

Authentic conversations
for uncovering a **better you**
and a **better fundraiser!**

S SALLY
FOLEY
LEWIS

Personal Effectiveness Track

FIA CONFERENCE

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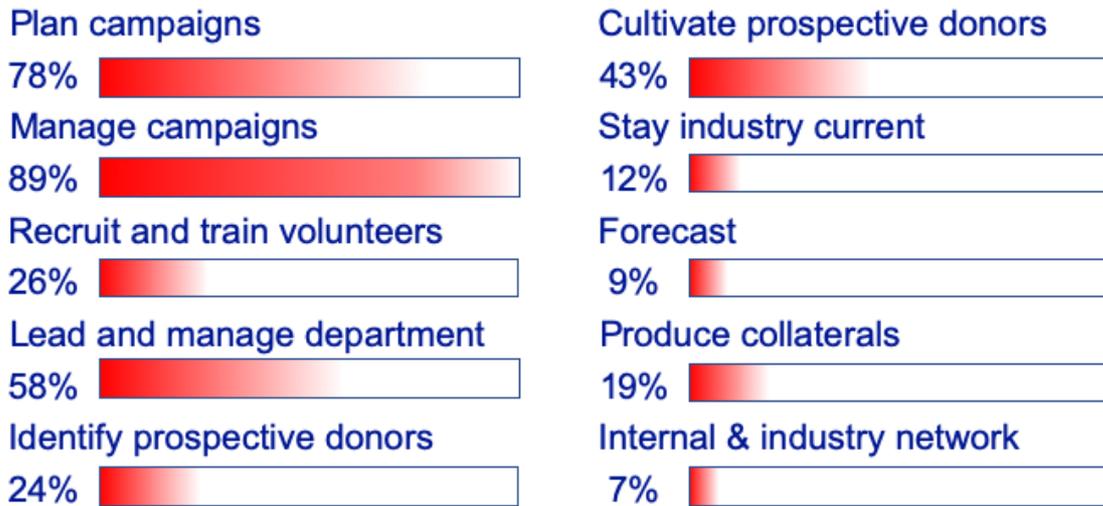
IT STARTS WITH YOU

Vision.
Collaboration.
Transformation.
FIA 2020

Thank you for attending the Personal Effectiveness Track session: AUTHENTIC CONVERSATIONS FOR UNCOVERING A BETTER YOU AND A BETTER FUNDRAISER!

This pack includes slide prompts, extra notes and self-coaching questions. If you have any questions then please do reach out.

A day in the life of a fundraiser...



YOU:

A fundraiser who spends significant amount of time to giving their energy to others. You tend to be in a 'passion driven career'. You give and can tend to forget to give to yourself.

SALLY FOLEY-LEWIS:

Sally helps managers be productive, profitable and promotable. Obsessed with boosting productive- and self-leadership that ensures people reach their potential. Sally positively impacts your results, confidence and effectiveness.

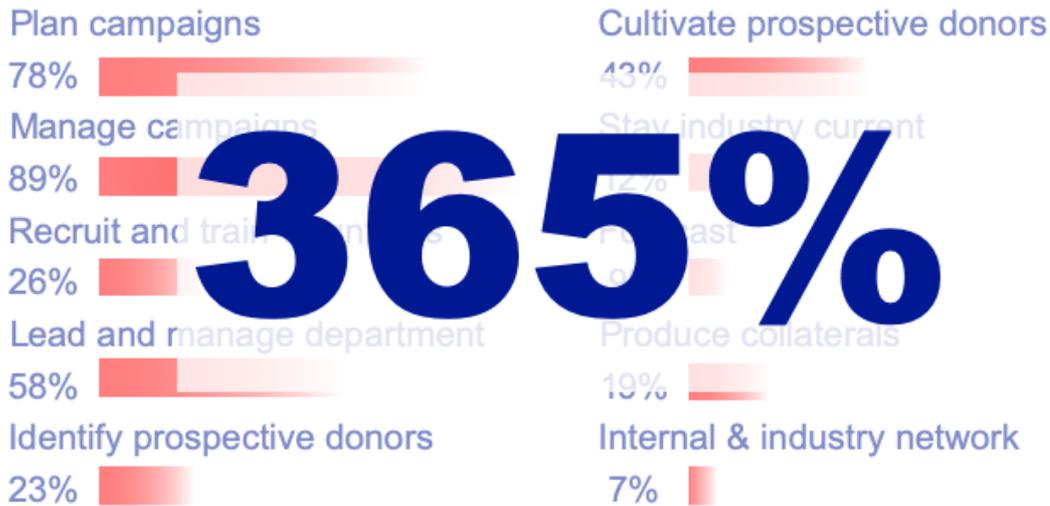
A 2019 finalist for Australian Learning Professional of the Year and Bronze Stevie International Business Award; she's also the winning Champion Sole Trader in the 2019 Australian Small Business Champion Awards and was named as one of the 25 LinkedIn Top Voices for Australia for 2018 for her thought leadership.

