



The Performance Update

Maddison Coaching
Stand on our shoulders

Issue 1: June 2019

Welcome

Hello and welcome to our first issue of The Performance Update, Maddison Coaching's quarterly bulletin.

In this issue, I am pleased to introduce our next event, focussing on resilience, and we also take a quick look back at the success of our last event. As the long summer holidays are approaching, our 5 Top Tips in this issue are about surviving them. And don't forget to enter our competition!

Thanks for your interest in Maddison Coaching and happy reading.



Vicky

Next event: **Developing Resilience in our Teams**

Resilience describes the capacity of people or things to recover from difficulties or to 'bounce back' into shape. With the increasing focus on mental health and well-being, many people are realising that resilience is actually something we can learn and develop, to strengthen our armour against the pressures of stressful jobs and busy lives.

Maddison Coaching's next symposium on 10th July will focus on exactly that. Our associate, Matt Hill, will be running the day and brings a diverse experience to share, from the Parachute Regiment to corporate crisis management and as a 5th dan martial arts instructor. Matt will share insights into the best methods of developing resilience within yourself and your teams. We will explore the causes and effects of stress and, most importantly, will give you some effective tools to deal with them. You will leave the session confident in your ability to use those tools even in the most intense circumstances.

The event will take place in the beautiful and tranquil surroundings of Norman Court School, on the Hampshire/Wiltshire border, just an hour from the M25. The course fee includes refreshments all day, a hot lunch and course notes and materials to take away.

If you're interested in joining us, or just finding out more, please visit our website or the [Eventbrite booking page by clicking here](#).

*"Do not judge me by my success,
judge me by how many times
I fell down and got back up again."*
Nelson Mandela



Last event: **Developing Leadership Skills**

Norman Court School was our venue for Maddison's event in April, all about how to identify and develop leadership potential in those around us. It was a beautiful day and we welcomed delegates from a range of backgrounds, from corporate to public sector and from large businesses to small ones.



We also welcomed two guest speakers to join Vicky in presenting the day. Capt Gavin Wink of the Royal Military Academy Sandhurst, who shared his insights into how the British Army develop their leaders, and Lindsey Hood, introduced as Maddison Coaching's most recent associate, who discussed the role of psychometric testing in helping to identify candidates for leadership roles.

All our delegates said they got value from the day. We asked them what they enjoyed about it or what they would change next time:

"I honestly cannot think of anything that would have improved it, all elements were very useful and, if anything, it would have been great to have stayed longer to carry on the discussions."

"Well-structured day and very friendly and approachable team from Maddison. Good range of practical exercises."

"The relaxed atmosphere and the high calibre of the presenters."

Latest article: **10 Reasons Why Communication is Important in Business**

Maddison Coaching associate and PR specialist, Natasha Spencer-Jolliffe, has written for us about the importance of communication in business. Here is a taster of her thoughts.

Communication in business is important as it offers a platform for individuals and teams to build relationships and define who they are as an organisation, what messages they are sending out and what sets them apart from all the other businesses. Here are just ten reasons communication matters.

1. To build, nurture and maintain customer relationships
2. To demonstrate your values and define your brand
3. To build trust, with colleagues, customers and other stakeholders
4. To give (and receive) constructive feedback
5. To clearly define expectations, projects and deadlines.
6. To encourage creative and strategic thinking
7. To increase productivity
8. To prevent conflict before it has a chance to develop
9. To identify the need for change and to support it
10. To reinforce our non-verbal communication

What happens in the event of a breakdown in communication?

If there is a breakdown of communication in business, it can have severe negative effects on an individual's overall wellbeing but also be damaging to the organisation. When this does occur it's best to seek support. Perhaps you need to look at how to manage conflict, or how to be more assertive; how to ask for help or how to best define what you need from your team; or perhaps you need support with defining your brand and business. When there has been a breakdown of communication there are various solutions that can help, from working with a business coach to looking at getting support with your content and overall message. The important thing to remember is to communicate, speak up, get support.



To read the full text of Natasha's article, [please click here](#)

Seasonal spot: Gardening and mental health



Anyone who caught any of the recent BBC coverage of the RHS Chelsea Flower Show can't fail to be aware of something gardeners have known for years: that getting outside into nature is great for our mental and physical well-being.

This great blog in [Psychology Today](#) gives some of the many reasons, from helping to rebalance our hormone levels to teaching us patience. To coin another term that is common at the moment, it's very difficult to garden without practicing mindfulness; being in the moment and appreciating your surroundings. And most of us instinctively feel that a bit of sunshine on our (protected) skin makes us feel so much happier.

