

INTRODUCTION: LEADING IN CHAOTIC TIMES

Today's global business leaders face extraordinary challenges and uncertainty. The turbulent business environment is constantly testing them in ways they never thought possible. It has amplified the importance of effective leadership practices, people management and the unique knowledge that organizations possess.

Leaders can be a driving force and catalyst for success or lead the organization into further uncertainty, indecisions and fail to change and survive. To steer through turbulent times, they must continually adapt their style to effectively navigate through rough seas.

Great leaders have adopted the 'power of coaching' to leverage their knowledge and skills to inspire, transform individuals and become the 'indispensable champion' to lead through chaotic times.

Why Should Everyone Read This Book?

If you truly want to know the secret to leadership success, then this book is for you. It's a **practical, how-to guide of powerful coaching techniques executives use to transform themselves, others and the organization to achieve maximum results.** It is a virtual storehouse of useful tools, models and concepts that anyone can learn and practice daily.

The uniqueness of this book is that.....the NeuroCoaching techniques are founded on the well-known concepts of EQ, NLP, positive psychology, solution-focused thinking and the latest human behavioral research that explains 'how we think'. Understanding human behavior, how the brain functions, how people think and behave, helps leaders connect and establish strong communication, improve thinking to achieve amazing sustainable results.

Using This Book – A New Leadership Style

The book outlines masterful coaching principles and skills to create a collaborative, solution-focused, 'thinking environment' of 'active listening' and 'asking powerful questions' to improve people's thinking, uncover individual greatness and create new behaviors to achieve desired outcomes.



Words of Wisdom

"A leader is one who knows the way, goes the way and shows the way."

- John C. Maxwell

The principles are straightforward with methods that are easy to learn, recall and apply every day. While some of the approaches may seem matter-of-fact and functional, that does not mean easy. Changing human habits and behavior is not easy --- but it can be done. Yet, with dedication, commitment and practice, this innovative communication approach will become the 'new you and your leadership style'.

So, whether you're new to coaching or have been coaching for years, already considered a successful leader, are a senior executive, middle manager, line staff or simply someone who just wants to know more about the power of transformational coaching

--- this book will provide new perspectives and insights to further develop your knowledge and skills to positively impact others. Whatever your experience level, I sincerely encourage you to read this book with an open mind to uncover the valuable 'diamonds' that you can use immediately!

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How This Book Evolved

While studying for my MBA I felt organizational behavior and change management were meaningless. Many years on, I finally came to the realization that they are the essence of leadership. This book is based on my 20 years experience in consulting, mentoring and coaching professionals in the US, Europe, Asia Pacific and Australia. I was extremely fortunate to have worked with individuals who respected and trusted me enough to share their personal and professional experiences and challenges. The knowledge in this book is based on my extensive research coupled with my personal observations, client interactions, feedback and the practical application and refinement of the techniques. These experiences helped me reframe my perspectives, rethink possibilities and inspired me to action in developing a new approach to facilitate better thinking, creativity, innovation and behavioral change.

Find What You're Looking For

This book is designed to be scanned through and used as a daily reference guide. It can be used again, again and again to locate key topics, refresh your knowledge or to handle specific challenges. The table of contents is expanded into 7 Sections that quickly helps you find the information you're looking for:

Section One: The New Paradigm

This section reviews the 21st century worker, defines coaching and looks into how it's applied in the workplace. Planned and spontaneous situations are briefly reviewed to illustrate the unlimited possibilities of its application. Also explored are the ROI benefits of coaching based on recent research and organizational studies. Finally, coaching and mentoring are discussed to clarify the differences and similarities.

Section Two: Changing Behavior

Section Two examines 'how we think' based on human behavior and the latest neuroscientific and neuroplasticity research findings on: brain functions, how to change behavior and improve performance. This section also looks at the importance of emotional intelligence (EQ) 'soft skills', and how balancing IQ and EQ can improve workplace performance by coaching individuals, teams and groups to extraordinary outcomes.

Section Three: Powerful Collaboration Skills

Section Three discusses the techniques to establish meaningful and effective relationships to establish a 'thinking environment' to transform themselves, others and the organization.

Section Four: Coaching In Action

This Section demonstrates the step-by-step transformational leadership coaching paradigm great leaders use to help individuals reframe, rethink, uncover and explore possibilities, create a plan and take action.

Section Five: Coaching Up, Down and All Around

Useful frameworks to 'Coach the Boss', 'Coach Up Ideas' or even coach an important client to negotiate a contract are introduced. The dynamics of both group and team coaching are examined. Then, effective coaching techniques to maximize sales performance is presented. Finally, a blueprint to embed a coaching culture throughout the organization is discussed.

Section Six: Beyond Just Coaching

Section Six introduces the ***Coach-sulting ERA²® Model*** that helps distinguish between the different types of conversations, and guides leaders to shift focus as required, to effectively deal with any situation.

Section Seven: Make It Work For You

The last Section provides tips on integrating transformational coaching into your thinking.