

THE 12 ESSENTIAL QUALITIES OF

CHANGEMAKERS

A 12 point guide

Learn how to drive positive change in your work and life

Personal Development

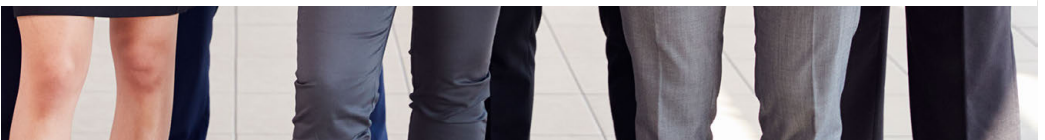
A perfect resource for organisations and individuals

Resources

Over 50 resources listed inside for further learning



JENNY
GARRETT



Introduction

What if you could drive change and take charge of how you respond to it?

In this volatile, uncertain, complex and ambiguous world, change is inevitable.

Thinking about your life, have you experienced change over the past year? Whether it was positive, like a promotion or finding your life partner, or less so - maybe you experienced loss or redundancy - I am guessing you've experienced a fair amount of change?

I've noticed that the happiest, most successful people I know, both through work and personally, all have one thing in common - they embrace change and take responsibility for it, rather than succumbing to it.

This book shares 12 of the qualities associated with being a changemaker: self-awareness and confidence, earning respect, daring to dream, skilful reciprocity, coaching, curiosity, creativity, communication skills, flexibility, authenticity, overcoming procrastination and staying positive. And most importantly it provides practical tips and resources on how to develop them yourself.

Nurture these qualities and you'll move yourself and others from helpless to empowered. We all want that don't we!

As Gandhi said:

"Be the change you wish to see in the world."

The logo for Jenny Garrett features a large, stylized red letter 'J' on the left. To the right of the 'J', the name 'JENNY' is written in a red, sans-serif, all-caps font, and 'GARRETT' is written below it in a black, sans-serif, all-caps font.



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5 Powerful Ways to Boost Your Confidence

There are environments that I am very comfortable in now that would have been fear inducing in the past and perhaps it's the same for you?

It has taken time and effort to become the more confident me, and there are still situations that I encounter that make my heart beat faster. Confidence is one of the things that my coaching clients often want to work on. Everyone else can appear more confident and self-assured, that's because they are comparing how they feel inside with how others look on the outside. Not a like for like comparison.

In his research, [Bandura](#) found that confidence is one of the most enabling psychology models. It is the optimistic self-belief

in our competence or chances of successfully accomplishing a task and producing a positive outcome. No wonder we all want more of it.

Here are my 5 tips on developing your confidence and self-knowledge in order to be a change maker in your work and life.

1. Accept yourself and drop value judgements

As a [coach](#) one of the skills that we are taught to develop is that of being non judgemental. This isn't easy, because as long as I can remember I was taught that things were either 'good' or 'bad' and so

to let go of that value judgement requires a big shift in thinking.

What if you were to drop your value judgements and simply saw "what is" it could totally transform your experience. It might even lead to new discoveries about yourself.

For example: I used to be very conscious of my voice, some people found it too calming. Instead of putting a value judgement on it and deciding that was bad, I could decide that it is "what it is". Then identify how I would like to change it and if so why. Having worked



this out I am much more able to move forward in a positive way, more aware of how I want things to be and more accepting of how they actually are.

The less you judge yourself, the less you'll judge others, and as a result the more confident you'll be in who you are.

2. Get excited not stressed

When I was interviewing contributors for my [online programme](#), James Adeleke founder of Generation Success said to me "Fear is just another name for excitement."

We are happy to be excited but not to be afraid, so if we reframe it as excitement it will be easier to deal with. The same can be said of stress, stress is a natural and positive reaction. It motivates us to take action and be creative in short bursts. Long-term stress, however, makes concentration and planning difficult. Research shows that thinking about stress as "necessary" or "unnecessary" instead of "good" or "bad" reduces many of its symptoms. Psychologists have another name for the positive, exciting kind of stress – [eustress](#) – which you experience

doing things you really enjoy. If you saw more situations as helpfully stressful how would that help your confidence? For example before I go on stage in front of a large audience to deliver a talk or workshop, I may be nervous or stressed, but I have come to understand that this is helpful, the adrenaline pumping shows that I care about doing a good job and will help me be at my best, and as a result I come across confidently.

3. Sharpen all expressions of your life

It doesn't cost a thing to clean and iron your clothing, de clutter your

home and tidy up your garden, wash your car, straighten your wardrobe, drawers, and desk, but doing these things can really enhance how you feel about yourself. I spent yesterday sorting and throwing things away from my spare room, which had become a bit of a dumping ground. 9 refuse sacks later, it is back being a useable space. When I woke up this morning and looked at it, I was very pleased with what I'd done and as result left for work with a smile on my face. It may seem like a small accomplishment, but all of these small achievements help to boost our self-esteem and as a result our confidence. Where will you start?