She has authored multiple books: her book *The Productive Leader* received an

endorsement from the renowned global personal development guru Brian Tracy. Her latest book, *DELEGATE: Double the results! Halve the Effort!* Is being read all across Australia and has reached managers in Italy, the Middle East and Asia. Her DELEGATE workshops immediately transform managers.

Blending 20+ years of working with a diverse range of people and industries, in Germany, the Middle East, and across Australia Sally has extensive qualifications, a wicked sense of humor and an ability to make people feel at ease. Sally's your first choice for mastering skills, facilitating action and achieving results.

A day in the life of a fundraiser...



Do you come in early and stay late more often than not?

Do you find it intensely difficult to switch off often?

Do you have more work to do than hours available?

If you feel overwhelmed by the sheer volume of work, short term it could actually feel exciting. Long term you know it can have a negative impact.

3 QUICK TIPS TO TAME THE WORKLOAD BEAST:

1. MORNING RITUAL - HOME

What three things can you do in the morning, before work, that will set you up for sustained energy, focus and productivity?

(When was the last time you had a check-up?)

2. MORNING RITUAL – WORK

Set your work day up for success by taking control of your day from the start rather than letting everything and everyone control your day. Here are three actions you could do once you arrive at work (and after you've grabbed your cuppa):

- 1) Say hello, smile and set your intention for the day: this might seem basic but

sometimes we skip saying hello because our minds are already on the job. Setting intention is about determining how you want to feel at the end of the day.

2) Open your calendar first (hold off on opening your email): Review your day and remainder of the week: what is important, urgent, can be delegated, can be deleted. What notes do you need to action from yesterday's afternoon ritual (see below).

3) Schedule your day, block off times in your calendar: Start with scheduling the most important work for when you are at your most alert (eg if you suffer a post-lunch slump, that is not the prime time to do your most important work.)

3. AFTEROON RITUAL – WORK

Close out your day with purpose. Having an end of day ritual helps you leave work at work. You can do this at the office or you can do this in your car just before you leave at evening event! Place doesn't matter, the ritual does. Here are three actions you can take to close out your day.

1) Write down anything that comes to mind that will need actioning, don't prioritise just capture.

2) Tidy your space: put your timer on for 2 minutes and tidy up your workspace so that it is more inviting tomorrow morning.

3) Write down what you're grateful for from today and / or what you are proud of yourself for.



How does this make you feel?

When emotion is high, tempers can boil over, making it challenging to handle stressed colleagues and staff.

The lead up to fundraising events can trigger emotional waves of both excitement and stress. Such extremes make it critical to recognise and communicate effectively with the different personalities working in your fundraising team.

Authentic conversations are direct and are driven by an intention to be open and positive. They start with that positive intent, irrespective of the context or issue.

In this interactive session you will learn how to hold the space for others, as well as actively initiate, engage in, and invite others to participate in authentic conversations. as the session will boost your confidence and you'll learn tips and strategies to ensure complicated views and ideas are expressed clearly. You'll be able to ensure challenging situations are handled openly with a results- oriented focus; and you'll lead the way in avoiding inappropriate channels of communication. The end result will be that you'll be more willing and better equipped to have the essential authentic conversations that are needed.

SELF-COACHING QUESTIONS:

How does stress show up in your body? How stressed do you need to be to notice it?
What triggers stress for you?

The more self-aware you are the faster you can take action to minimise stress so that it doesn't 'explode' in all the wrong ways at all the wrong people!

Check out the Smiling Mind app.



