

# INSIDE OUT Coaching and Consulting



**Bringing the Inside Out**

**NEWSLETTER**  
**JANUARY 2008**

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## **Coaching: Coaching to a Winning Career**

Are you struggling with your career?

There are times in all of our careers when we are at a crossroads. Some of us actively seek our next step, while others wait for the next step to come to them. If you believe you can have a career that brings you excitement and fulfillment, then you will have that.

One coaching technique I use is to walk my client through five simple steps:

### **1. Describe What You Want**

You cannot get what you want until you can describe what it is. What do you see yourself doing if there were no perceived obstacles in your way? Give yourself the freedom to brainstorm and the answers you are seeking will come.

### **2. Explore Your Options**

What did you learn from Step 1? Take your realizations and turn them into real career choices. Begin researching and using contacts you know today, or people you haven't met yet, to help you.

### **3. Create Your Game Plan**

Take what you gathered from the exploratory process and put these steps into your calendar.

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- a) What I want.
- b) When I will get what I want.
- c) The actions I will take to get there.

#### 4. Implement Your Plan

Keep the momentum going. Set daily, weekly, and monthly goals. Persistence and forward movement is what will help you reach your goal.

#### 5. Reach Your Goal

You made it! Applaud yourself for your hard work and effort. Congratulations on discovering you can handle anything that comes your way.

(Adapted from Coaching Compass – CTA newsletter)



### Why Burnout?

Burnout happens when people who have previously been highly committed to a job lose all interest and motivation.

It mainly strikes highly-committed, passionate, hard working and successful people – and it therefore holds a special fear for those who care passionately about their careers and about the work they do.

Two important definitions of burnout are:

- “A state of physical, emotional and mental exhaustion caused by long term involvement in emotionally demanding situations.” - *Ayala Pines & Elliott Aronson*
- “A state of fatigue or frustration brought about by devotion to a cause, way of life, or relationship that failed to produce the expected reward.” – *Herbert J Freudenberger*

Between them, these definitions embrace the essence of burnout, with the first stressing the part that exhaustion plays in it, and the second stressing the sense of disillusionment that is at its core.

Anyone can become exhausted. What is so poignant about burnout is that it mainly strikes people who are highly committed to their work: You can only "burn out" if you have been "alight" in the first place. While exhaustion can be overcome with rest, a core

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part of burnout is a deep sense of disillusionment, and is not experienced by people who can take a more cynical view of their work.

Exhaustion and long-term stress contribute to burnout, but they are not the most destructive parts of it. The real damage of burnout comes from the sense of deep disillusionment that lies at its heart. Many of us get our sense of identity and meaning from our work. We may have started our careers with high ideals or high ambitions and may have followed these with passion.

This is easy to see in doctors and teachers, who may have a strong desire to help other people to be the best that they can be. Good lawyers may have a passion for justice. Others may be ambitious for promotion or may want to “make a difference” to people or organizations in some other way. In all of these cases, these ideals can drive a highly motivated, passionate approach to work.

It is incredible what we can achieve when we truly believe in what we are doing: We are hard working, effective, full of initiative, energetic and selfless. We can find ourselves doing much more than we are contracted to do, working much longer hours. Even more, we enjoy doing this. Particularly when we are appreciated for what we do, and when we are able to see good results from our work, this satisfaction can help us to overcome enormous difficulties.

It is not surprising that people showing this level of resilience and commitment to their work are often spectacularly successful.

The problem comes when things become too much. Perhaps exhaustion sets in because people have been working too hard for too long. Perhaps performance begins to slip because of this. Perhaps the problem being solved is too great, and the resources available are too meagre. Perhaps supportive mentors move on and are replaced by people who do not appreciate the heroic job that is being done, or do not subscribe to the ideals that drive performance. Perhaps co-workers or team members make just too many emotional demands, or people being served prove to be ungrateful and difficult.

Being proactive, energetic, committed people, it is likely that we respond to obstacles like these by increasing our commitment and hard work. However, in these circumstances it is possible that these efforts may have little or no impact on the situation.

This can be where burnout begins to set in. As we get less satisfaction from our jobs, the downsides of these jobs become more troublesome. As we get more tired, we have less energy to give. If our organizations fail to support us, we can get increasingly disenchanted with them. We become increasingly disillusioned.

In extreme cases, we can lose faith completely in what we are doing, and what our organizations are doing, becoming cynical and embittered, and feeling that our ideals and meanings in life count for nothing.