4. Instead of saying 'I'll try' start saying 'I will'

Much has been [researched](#) about how our language shapes the way that we think. If we want to feel more confident, we have to think more confidently and if we want to do that, we must use language that builds our confidence. Work on becoming more aware of the words that you use. Start using a new vocabulary and attitude and start talking about the things that you will do, rather than the things you plan to try. Replace "I have to" or "I should" with "I want to" or "I get to". For example, if I say that will try to start a PhD by the time I am 50, or I say I will be studying for a PhD at 50, I am giving my brain quite different messages

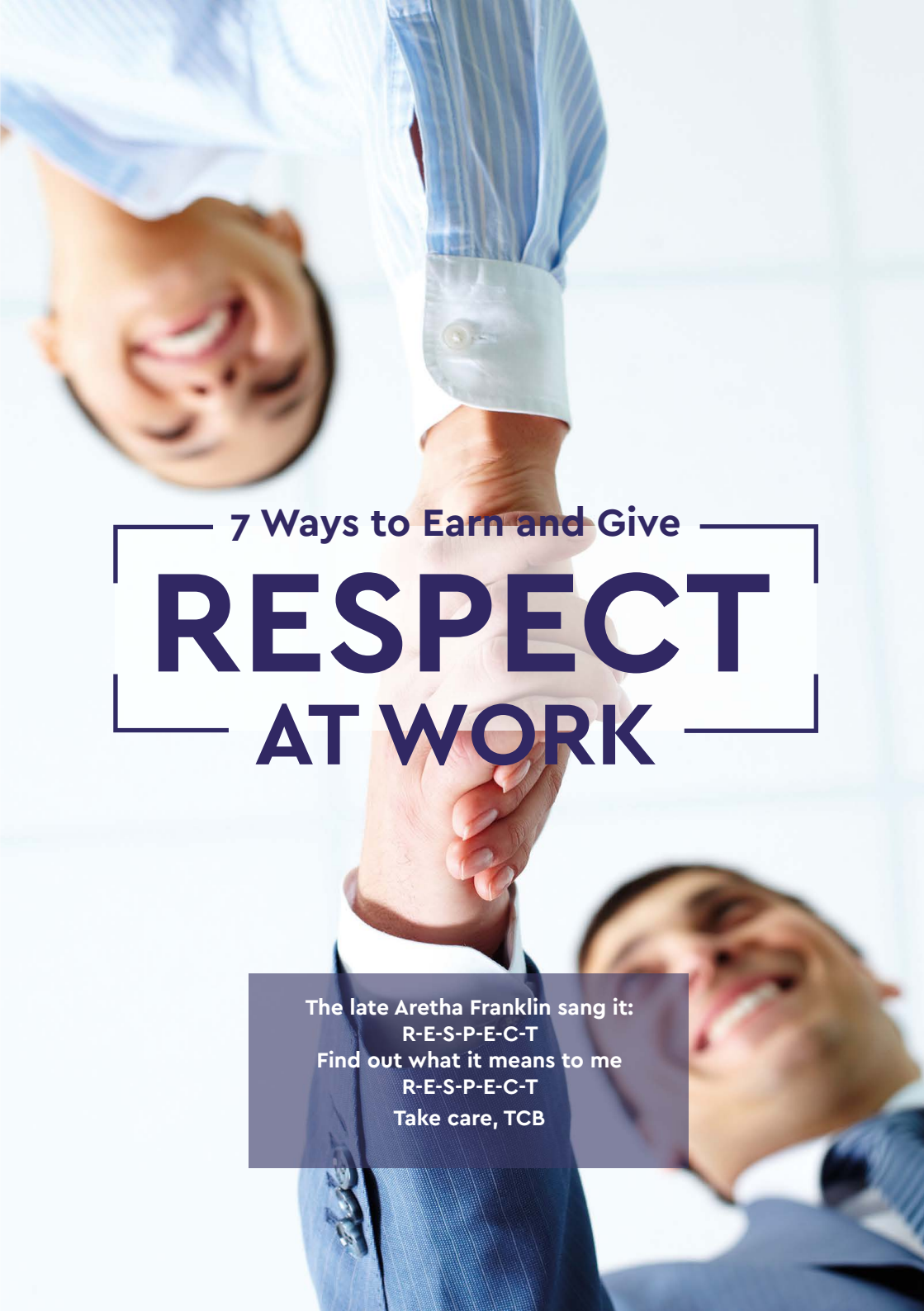
5. Talk to strangers

You can also always practice self-confidence skills, body language, and creative expression with strangers anytime you want. Strike up conversations and small talk during your everyday routine. It's great to practice your fundamentals with people who you have very little stake with. When you are in a group and feel uncomfortable, remember that there are others in the group who feel the same way. People love to tell you about themselves and everyone wants to be included and accepted. The best way to get acceptance is to give it.

I hope you feel inspired to work on boosting your confidence. See [page 43](#) for resources to help you develop this trait including videos, blogs and a webinar.



"Confidence is one of the most enabling psychology models"



7 Ways to Earn and Give

RESPECT AT WORK

The late Aretha Franklin sang it:
R-E-S-P-E-C-T
Find out what it means to me
R-E-S-P-E-C-T
Take care, TCB

A little respect (just a little bit) is what we all want isn't it? In my experience, there are times and places where I have felt highly respected, cared about and valued at work and then times when 'banter' has gone too far, and I've felt bullied or belittled. You can guess which environment got the best from me?

Perhaps you've met those people who seem to throw their weight around because of their job title? It might get things done but it doesn't earn respect. Demonstrating integrity in your words and in your actions, as well as showing how you make a positive impact is essential to earning respect. In respectful environments people perform, they follow rules while also calling out poor behaviour, they feel good about being there, feel secure in their work relationships and cared about.

[The Society for Human Resource Management](#) released a report stating that "respectful treatment of all employees" was the number-one contributor to job satisfaction. And "trust between employees and senior management" was the second. This means that above all of the perks

and management tricks, treating each other like people is what really matters.

Whether you're starting a company or part of growing one, developing a culture of respect and trust should be a priority. [Change makers](#) develop good respectful relationships in the workplace, and with February being the month of love, caring and compassion, here are 7 ways to bring that respect into your work life.



