

Summer 2013 Newsletter

DOM MELI

Dear Colleagues,

Happy New Year to all of you and I hope you enjoy reading our first newsletter for 2013.

At the end of last year we completed a hugely successful leadership program with one of our clients and I wanted to share with you a tiny snapshot of the wonderful feedback we received:

“Well done on a great job. You and your team delivered the program in a very effective manner. I have certainly received value and greater insight.” “I am finding the workshops to be both informative and insightful in what it takes to be an effective leader. I have found the strategies and philosophy to be particularly useful and easy to apply back in the workplace.” “Thank you for your great program. I thank you for the difference you have made in the staff.” “A big thank you – I am learning so much. I am not only learning, but actually enjoying and implementing the program into working life.” “I now realize, that without this course how dire my situation was in regards to dealing and working with people. That was the wakeup call.”

One of the areas we covered during the program was authentic leadership. What we know is that leaders may have superior intellect, a strategic mind, be great orators and profoundly experienced but if people do not believe that their behaviour is aligned to their values then they will not be trusted and, they will not be followed. As a leader, what you stand for must be clear and it must be seen to be driving your actions. Authentic leaders behave more consistently and transparently and are regarded as having greater integrity. Authentic leadership involves modelling your values and acting in accordance with them – it requires a high degree of mindfulness and self-awareness. Leaders must know themselves and have the courage and resilience to be true to their inner compass, to respond appropriately to ambiguous and challenging situations. Without authenticity, leaders will find it harder to build trust, generate commitment and hard work and cultivate sustained levels of performance. [Read more here.](#)

People At Their Best Staff continue to be in demand – Bree, our Communications Specialist, is to begin tutoring at the University of NSW in Communications Strategy. This is great recognition of the expertise Bree has in this area and what she contributes to our clients.

In our June Newsletter, I wrote that we all need to ‘change’ our brains – that is, to change the overused neural pathways we use to process information. The problem I discussed was that our brain’s drive for efficiency leads us to take perceptual short cuts to save energy. As a result, we experience real neurological limitations or more bluntly, thinking errors due to our over-learned associations and inflexible approach to processing information. In short, we perceive what we expect to find, not reality. This is known as a cognitive blind-spot. At a time when leaders face a multifaceted, ambiguous



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and uncertain world the costs are high; a reliance on redundant solutions and a lack of innovative and creative alternatives. What we need is a collective and collaborative intelligence and a creative and innovative intelligence. We also need new ways to validate information, to get different and diverse opinions, to challenge our over-learned approach, to explore 'what-ifs' and unlikely circumstances, to reframe our situations and be more emotionally intelligent. Talk to us about how you can build this capability in your organisation.



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