

COACHING FOR RESULTS

**28 MILLS STREET
CHELTENHAM 3192
VICTORIA**

Email: johnlock@connexus.net.au

THE DAY SANTA CRIED!

On Christmas day this year I did something I've never done before. Instead of the normal "family" day, I spent the day helping to feed 300 needy, lonely people.

For me it was a day of tragedy, sadness, a real eye opener, yet wonderful and fulfilling.

It started around 9.30am as we commenced to pick up people from all around Melbourne in local community buses, and transport them to the venue.

The second person we picked up was a Ms M. She is wheelchair bound and lives alone in her unit in Clayton. As I opened the door the stench from the unit wafted out. I was later to find out that she has not been out of her unit since the same occasion last year and does not like opening blinds or windows for fear of being robbed or attacked.

The next person was Myrna, who got into the bus



CELEBRATE THE SMALL STUFF!

obviously a little upset (we later found out she was convinced that somebody was in her house and trying to get her out), and so it continued. Two sisters who live alone, who booked in for their lunch a year ago and ring each week thereon, to make sure they're booked in; a single mother with 8 children; Norm, who lives in a home for handicapped and on and on. Finally at around noon, Thelma, who had been waiting at the curbside since 9.30am. By the time we reached the venue, I was wondering how the day would pan out. Well, it turned out to be a wonderful day. The look of delight on the faces of

**JOHN LOCKWOOD P/L
PHONE: 0395855188
FAX: 0395855199
MOBILE: 0412315913**

decorations, music and celebration of others was a joy to behold. Everybody's spirit was lifted as they ate and sang carols and conversed with others, including the wonderful helpers and carers.

Then came the time as Santa arrived to give presents to the 30 – 40 children that were there. They were called up one by one and the looks of delight was something to behold. For many it would be their one and only present. At the end of the day when it was time to take all home again and as I was busily helping to organise people back on to the buses, I suddenly realised that I had lost somebody. I raced back into the hall searching, just to fall into the arms of "Ian" still dressed up as Santa, with tears streaming down his face.

"What's wrong", I enquired and Ian replied: "The looks of wonderment and delight on those children's faces, has just overwhelmed me. We don't realise how lucky we are, nor take the time to

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celebrate the small things that we take for granted each day!"
On contemplating that statement over the next few days I realised that it was true, both with our families and in our businesses
So I set about to change, particularly with the team I am currently working with at John Hopkins and Co.

Our weekly meetings are held on a Tuesday morning and here is our new agenda:

1. Acknowledgements.

This is a time when any body in the company can acknowledge any other person for something they have done over the previous week. We encourage all members to look for the small things that others do, not the big sale or the large accomplishment.

2. Values.

Here our values are listed; Integrity, Passion, Quality Relationships and Balance, and each person is asked to rate themselves out of 10 as to how they have lived and demonstrated those values over the previous week.

3. Stats.

We go through what has happened in the last week and what we need to do over the next week

4. Action Items.

Reports from last week from those responsible and who's doing what for the next week.

5. General Items.

The results so far have been very positive, with more enjoyable meetings, a bit of fun and definitely all involved have noticed a difference in our environment, not just on Tuesday mornings, but every day.

Even those external to the team have noticed a difference and have made positive comments.

If you are not in a position to try this with your team at work, try it on your family, I promise you it will make a difference.

All the best for this wonderful year

John Lockwood

Leadership Breakfast with Daffyd Weisner-Ellix author of "Visioneering"
Following is an extract from his book "Visioneering" – 'how-

tos' in developing shared destiny - workable VISIONS of the future that all stakeholders have an enthusiastic interest in

"In a 4-year study of nine to ten firms in each of 20 industries by Professors John Kotter & James Heskitt, the impact of a "shared sense of destiny" was studied.

Organisations that had a strong corporate culture based on a foundation of shared values

outperformed other firms by a huge margin.

Over an 11-year period corporations with shared vision and values at all levels of business (senior management to staff):

1. increased revenues by an average of 682% versus 166% for those without such a strong corporate culture
2. Expanded their workforce by 282% versus 36%;
3. Grew their stock prices by 901% versus 74%; and
4. Improved net incomes by 756% vs 1%

Thurs March 8th Hotel Sofitel
7.15-8.55am
Limited seats. \$50 Call
0412315913 or email:
johnlock@connexus.net.au

Don't miss it!

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