1. Engage with Compassion and Curiosity

Years ago, I looked on in awe at a colleague, Trevor, who could connect with anyone. A fifty plus white male who was just as comfortable speaking to a disaffected working-class black teenager as he was to a senior government official. When I observed him,

I noticed that he suspended judgement while taking the time to truly understand others' behaviour. Understanding the needs, values and beliefs that influence an individual's behaviour can really change your attitude toward them.

When you truly listen to them, you are able to develop empathy for their

position or situation. Trevor was also able to accept facts. This does not mean that he agrees with or approves of other's choices, it simply means that he was able to acknowledge the facts without any value judgment. This engagement with compassion and curiosity is the type of behaviour that creates an inclusive culture which can help organisations to be more productive and creative in the long run.

2. Address Conflict Positively

There's always that one person who riles you, who you struggle to communicate with, or perhaps it's gone as far as you being enemies.

How you handle conflict is probably a fair indication of your ability to cope with both your own stress, and the reactions of others to stressful situations. Too often, handling conflict isn't done respectfully. Instead, we blame, criticize, have angry outbursts or just avoid dealing with the situation. To communicate with respect, you need to depersonalise difficult situations. It's likely that if an individual is angry at the situation, it's not about you personally. Do really listen and allow the other person to

speak.

If it's appropriate to apologise, do so and mean it, don't blame others. Be the sort of person that does what you say you will and if it's in your remit, train your people in how to solve their day-to-day disagreements informally, rather than escalating them to formal grievances.

3. Co-operate and Collaborate

Have you ever felt excluded?

Whether in the playground when everyone played a game, and you weren't picked, or in a corporate meeting where there is no space for your voice?

While not every person can participate in every activity, it is important not to marginalise, exclude or leave any one person out. Find ways to work with others and work as a team,

an individualistic approach doesn't garner respect.

You can use people's ideas to change or improve work, and praise much more frequently than you criticize. This builds exciting and satisfying relationships. Listening is a big sign of respect.



Communication is at the core of human relationships, and it should be no different with your colleagues. Open a dialogue by listening and making people feel comfortable sharing. This is an ongoing process that should go beyond a single engagement survey each year. Collect regular, ongoing employee feedback. Send surveys, host focus groups, plan one-on-one meetings and participate in conversations around the office whenever possible.

Sometimes the best feedback happens in these casual settings, when formal barriers are not in place.

4. Offer Help

I belong to a Women in Business Group. The dynamic and go-getting host mentioned recently that people rarely ask her how she is, they assume that all is going well with her and that she is strong and resilient.

Think of the last time you were struggling. Maybe you were swamped and overwhelmed, or perhaps you were stuck on a challenging project?

Wouldn't it have been nice if someone had provided some advice? Or even offered to take something off your plate?

Absolutely. So, why not do that same thing for a colleague? When you see someone who's stressed or confused, just ask: Is there anything I can do to help?

Even if your colleague doesn't actually take you up on your offer, just the fact that you recognised the challenge and wanted to do something about it goes a long way in fostering a more empathetic culture.

5. Provide Recognition

Everybody loves to get a pat on the back for a job well done – that's universal. But gratitude and adequate recognition can easily fall by the wayside when we're wrapped up in the stress and busyness of life.

Step up and be that colleague who always applauds the hard work of your team members. Maybe that involves sending a quick message to let her know how much you enjoyed her presentation. Or, perhaps it means highlighting your colleagues' contributions when your boss commends you for your own hard work on a recent project.

These sorts of comments might seem small, but they can make a huge impact when it comes to helping others in your office feel valued.

6. Show Colleagues that you care

Little acts of kindness won't go unnoticed – particularly at work. So, when's the last time you did something nice just because you felt like it?

- **Pack an extra snack.** Not all acts of kindness need to be grand gestures. You can just share a snack with one colleague on a day

they seems out of sorts. Pack an extra one in your lunch or keep a few in your drawer for such an occasion.

- **Buy coffee for everyone on the team.** If you can splurge, then pick a random day to swing by the local coffee shop and surprise your colleagues by bringing everyone their favourite drink.
- **Mentor a new colleague.** Think back to your first few months on the job. Chances are, you felt like a fish out of water. Anyone new to the office probably feels the same. Take a recent hire under your wing and show him the ropes.

7. Be a Mensch

The term "Mensch" has become fairly common in American English and is often understood as meaning "a good person." This Yiddish term also goes much deeper. In fact, it is steeped with Jewish concepts of what it means to be an individual of integrity. Ultimately to gain respect, you would do well to embrace these mensch qualities of 'doing the right thing in the right way' and 'striving to be the best you', as well as the six qualities that I've already mentioned.

For resources to help you develop your ability to give and earn respect see [p44](#).



"Remember: Respect is something you have to earn – you need to work for it!"

Do you dare to dream?

When you go for that job, make an offer on that house, get nominated for that award, do you dare to dream of yourself achieving a positive outcome?

There are many reasons why you might not, perhaps you don't want to raise your hopes in case you'll be disappointed, or maybe you want to save face incase it doesn't work out and then you can say, 'I didn't expect it to have a positive outcome anyway', or maybe you think if you start believing it you'll become overconfident and that will backfire on you.

Any of those situations could occur, but have you stopped to consider the consequences of not even daring to dream?

After all, our thoughts become our words, which then become our actions. If we don't dream in the first place, how can we then make our dreams a reality?

I love this quote from the late Steve Jobs:

"Here's to the crazy ones, the misfits, the rebels, the troublemakers, the round pegs in the square holes... the ones who see things differently — they're not fond of rules... You can quote them, disagree with them, glorify or vilify them, but the only thing you can't do is ignore them because they change things... they push the human race forward, and while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do."

Changemakers dare to dream of a world positively different than the one they are living in. Here's how you can do the same:

Tell it...

