	Regional Director– Leading org
Key Role	Connect with broader internal and external systems	Envision and shape broader culture, organization and strategy
Challenges	How might the collective performance of my teams be enhanced for the long term success?	How do I strengthen or transform my org so it continues to adds value to our stake holders?
Focus	<ul style="list-style-type: none"> • Customer focus • Focus shifts to include the development of the team 	<ul style="list-style-type: none"> • Customer focus • Focus shifts to include the development of the business

MODES OF DEVELOPMENT

Formal training

Self-directed learning

Action learning

Self-assessment

Action planning

Benchmarking other organizations

Peer feedback

360-degree feedback