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This is full-scale burnout. As we have already discussed, part of the cause of burnout may lie with your situation. The other part comes from within yourself: From your ideals, your ambitions and your goals.

It may be too late to talk about avoiding burnout. Maybe you've already reached the stage where you are thoroughly disillusioned with your job and where you no longer get anything of emotional value from it. While you can deal with exhaustion by taking a good break, rest may not cure this sense of disillusionment. The passion and commitment that you previously brought to your job may now have completely burned out. If this is happening, you need to take some type of action to change your situation. Burnout can lead to depression and other sorts of mental challenges; it may help to discuss your situation with a life coach or a counsellor. Taking back control over your life is the first step to getting joy and happiness back into your life.



## **Tips: Ten Ways to Improve Your Communication Skills**

We all have people with whom we have to work to get things done. Our ability to communicate with clients, customers, subordinates, peers, and superiors can enhance our effectiveness or sabotage us. Many times, our verbal skills make the difference. Here are 10 ways to increase your verbal efficacy at work:

1. **Develop your voice** : A high whiney voice is not perceived to be one of authority. In fact, a high soft voice can make you sound like prey to an aggressive co-worker who is out to make his/her career at the expense of anyone else. Begin doing exercises to lower the pitch of your voice. Here is one to start: Sing — but do it an octave lower on all your favourite songs. Practice this and, after a period of time, your voice will begin to lower.
2. **Slow down**: People will perceive you as nervous and unsure of yourself if you talk fast. However, be careful not to slow down to the point where people begin to finish your sentences just to help you finish.
3. **Animate your voice**: Avoid a monotone. Use dynamics. Your pitch should raise and lower. Your volume should be soft and loud. Listen to your local TV news anchor; take notes.
4. **Enunciate your words**: Speak clearly. Don't mumble. If people are always saying, "what?," to you, you are mumbling.

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5. **Use appropriate volume:** Use a volume that is appropriate for the setting. Speak more softly when you are alone and close. Speak louder when you are speaking to larger groups or across larger spaces.
6. **Pronounce your words correctly:** People will judge your competency through your vocabulary. If you aren't sure how to say a word, don't use it.
7. **Use the right words:** If you're not sure of the meaning of a word, don't use it. Start a program of learning a new word a day. Use it sometime in your conversations during the day.
8. **Make eye contact:** One technique to help with this is to consciously look into one of the listener's eyes and then move to the other. Going back and forth between the two (and I hope they only have two) makes your eyes appear to sparkle. Another trick is to imagine a letter "T" on the listener's face with the cross bar being an imaginary line across the eye brows and the vertical line coming down the center of the nose. Keep your eyes scanning that "T" zone.
9. **Use gestures:** Make your whole body talk. Use smaller gestures for individuals and small groups. The gestures should get larger as the group that one is addressing increases in size.
10. **Don't send mixed messages:** Make your words, gestures, facial expressions, tone, and message match. Disciplining an employee while smiling sends a mixed message and, therefore, is ineffective. If you have to deliver a negative message, make your words, facial expressions, and tone match the message.

Posted by Bert Webb on Open Links



## WHAT'S HAPPENING?

Late January/Early February: The 5 Week **Law of Attraction Study Group**, based on Michael Losier's book: Law of Attraction, The Science of Attracting More of What You Want and Less of What You Don't – this was cancelled in the Fall because people registered late. If you want to register, I need to know at least 2 weeks before the course start date in order to get the books in time.

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Then for the four Thursdays in February, Inside Out Coaching and Consulting and the College of the Rockies will be partnering to offer a series of public workshops including **True Colors, Communication Skills, Conflict Resolution and Time Management.**

I am excited to be asked to be a main instructor/facilitator for the **College of the Rockies** in their **Bridges to Employment Program** in January, February and March 2008.

And in March; the Leading Communities BC group that I am co-coordinating will be facilitating **Community Forums** regarding affordable & attainable housing needs in Golden.

Lastly, I have had some inquiries from some local businesses about **Time Management** and **Team Building** for this fall and we are working on some fall or winter dates.

If there are workshops that you or your business could benefit from and you are interested in seeing them offered, please contact us at [insideout@uniserve.com](mailto:insideout@uniserve.com).

### Quotes to Live By:

***"Do not follow where the path may lead.  
Go instead where there is no path and leave a trail."***

*Harold R. McAlindon*

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