Harriet Tubman the American abolitionist and activist said: 'Every great dream begins with a dreamer. Always remember, you have within you the strength, the patience, and the passion to reach for the stars to change the world.' There were so many reasons why she could have not dared to dream of her 13 missions to release people who had been enslaved.

Do you remember writing stories as a child? Tapping into your imagination, or how you



would be able to suspend reality and become completely engrossed in watching a film that you would believe it was true?

To begin daring to dream you need to take yourself back to this child like state and write the story of your dreams, without judgement, without the if's and but's that adult life has taught you. Bring your dream to life through writing and speaking about it as if it were already real and true.

Feel it...

Eleanor Roosevelt said 'The future belongs to those who believe in the beauty of their dreams.' But do we know what the beauty is? Our emotions reveal this beauty if we choose



to tap into them.

It's not enough to tell the story of your dream, you need to experience the feelings associated with it. The excitement, the joy, the pride, the happiness, or whatever the feeling is for you, you should have that fluttery feeling in your stomach that you have when things are going great for you.

In fact Neuroscientists have found that we make decisions from our emotions and rationalise them with our logical brain. So if you don't engage your emotions when dreaming, you haven't really decided to succeed!

Habituate it...

Author, Marcia Wieder said that 'commitment



leads to action. Action brings your dream closer.' There is no doubt that making a habit of taking action around your dream is critical. The most important actions to take are to:

- Visualise achieving your dream daily
- Break your dream down into the smallest actions possible and do something towards it daily
- Create milestones so that you can celebrate your progress, this will spur you on to do more.

If you only dared to dream, what more could you achieve?

See [p44](#) for further resources to help you.



How Giving at Work and in Life Can Help you Gain

When someone smiles at you, do you smile back? If your friend bought the drinks last time you went out, do you feel the need to be the one to do so next time?

If someone shouts at you for accidentally parking in their parking space, do you feel inclined to be just as rude back?

If you answered yes to any of the above, reciprocity is in action in your life.

Reciprocity is the act, process or situation in which one person has received a positive or negative from another, and in return chooses to provide an equivalent back.

You may have noticed that I highlighted the word 'chooses,' because in my opinion, the key to reciprocity is altruism – giving with no expectation of a reward. Rather than the 'you scratch my back, I'll scratch yours' approach, and definitely not needing to reciprocate when it's negative.

In his book *Influence: The Psychology of Persuasion*, Robert Cialdini references 'Reciprocity' as what he considers to be one of the most important, yet often unrecognised factors inherent in the art and practice of influence and persuasion.

I have found that the better I am at giving, the more I gain in the most unexpected ways.

For example; the woman who wanted an hour of my time to chat about her options after being made redundant, who ten years later booked me for my biggest ever speaking gig. Or the company whose board I sat on who then recommended me to a connection that has opened many doors for me. Or the neighbours whose parcels I take in, who then feed my cat when I am away.

In these situations, I gave because I could, without conditions or trying to predict future potential rewards that may come from it, but they did come.

There are also countless times that I have given and cannot recall an external return, that's ok too. Because studies have shown that giving makes us happier, improves our health, promotes co-operation and

social connection, makes us grateful for what we have and is contagious. It's always win-win.

A barrier to giving is that we forget that we have something valuable to offer others.

To skilfully and consciously bring reciprocity into your life try:

1. Giving Your Precious Time

Time is more valuable than money in a world where it feels scarce. Giving your time and attention to others develops a strong connection. As a [coach](#), I find that my clients are surprised to receive the gift of time to focus on themselves, their leadership and their career. They value it highly and feel privileged to receive it. When was the last time someone gave you some focused time? How did it feel? Who can you give the gift of time to?

2. Giving Purpose and Fulfilment

You may wonder how you can give purpose to others, but it is possible to engage your colleagues or family members in a purpose that will enable them to feel fulfilled. Perhaps your company has a corporate social responsibility arm that your team can become engaged in supporting, or you can volunteer as a team, or as a family you may want to find ways to support those in your community. What purpose can you connect with?

3. Giving Non-Monetary Gifts

When it comes to gifts, it really is 'the thought that counts' rather than the monetary value of the item. Reciprocity has its own currency, which cannot be measured in terms of monetary value alone. When gifts are personal, timed right, demonstrate

thought and time given, and are personalised, they are appreciated much more. [Research](#) has shown that if you give someone a choice between money and an item of equal value, they would probably choose the money, however a non-monetary gift elicits more reciprocal feelings, and feelings of good will.

What thoughtful gift can you give?

Final thought: Can you give too much?

Absolutely! If your giving is to the detriment of yourself or the person doesn't want what you're giving, and you are thinking of yourself rather than them, then this isn't the right type of giving. Give in an emotionally intelligent way, examine your own intentions for giving and make sure that the time is right!

See our resources on [D44](#) including a recommended TED Talk, Podcast and more for support developing the art of reciprocity.



A barrier to giving is that we forget that we have something valuable to offer others.

How Taking a Coaching Approach can make all the Difference

Have you ever seen a colleague overwhelmed with work and desperately wanted to help but didn't know how? Or maybe you work with someone who has huge potential but lacks the confidence to speak up and share their ideas?

The good news is we can all help that colleague, friend or family member... we don't need the answers, we just need to know the right questions to ask. Here's how...

Even if you are not a trained coach, [coaching](#) questions can be used to help people see things differently. To encourage them to take a step back and consider things from another perspective.

What's great about coaching questions is that you can ask them anywhere: while you are making a cup of tea, on your way back to your office from a meeting, or even virtually.

Although quick to deliver, coaching questions make a long lasting impact.

The most important thing is that you must really listen to the response to your question and create a space

for the person to think about their response.