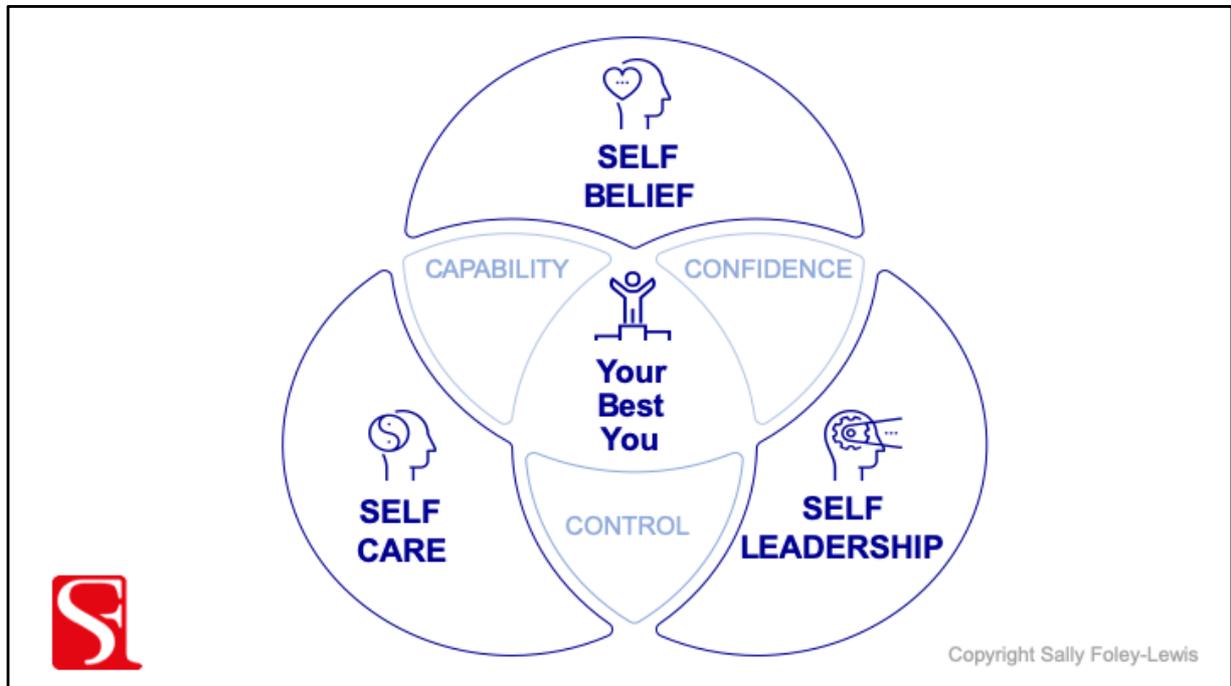
The consequences of not focusing on you, your self-leadership and interpersonal communication skills:

1. Relationships breakdown.
2. We might take out frustration on others, making it challenging for others to listen to you.
3. You will find yourself chasing your tail.
4. You might slip into unhealthy behaviours – Netflix binges are good for occasions not every night.
5. You could start to feel invisible as others avoid you.
6. Your progress stalls or gets blocked.

SELF-COACHING COACHING:

If I sat in your office and observed you for a week, what would I see, hear, feel? This is not about what you'd want me to notice how others perceive, react and respond to you and your behaviour.

What do you do well? What could you improve?



This is the Your Best You model – a personal power model.

Self-belief: confidence in your own abilities or judgement.

Self-Leadership: the ability to consciously influence your own thoughts and behaviour in order to achieve goals

Self-Care: the practice of taking action to preserve or improve your own health.

At the intersection of self-belief and self-leadership is CONFIDENCE.

At the intersection of self-leadership and self-care is CONTROL.

At the intersection of self-care and self-belief is CAPABILITY.

What would be the most important area you could improve?

(If you can't decide which area, start with self-belief.)