You don't need to visit a flower show or even have a garden to feel a boost. A walk in your local park or nurturing seeds in a window box can help you experience these benefits.

So, whatever your plans for the summer ahead, we recommend that you try to make a point of spending some time outside at least once a week. Whether it's just having lunch alfresco (instead of at your desk) or walking the long route through the park to the bus stop, make the most of our British summer and give yourself some headspace.

5 Top Tips: for surviving the summer holidays!

Six whole weeks.....!! It can be a challenge to juggle work commitments with the desire to give our kids the holiday we would want them to have but a little advanced preparation can work wonders.

1. Plan the time with your children

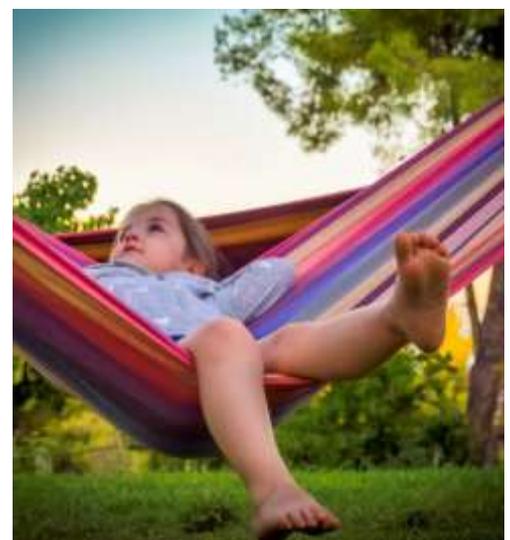
Ask your youngsters what they would like to do over the holidays and who they would like to do it with, and jot everything down. Don't forget to include things that the adults in your household would like to do as well! If budget is a consideration, perhaps allow everyone one expensive choice, two moderate choices and as many free things as they can think of. Try to factor in a number of fun, flexible activities that can be contingencies if something else is rained off. You can then start to build a calendar so everyone can see what the plan is. And remember to include ordinary tasks too; going shopping, mowing the lawn or cooking dinner will all need to happen so why not get your children involved in them?

2. Don't over plan...

Boredom can be good and over-planning is surely a recipe for stress and guilt! Try not to micro-manage every hour of every day. Giving kids the opportunity to be bored sometimes can force them to use their imagination, find ways of entertaining themselves and manage their own choices. And we all need some 'down time', whether it's playing on a computer game for an hour or soaking in the bath with a glass of something. Chill-out time and some planned early nights help to manage tired tempers for all of us.

3. Agree some ground rules and think about everyone's feelings

Most parents while have experienced 'end-of-term-itus' at some point, that sense that the kids are going crazy either in expectation of the long holiday or because they have just left the routine of the school



environment. Agreeing some ground rules and talking about how we are feeling can help to manage everyone's expectations. Even smaller children will understand that Mummy has to go to work, or that the activity that was planned today can't happen because it's raining. Keep talking – but always remember the occasional outburst is to be expected; it's part of learning to control feelings and emotions.

4. Find some allies and spread the load

Very few employers can let staff take the entire summer holiday off, so you are very likely going to need back-up sometimes. Don't feel guilty about this; there is no requirement for parents to be superheroes. Talk to friends, family and other parents and see what they can help with; of course, it's always welcome if it's a reciprocal offer! And most kids will look at a day out, a holiday club or a sleepover as something exciting – but do remember to strike a balance so that they get some 'at home' time too.

5. Plan something exciting you can all do for the end of the holidays

Save a trip or activity that you are all excited about as a treat for the last few days of the holiday. It gives everyone something to look forward to and is a 'last hurrah' before normality resumes. If you need to, you could also use it as a 'bribe' or reward for good behaviour during the rest of the holiday. Don't be afraid to use tactics with your children that you know work!

We hope this has given you a few ideas. Enjoy your holidays!

Competition time: What's your favourite tip to de-stress?



Building on topics we've talked about in this edition, we want to hear what tactics you employ to calm down and get some perspective on a situation.

Share your ideas with us on Twitter or by email and the most creative and usable suggestion will win a free ticket to one of our quarterly symposia.

The competition closing date is **31st July 2019** and the winning tip will be featured in our next edition.

Future events: Symposium calendar

10th October 2019 – **Effective Communication**

5th December 2019 – **The power of Imagery to enhance performance**

12th February 2020 – **Mindful Leadership**

Our quarterly symposia are always advertised on our website and you can book online at Eventbrite. Please use the contact details below if you need more information.



Maddison Coaching provides bespoke training, mentoring and coaching. Our aim is to enable clients to perform to the best of their ability by delivering tailor made services that enhance individual and team success.

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