Here are four challenges that people often face and coaching questions that you can use to help them overcome them:

1. Feeling Overwhelmed

We've all been there – a long list of tasks to complete, with not enough hours achieve them in and a sense that they all need to be done now. As a result, we may work longer hours, [procrastinate](#), or start lots of tasks that we can't finish. I think you'll agree that this way of working doesn't lead to a sense of job satisfaction or fulfilment.

So how can you help?

When a colleague is feeling [overwhelmed](#), first ask: 'What's gone well today?' Answering this question will create a shift of perspective and



a sense of resourcefulness in the person, reminding them that they are achieving even when it doesn't feel like it. Next ask "What's the important and impactful work?" This will help them to prioritise the work that really makes a difference.

2. Lack of Confidence

When we're lacking in [confidence](#), we don't put ourselves forward for opportunities, we can give up on our dreams easily, and we don't see our strengths.

Perhaps you see a colleague with huge potential that doesn't speak up, share their knowledge and ideas and you would like to help them. You can help them identify and internalise their unique qualities by asking them to write down "What makes you remarkable?" Perhaps they are the first in their family to achieve

their level of qualification or role, or maybe they have a special talent, or have triumphed through hardship?

You might have to share some examples from your experience to get them started. When they've written 5-10 things down, they could also practice actually saying what makes them remarkable out loud. This exercise comes from a google initiative that I am involved in facilitating for women and underrepresented groups called [#IAmRemarkable](#).

3. Pessimism

I have worked with many pessimists. They are the ones asking what's the point of the new initiative because it will make no difference, we've done it before, and we're all doomed anyway. Their pessimism may not be their fault, they may have been



battered by workplace experience.

To cheer people up, we often say 'What's the worst that could happen?' That gets people thinking about the worst-case scenario, which makes them nervous and uncomfortable and doesn't cheer them up at all.

But what if we asked: "What's the best that could happen?" Actually getting someone to visualise the best with all their senses, feeling, smell, taste, sight and hearing can create a real shift in perspective.

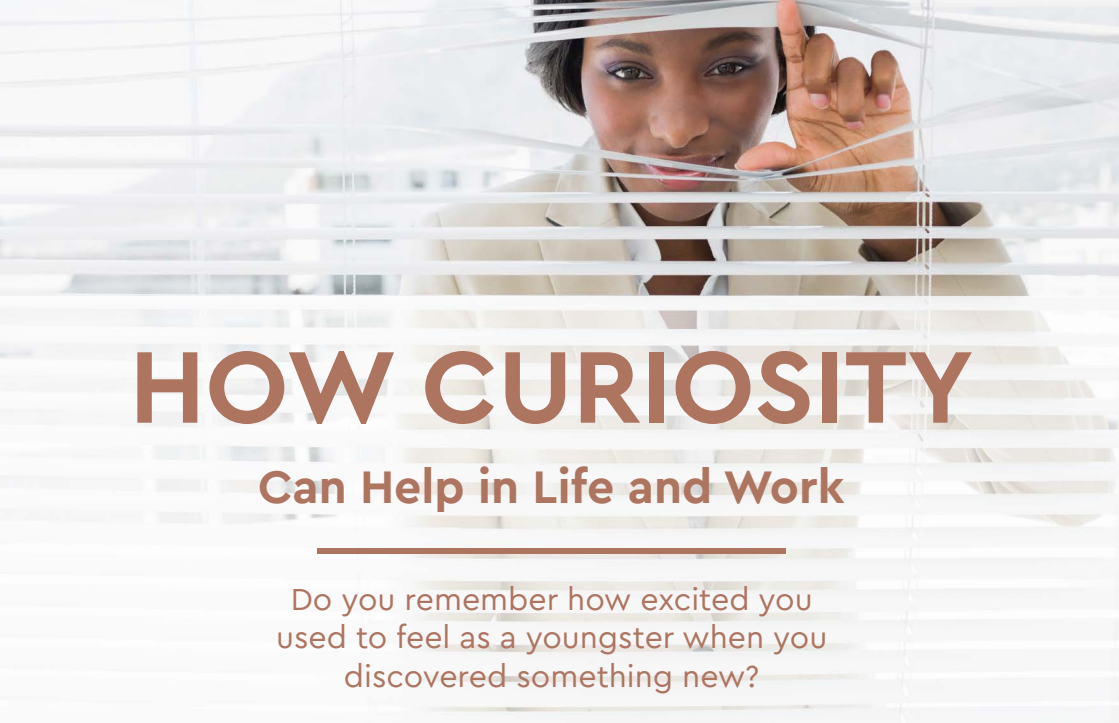
4. Lack of Experience or Ownership

When colleagues are new or are inexperienced, they are often deferential to those more senior. This can lead to a lack of ownership or accountability.

A good way to help your colleague build their experience is to ask them "What do you think we should do?" in the given situation. This question helps them start to develop their thinking process, and also validates that their opinion is valued and gives them confidence that they are on the right path.

Which question will you try? What would you add to the list? I'd love to hear how you get on!

I hope you found this article helpful and it has inspired you to develop your coaching skills. To further develop this trait, see our recommended resources on [p45](#). To learn more about coaching, experience it for yourself and see the difference it makes, please get in touch to arrange a coaching consultation.



HOW CURIOSITY

Can Help in Life and Work

Do you remember how excited you used to feel as a youngster when you discovered something new?

One of the magical things about being a parent for me is that it has allowed me to see the world with fresh eyes – through the curious eyes of my children – to appreciate the beauty and brilliance in things that I now take for granted. Like the beauty of a rainbow, the miracle of nature when animals give birth, or the wonder of snow falling from the sky.