Tips to having more authentic conversations



TIP 1: STATE OVER STATEMENT

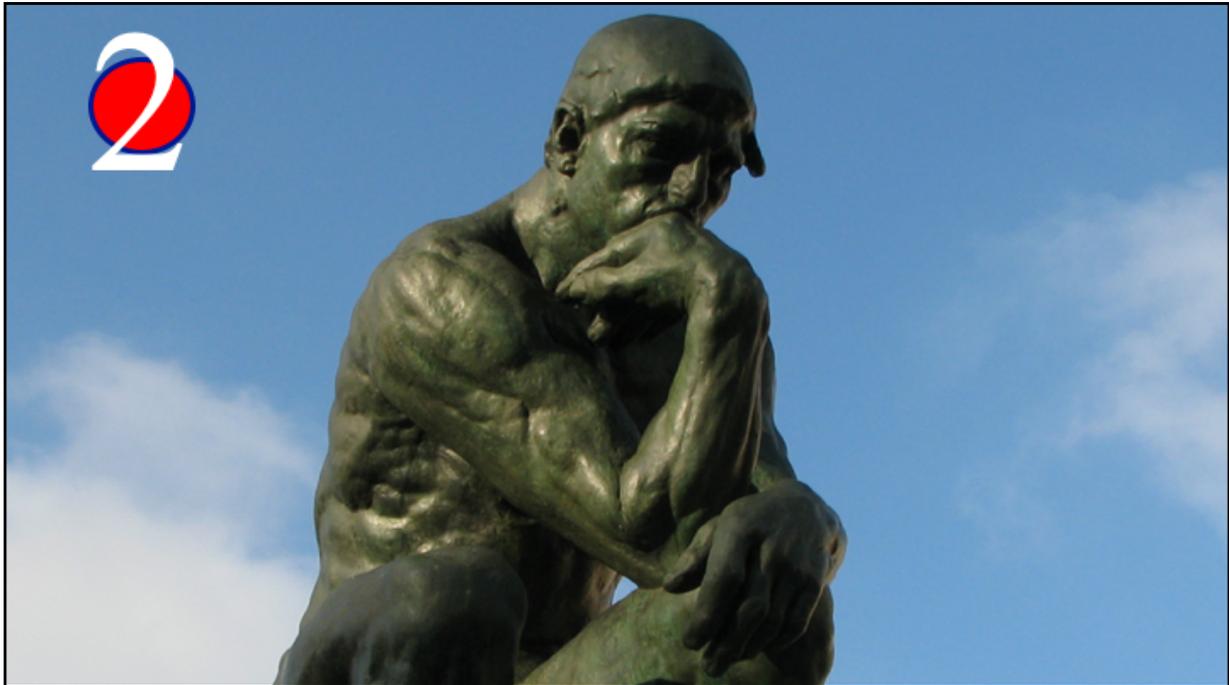
Stop! Ask yourself if you are closed off to opportunities because of your emotional state, level of stress.

Your state matters!

Before you even say anything there are important factors to consider:

- What's the real problem?
- Whose problem is it and how much of a problem is it?
- What's making it difficult for me to tackle this:
 - Outside my comfort zone?
 - I want people to like me?

What information do you need so that you could be more open-minded?



TIP 2: WHAT WOULD RODAN DO?

Getting your mindset right is really important and so is preparing for the conversation.

Thinking and planning are key's to mastering the difficult conversation and being more authentic.

What do you need to think about before you speak?



TIP 3: RIGHT ENVIRONMENT

Set the right environment

- With the physical surrounds
- Shift a public confrontation / conversation to a private office
- Be mindful of the way you initiate a conversation



TIP 4: HOW YOU SAY IT

Conversations are two-way. What you say is important, the way you say it is the difference between open and honest interaction: action, inaction, trust, respect and success.

SELF-COACHIGN QUESTION:

What is a fast and quick way to keep your state in check so that you can keep the conversation interactive?

(Breathing a bit deeper and asking questions are two quick ways.)

“I’m a great believer that any tool that enhances communication has profound effects in terms of how people can learn from each other, and how they can achieve the kind of freedoms that they’re interested in.”
– Bill Gates



Image Source: Britannica

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Adult to Adult

You are not responsible for their lives, but you have a responsibility for how you relate with them. You are part of the tools that enhance communication, treating people with dignity and respect.



It's not good enough. We haven't reached our target. Why won't they simply complete? They failed. My team are untrustworthy. I'm not sure that potential is for me. I'm not good at this. It's all my fault. I never get anything right. They never get anything right. I keep stuffing everything up. My finances don't work. I keep forgetting everything. I'm no good at networking. I'm going to get caught out. Everyone else is smarter and better than me at this. Why can't I just land a big enough donor? I must be hopeless I just can't get on top of my work. Maybe I'm just not cut out for this work. If I ask for help people will know I'm hopeless. I hate asking. I'm always chasing my tail, I can't seem to get organised. I am always missing out. Everyone else is better than me at everything. Why can't I get it right? Why can't I get through to my team? I not leader material. I'm not good enough. Maybe I'm just not cut out for this. I feel like all I do is chase my tail. I can't get this right. I'm not the right person. I can't keep track of all my campaigns. I can't balance work and life. My boss will find out I'm no good at this. I don't like this potential. I don't trust this person. Why won't my initiatives get accepted. I never have great ideas. Everyone else sees me as useless. I never get a seat at the table. They never give me any opportunities. I must be useless because everyone else gets promoted above me. When will this work in my favour. Why can't I be organised?

