

Astara Coaching



Welcome

Welcome to the first edition of our newsletter where you will learn hints and tips about coaching and management skills as well as hear what we are doing at Astara coaching.

In this first edition we reflect on Daniel Golemans recent article in which he urged readers not to write off the coaching leadership style. This is an article which has grabbed our attention since as a company that promotes coaching and trains managers in coaching techniques, we are well aware of the benefits of coaching but equally aware that many companies are sceptical of the benefits and particularly return on investment.

One of our themes at the moment is supporting businesses in training staff on stress management. We are seeing staff struggling to keep up with the increasing demands at work (as businesses reduce staff numbers) and maintain resilience to deal with stressors. With this in mind, we have an article on managing stress to give you some top tips to maintain resilience in difficult times.

We hope you enjoy the articles and of course, would love to hear your views and ideas. Please send to info@astara-coaching.co.uk and one lucky reader will win a free two hour coaching session!

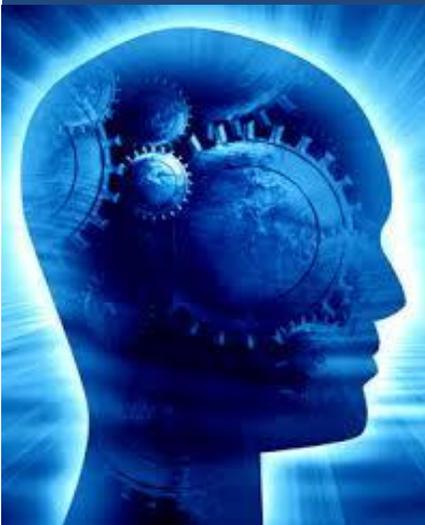
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New Course for September 2013!

Introduction to Neuro-Linguistic Programming (NLP)

- Do you want more motivation and more success?
- Do you want to know how to successfully achieve your goals?
- Do you want to know powerful communication skills?
- Do you want to lead, motivate and inspire others?

Join us for this interactive and inspiring course and learn NLP tools and techniques to enhance your home life and career!

Venue: Gryphon School, Sherborne, Dorset

Every Wednesday 6.00 – 8.30pm from 18th September for 6 weeks.

For more information please email me at Yvonne@astara-coaching.co.uk

“Coaching often supports personal development and may produce more motivated staff, staff more willing to contribute to an organization or may reduce staff turnover.”

Practice Management Training

We are pleased to announce that we are offering training in General Practice Management for new Practice Managers, Deputy Practice Managers and Senior Admin staff.

This will cover the basics in Practice management such as the core GMS/ PMS contract, finances, Quality and Outcomes Framework and Enhanced Services.

The following dates have a few spaces left:

Tuesday 15th October, 9.00-4.30pm
Summervale Medical Centre,
Ilminster

Thursday 17th October, 9.00-4.30pm
Castle Place Surgery, Tiverton

Tuesday 5th November, 9.00-4.30
The George Hotel, South Molton

Please contact Yvonne@astara-coaching.co.uk for more information

Coaching To Support Leadership

At Astara coaching we are often approached by clients who want to use coaching to increase their leadership skills and equally by organisations who wish to develop a coaching culture by training managers in coaching skills. It is always a pleasure to work with organisations that wish to use coaching to support their teams and to use coaching to support organisational vision and values.

However, there are many organisations out there that remain sceptical about the use of coaching to support staff. In these challenging times where organisations are focusing on the economic impact on their business, it is understandable that organisations are looking for return on investment (ROI) on any expenditure on training and coaching.

This of course, is always a challenge as many of the benefits of coaching and management skills training are not tangible. Coaching often supports personal development and may produce more motivated staff, staff more willing to contribute to an organisation or may reduce staff turnover. These benefits are often felt in the organisation but not directly measurable in terms of return on investment.

Daniel Goleman (best known for his work on emotional intelligence) produced a recent article titled, “Don’t write off the coaching leadership style”.

In this article he sums up some of the numerous benefits of managers using a coaching style to lead their staff, including:

- Supporting staff to identify their unique strengths and use them
- Supporting team members career aspirations
- Supporting long term development and goal setting
- Staff being more motivated

(continued on next page)



Coaching To Support Leadership (cont.)