As adults, for most of us it has been a while since we experienced the sheer joy we felt as children when learning something new. Sadly, as we grow older, the pressures of passing exams at school and meeting targets and deadlines at work tends to stamp out our natural curiosity.

But as more and more of us face burn

out or disillusionment in our roles, striving to rediscover our younger, playful selves who delighted in learning new things purely out of interest, may serve us well.

When was the last time you read a book just to find out what it was about? Or that you tried a new hobby or visited somewhere or something new....just because?

The same applies at work – if we keep doing things in the same way, without ever thinking outside the box, how can we expect to get a different result?

When you first start a new job, you often feel awkward being the newbie, like you've so much to learn about

the company, what they do and how they do it. When in fact, you have a very powerful asset – the power of objectivity. The value of bringing fresh eyes is often undervalued, when in fact we should embrace it and use it to question what we do, how we do it and whether there are other things we could try.

Four tips for cultivating curiosity at work and in life are:

1. Don't be afraid to try new things and to take risks – whilst it can feel uncomfortable, pushing yourself outside your comfort zone to try or learn new things is how we move forwards and develop our skills. After all we learn from our mistakes and mistakes often lead us to find the right answers.

If you don't like public speaking you could try to speak up more at your next team meeting. Or if networking fills you with dread, make sure to attend the next networking event rather than making your usual excuses. You never know what will come out of the new connections you make.

2. Take a flexible, open-minded approach – be flexible and curious in your thinking so that you allow yourself to be open to new ideas and ways of thinking.

This is all about stepping out of your comfort zone. You can try attending a seminar that's on a topic that you

wouldn't normally be interested in, or instead of switching off when someone talks about a topic that you deem boring, try listening keenly with interest for connections to things that do light your fire.

3. Be adventurous – try something new every so often, whether it's a new book, a sport or hobby you'd never normally consider or a new cook book or flavour of coffee. Trying new things keeps life interesting and exciting and avoids the mundane and boring.

Remember adventures can be physical, like going on a solo holiday, or mental, like, engrossing yourself in a documentary.

4. Ask questions – rather than simply accepting the status quo, don't be afraid to ask questions and to dig a little deeper. Children are fantastic at doing this, 'why is the grass green?', 'why is the sky blue?', 'why do I have to go to school?' they ask, all good questions that we stop asking in adulthood.

I hope this article has inspired you to work on developing your curiosity. For resources to support you with this, see [p45](#).



23 Ways to Spark Your Creativity

Would you say that you are creative?

Most people say 'no' when I ask that question and tell me how useless they are at drawing.

Thankfully, creativity is so much more than whether you can draw or paint. In a work situation, it can be about innovation and improvement, and in our personal lives it can relate to coming up with solutions to life's challenges.

I have been at my most creative when I have allowed mine or others' pain to inspire my ideas.

When a woman shared with me that the years that she was the breadwinner in her home were 'dark days' in her life, it inspired me to write my book, [Rocking Your Role](#), so other women would have a better experience.

When I realised that many teenage girls were dumbing themselves to fit in and suffering from self-esteem issues, it inspired me to co-found my social enterprise, [Rocking Ur Teens](#).

My [retreats](#) were developed as a creative solution to the question of 'what next?' for those who completed my [online programme](#) and wanted

something more.

I see problems as fertile soil for creativity. Have you thought about creativity in this way before?

Whether you see yourself as creative or not, I have a challenge for you...

For each week day I have a small action for you to try with the aim of sparking your creativity. I've given you the weekends off!

To support you in developing your creativity see our resources on [p45](#).



CREATIVITY CALENDAR



"Creativity is giving yourself permission to see things differently."

- Polly Castor -

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

Put away your digital devices. Give your mind a rest and allow your ideas to flow.

1

Observe nature around you, it's a great source of inspiration.

2

Change your routine. Try taking a different route or take up a new hobby.

3

Instead of creating your usual bullet pointed list, try mind mapping.

4

Journaling is a great way to get in touch with your thoughts and feelings.

5

Take a shower. Ideas pop into your head when you are least expecting it.

6

Get outside. Physical movement and fresh air free the mind.

7

Sleep on it. Go to sleep on a problem and your subconscious will come up with an answer.

8

Work through the Artists Way Workbook.

9

Be playful. Go to a park and have five minutes on the swings or the slide or go to a skatepark.

10

Clear your workspace. Clutter around you can block the creative process.

11

5-minute art. Draw or doodle for 5 minutes. Doodling can help you stay present and engaged.

12

Find a creative space. Go to the place that helps your thinking and see what happens.

13

Ask why? Spend a day asking why, question everything and see what unfolds.

14

Watch TED talks on creativity - they are inspiring.

15

Brainstorm with others. Get other's perspectives, remember not to judge ideas.

16

Allow your pain to inspire your creativity. Look for creative solutions to issues you face.

17

Research what solutions already exist. You may find something that you can tweak.

18

Keep stress toys handy. Stress toys keep your hands busy which leaves your mind free to wander.

19

Allow yourself the luxury of being bored and use the time to daydream.

20

Ask a child. Children have a unique perspective and are naturally out of the box thinkers.

21

Generate more ideas than you need. It's likely to be the very last one that hits the spot.

22

Listen to happy music. Studies show it promotes more divergent thinking.

23

Get inspired! Visit JennyGarrett.Global

JENNY GARRETT

18 TIPS TO IMPROVE YOUR COMMUNICATION SKILLS

Do you have all of the necessary qualifications and experience to move to the next level in your career, but keep getting blocked?

Are you excluded from important meetings, while others who have a similar background and expertise to you are being included?

Do you feel that when you ask for feedback, there's something people aren't telling you?

If you're not being bullied, you don't think that you are experiencing discrimination, and you've done everything to advance your career, but it's stalled, maybe that need to improve your communication skills.