TIP 5: EDITABLE JUDGEMENTS

Catch your judgements. Everyone judges so it's about catching yourself early.

Double line spacing

haven't reached our target. Why won't they simply commit. I'm a failure. My team are untrustworthy. I'm not sure that potential is legit. I'm not good at this. It's all my fault. I never get anything

Extra wide margins

Jess Pettit

SELF-COACHING QUESTION

What judgements do you have that could be improved by double line spacing and extra wide margins?

- Asking more questions will help you learn more and adjust.



Open, honest authentic conversations require trust.

To have the trust of those around you, it starts with you.

SELF-COACHING QUESTION:

What could you do to demonstrate you are:

- honest
- reliable
- consistent
- proficient
- loyal
- have integrity

Actions speak louder than words!



TIP 6: SAFETY

Allow people to have and own their own emotions to the situation. Don't be put off by the other person's reactions, strong emotions, etc. Feelings are valid and when people feel unsafe to express their feelings they will not be open and feel safe to be themselves.

SELF-COACHING QUESTION:

How well do you know your team members?

Getting to know people is not wasteful socialising, it's about strengthening your work relationships. (The success of any organisation surviving a crisis comes down the how strong and healthy the work relationships are.)



TIP 7. CRAFT YOUR MESSAGE

What will you communicate:

- What language will you use?
- Control your tone and body language by controlling your emotions
- Mirror



TIP 8: NO BLAME GAME

Avoid the blame game

The focus is on the solution, the outcome, the goal, the behaviour.

Keep the conversation focused on the future.



TIP 9: LISTEN! LISTEN SOME MORE!

You may be the one who has to lead the difficult conversation but remember you are not the only one in the conversation.

Listen

- What words are being used?
- What tone are they using? What does that tell you about the topic? What does that tell you about how they feel?
- What body language are they using?

Ask good quality questions that bring the person on board as a partner in problem solving.

Listening shows you care about the issue, the person and the outcome.



TIP 10: LET IT GO!

If the issue has been dealt with then let it go. Encourage others to let the issue go.

It feels terrible to have someone go on and on about an issue that has been dealt with. If it hasn't been dealt with (for you or them) then initiate the conversation to deal with it.

Thank the person for working hard to find a resolution.

Authentic conversations for
uncovering a **better you**
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If you have any questions please do reach out:

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WORK WITH SALLY

Over the last 20 years, I have worked with thousands of managers who work in a wide range of industries across many countries. I love to skill and support managers to be confident and productive.

Through speaking, coaching and training I have found managers fall into three broad categories:

1. MOVE: The manager/employee wants to move up the ladder
2. IMPROVE: The manager/employee who wants to stay where they are
3. REMOVE: The manager/employee who wants out

The manager on the move is ambitious and eager to climb the career ladder. Being able to implement a leadership development program for this manager helps keep the right person in the organisation longer and as such, the organisation gets a significant return on their investment.

Next is the manager who loves their role and simply wants to keep improving their leadership skills so they can continue to be an effective and productive leader of their team.

The manager who has discovered that being a manager is not suited to them means looking for ways to remove them or for them to remove themselves. People who step into management may have done so because it seemed that it was the obvious next step; maybe this is the only way the organisation could recognise great performance, or maybe there was pressure to earn more or to achieve a certain level of status. Helping managers move into roles they enjoy means creating the right environment for improved productivity. When a manager is disengaged and struggling because they've discovered they hate being a manager, their performance will eventually have an effect on the team and the bottom line. The organisation that can help this manager move with dignity and respect intact is an organisation that will earn loyalty and productivity, whether that person remains in the organisation or exits.

Mastering middle management is about creating productive leaders no matter what their actual role might be or might become.

I speak, train and coach middle management mastery, self-leadership and productive leadership. I do this through conference and meeting presentations, group and one-on-one coaching and mentoring, and short and in-depth development programs for managers. The focus is on helping managers be productive and profitable: to build their skills and confidence so they can lead their teams more confidently and effectively - by delegating appropriately, leading difficult conversations with confidence, and giving feedback in ways that affect positive change.

Summary: Sally's 10 tips to having more authentic conversations

1. **State over statement!**
2. **Think: *What would Rodan do?***
3. **Right environment**
4. **How you say it!**
5. **Editable judgments**
6. **Safety**
7. **Craft your message**
8. **No blame game**
9. **Listen! *Listen some more!***
10. **Let it go!**