Despite these benefits Goleman notes that in high pressure organisations, the coaching style is used least often. There appears to be a perception that there is insufficient time to invest in coaching staff, even though the evidence is that a coaching style of leadership does not take more time to deliver.

This is disappointing as despite the benefits organisations are not actively using coaching as a tool to invest in staff and potentially increase productivity. What isn't clear from the article is whether organisations are not using a coaching leadership style due to not understanding the benefits, lack of time or whether it is related to organisations seeking ROI.

In terms of the latter, it might be better for organisations to be clearer about what the potential benefits of coaching might be and to set out for themselves what their expectations of coaching is. Where organisations are very clear about their expectations of coaching at the outset, it becomes easier to demonstrate the benefits for the organisation. This can be termed return on expectation, rather than investment. So our message is that coaching and a coaching style of leadership does have real value in organisations and for the sceptics out there – set out what you want to achieve for the organisations so you can be sure that coaching has delivered. Any coach that is confident of their ability will be more than happy to demonstrate the value of coaching to your staff and organisation.

Special offer – subscribe to our newsletter and receive 33% off coaching programmes commenced during November and December 2013. Book now to avoid disappointment!



Confident Presentations

We all remember a bad presentation for all the wrong reasons. Usually it is not about poor content but about poor presentation skills: a nervous presenter - pulling their sleeves, stuttering, sweating, and wishing the presentation was over. And unfortunately, the audience is usually sitting uncomfortably also wishing the presentation was over.

Our confident presentation skills training ensures that delegates learn the tricks to both present confidently and use a format to their presentation that ensures they can engage and influence their audience.

If you would like more information regarding in-house training or future presentation skills events please contact info@astara-coaching.co.uk and if you book a course for November and December 2013 you will receive **25% off your booking fee when you subscribe to our free newsletter.**

Your Chance to Win a Free Coaching Session!

We would love to hear what you thought of our first newsletter plus any ideas you have.

Please email us at: info@astara-coaching.co.uk

Remember one lucky winner will receive a free 2 hour coaching session!

(To be drawn 31 December 2013)

Subscribe to our free newsletter!

Get access to special offers for subscribers and articles to increase performance at work. Visit [our website](http://ourwebsite) to sign up.

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Supporting your business to maximize its performance

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ASTARA COACHING
BUSINESS PERFORMANCE SOLUTIONS

Managing Stress at Work

It seems that many organisations we work with are feeling the pressure either due to reorganisations or through managing the economic downturn. It is no wonder then that many are approaching Astara about training staff in stress management.

The Health and Safety Executive define stress as, “the adverse reaction people have to extreme pressures or other types of demands placed on them at work.”

Stress appears to be a state of mind when pressures become too much and we are no longer able to deal with pressures and demands in the usual way. Initial symptoms may include short temperedness, poor sleep patterns, lack of energy or forgetfulness. If left and with continued pressure, this can lead to feelings of despair and illness. Therefore, it is essential that that staff learn how to recognise feelings of stress and address these early on.

The theory of resilience notes that in order to avoid the feelings of stress there needs to be balance between our stressors and our protective factors. This essentially means that we need to maintain our inner resources so that when we are exposed to pressure we can cope. In fact, when we have strong inner resources, people often thrive on some pressure but the key is that these pressures should never exceed the resources we have to deal with them – and that everyone has a limit!

So what do we do to maintain that balance?

First of all we need to ensure that we engage in activities which ‘top up’ our protective factors. This includes getting sufficient sleep, taking care over what we eat, exercising, spending time with friends and doing things we love.

Additionally, we need to ensure that we have strategies to reduce stress. This might include focusing on our inner goals, having positive affirmations such as saying, “this feeling will pass”, “I can cope”, and sharing concerns. These are good for short term stressors however if the environment is continually pressured then we need to also address some of the stressors directly by identifying what the issue is and tackling it head on. These issues might be workload, lack of support from colleagues or line managers or competence to deliver the workload. The corresponding actions might therefore include, delegating work, asking colleagues or line managers for more support or having training to deal more effectively with the work.

Being mindful of stress and stressors is an important part of succeeding at work whether you work for yourself, a line manager of others or team member as all organisations need a happy and healthy workforce. So take a few minutes to think about how you or your colleagues are feeling and whether you need to take action now!