I worked in an organisation many years ago, where there was someone excellent at their job, but people would talk about their 'unfortunate manner' which was code for 'they didn't have good communication skills.' This person was never given feedback on their lack of communication skills and instead became increasingly frustrated that their competence wasn't recognised. This wasn't the first time this has happened to them in their career. If only someone had advised them to work on their communication skills, their career would have soared.

Communication skills encompass a wide range of skills – you may be strong in some, and weaker in others. Here's 18 tips to help you improve your communication skills...

1. **Look for signs.** Do you read people based upon their facial expressions, gestures, posture and eye contact to gauge what is going on for them? Are you aware of your own body language? A relaxed expression and eye contact can communicate a sense of self-confidence and poise that relax the person you're dealing with.

2. **Uncover your blind spots.** Open yourself up to the notion of lifelong learning and self-improvement by asking specific questions to understand the strengths and weaknesses of your communication better. You may have a mannerism or turn of phrase that might be off putting to others, that you could easily stop doing. This self-awareness is a game changer.

3. **Master listening.** Do you listen or just wait your turn to speak? The best way to get a true reading of another person is to listen to what they have to say. It sounds obvious, but [listening](#) often involves learning how to be silent and waiting for the other person to express their viewpoint. Silence often opens the door to active and fruitful communication.

4. **Open your mind.** For people to respect you and listen to your ideas, they need to know that you'll consider their contributions in a fair and open-minded way. Be honest, positive and respectful in how you respond. Part of being approachable is conveying to others that you welcome their opinions and are willing to evaluate them on their own merits. Understand that this works both ways, so it also means you will have to acknowledge any weaknesses in your own opinions too.

5. **Laugh.** Don't take yourself too seriously. Use self-deprecating humour where appropriate and don't be afraid to laugh at yourself or your own errors. One of the greatest barriers to productive work relationships is being perceived as someone too rigid to see the humour in their own human failings. Of course, don't take this too far, you don't want to be seen as the clown and not be taken seriously at all.

6. **Smile.** As a [coach](#), the greatest gift you can give other people is the attitude of "unconditional positive regard." That is, you accept them in their entirety, without limitation. The best way to express complete acceptance is simple.

You smile! When you smile with happiness at seeing people, their self-esteem jumps automatically. They feel important and valuable and they like the person who is making them feel this way. Check out your expression when your face is at rest, for some people it's not so welcoming – also known as 'resting bitch face.' You may need to adjust it.

7. **Appreciate.** Sounds simple, but like so many others on this list of tips, it's easy to forget. You can show your appreciation by saying "thank you", for any large or small reason. Whenever you smile or say thank you to another person, not only does that person's self-esteem and feeling of importance jump, but so does yours.

8.

Affirm. Mark Twain said, 'I can live a good few months, on a compliment.' When you give people a genuine, sincere compliment about a trait, possession, or accomplishment, they automatically feel better about themselves. They feel acknowledged and recognised. You can compliment for small things as well as large ones.

9.

Give Attention. This goes hand in hand with listening well. Attention is perhaps the most important quality for building rapport. When you pay close attention to other people, the more valuable and important they will feel they are. This shows that you actually heard the person, not only what they said, but what they meant.

10.

Respect and Be Aware of Cultural Differences.

We learn most of our people skills from our parents and others in our community. However, when communicating with someone from a different culture, it is important to acknowledge cultural differences. You need to consider the appropriateness of eye contact, expect some misunderstanding, and perhaps get some help, like an intermediary who understands both cultures.

Keep your emotions in balance by developing your emotional intelligence. Learn how to manage life's stresses and any negative emotional displays that may come as a result of them. While self-awareness enables you

11.

to recognise when you are irritable, anxious, or feeling threatened, your ability to regulate these emotions helps you to maintain your composure and prevent any behaviours you might later regret.

12.

Ask questions. Part of communicating effectively is asking great [questions](#). A good question typically is an open-ended question that a person can respond to in a variety of ways. Questions can also provide clarification for something that is unclear. Asking questions shows that you are interested in furthering a discussion.

13. **Learn from mistakes.** To improve your social skills, learn from your mistakes and don't repeat them. If you have a bad interaction with someone, come up with solutions to improve it for next time.

14. **Be Friendly.** Greet people with a friendly, "Hello!" and stop to chat with people you see regularly. This is especially useful at a workplace or office. Even if you are not friends with people, show them that you are friendly and warm. If you have nothing to say, give a compliment or [make small talk](#) about the weather or television shows.

16.

About Things Outside of Work. It's hard to build rapport if you ONLY talk about work related topics. Expand your conversation, ask them "How's life? How's the family doing?" That's how you build a genuine connection.

18. **Don't argue or be aggressive.** If you start to get heated in a conversation, take a deep breath and a step back (maybe even literally) and think about what you'll say or do physically next that could set the interaction in a more negative or positive direction.

Did you notice any particular areas for your development? What will you try first?

15. **Always Give Value First.** Consider how you can you help them? This isn't any different than normal friendships. If you're friends with someone who's always taking without ever giving, you don't want to hang out with them. It's too draining. Relationships are all about giving and gaining or [reciprocity](#).

17. **Get Face to Face Time.** Try getting personal communication time in with people, even if just on the phone or video call, there is usually less misinterpretation and more forgiveness of communication problems when face to face.

Watch my Effective Communication webinar and take a look at the other recommended resources on [p46](#) to work on developing your Communication Skills.



BEND BUT DON'T BREAK

How to be flexible to change...but not too much

- Do people tell you that you are stuck firm and unbending in your decisions and points of view?
- Are you deeply rooted in your core ideas, but able to bend your ways of doing things and thinking about things?
- Perhaps you are afraid that you bend too much, or are too accommodating?

Being able to bend, be flexible and open minded isn't as natural for us as it is for the bamboo or willow tree. We are hard wired to make judgements about what's good and bad, safe and unsafe, right and wrong.

You may even have been rewarded for the fast judgements that you have made in the past through promotion for example, or the avoidance of a bad experience.

So how then do we learn to bend?

1. Disrupt your habits.

I recently returned from a family holiday. We rented an apartment and by night two we found that we all had our set seats on the sofas, this was nothing we had agreed or planned, we just fell into a habit very quickly of sitting in the same positions.

People are creatures of habit. One of the easiest ways to become more open-minded is to change up some of your routines.

Meet new people, visit new places, research information or ideas, attend events on topics that you don't know about or that look at topics that you do know about in new ways.

This can help us to take a new perspective. To approach things from a different angle or better understand issues and people around us.

This takes practice – the longer we have been in our own routines, the less open we are to

new suggestions and ideas. Consider reading news from a different source, e.g. Al Jazeera provides news, analysis from the Middle East & worldwide.

Avoid exclusively checking social media that reinforces your own personal values or feelings or look for opportunities to meet and work with new people. By slowly integrating new things into your routine now, you are preparing yourself to be more willing to consider or accept novel ideas from others in the future.

"Notice that the stiffest tree is most easily cracked, while the bamboo or willow survives by bending with the wind"

- Bruce Lee*

*a Hong Kong-American actor, director, martial artist, martial arts instructor, and philosopher. ... He is often credited with helping to change the way Asians were presented in American films.

2. Seek the Truth.

For a variety of reasons, people often dislike or are uncomfortable providing truthful feedback.

Sometimes it's because individuals may fear negative repercussions, especially if you are in a position of power, other times people may worry that there'll be an emotional outburst of anger or tears and they won't know how to deal with it.

Nevertheless, still ask for it on a regular basis, such as when you've just completed a project or task, or when you've introduced a new change. As long as you react well to the feedback, respectfully and thoughtfully people will come to recognise that their input is wanted and valued.

3. Conversate.

Seek first to understand before being understood is the name of the game here.

How often are you really [listening](#) or just waiting your turn to speak? Bring [curiosity](#) and interest to your conversations to help foster productive and creative ideas that benefit you.

There have been situations when I have felt that I have bent too much, in fact I've actually been on the verge of breaking.

Here are some signs to look out for to identify if you are bending too much:

1. The decision goes against core values: So, if I am all about fairness and my boss asks me to not give a member of my team a bonus when everyone else is getting one and they've worked easily as hard, it wouldn't be good for me to bend on this.

2. You find yourself becoming too easily swayed: If you're the person that can be counted on to be influenced, your child always comes to you to ask if they can go to the all-night party or your colleagues know that the decision they get from you will be a product of the last conversation you've had.

3. When the short-term decision is easy, but the long-term impact is bad: You put off having the difficult conversation with your partner, child or colleague when you know the longer you leave it the more difficult it will be.

What tips do you have for bending, being flexible and open minded in these times of change, while also not bending too much? See our recommended resources on [p46](#) for further support in developing your flexibility.



3 Pitfalls to Avoid when Trying to be Authentic

A [Deloitte study](#) shows that 61 percent of employees report they are "covering" on some personal dimension (appearance, affiliation, advocacy, association) to fit in at their organisation. That's a LOT of people spending a LOT of time and energy trying to hide who they are.

Are you guilty of it?

Well I certainly have been. In the past I have spent time and energy 'covering' my working-class upbringing, my age (when I was a lot younger), and downplaying my race and gender, so as not to stand out in particular situations.

I don't beat myself up about this because

"Staying real" is one of the most courageous battles that we'll ever fight, and I haven't always had the courage.

It's not just down to us. Authenticity requires an inclusive environment in which you can be yourself. As individuals, we should seek out those organisations that represent our personal values.

When we do, we can be more of ourselves at work. Look also for organisations that are more open and accommodate a greater diversity of styles and values.

However, if the environment is right, authenticity is worth aiming for. I have written before on what it takes to be [authentic](#), so this time I thought I'd share with you what could get in the way to achieving authenticity:

1. When you haven't done the self-awareness work

The idea of being authentic is to be yourself. But which self? Like many people you probably have multiple identities. Who I am when bingeing on my latest Netflix series is not the same identity I have when I am stepping on stage to provide a keynote to a large audience. They are still me, but me in context. You need to know yourself and who you are in multiple situations. This might require some unpacking, especially if you've spent a lot of your life pleasing others.

2. When you need approval from others

If you need to be accepted by the masses, then being authentic will be a challenge for you. The road to authenticity means that you will lose some people, they might not like what you say or do, and you will have to accept that. It also means that you will need to ditch comparing yourself to others, the only person you should compare yourself to is you. Are you better than you were yesterday, last month, last year?

3. When you are not willing to accept feedback

Being authentic doesn't mean that you are fixed in your mindset

or behaviour. In fact you can still grow and develop to deliver a new authentic you. Being closed to feedback doesn't make you authentic and neither does it give you permission to be rude or hurtful to others, 'I am just saying it like it is' or 'Don't take offense but...' are some of the phrases that come out of the mouths of people who use authenticity as an excuse to be cruel to others.

Have you experienced any of these pitfalls? How did you overcome them? What would you add? To further develop your authenticity see our resources on [p46](#).



**Authenticity
requires an
inclusive
environment in
which you can
be yourself.**

3 Ways to Overcome Procrastination AND GET THINGS DONE

I attended an event recently that brought home to me how easy it is to keep talking about a problem without moving forward to take action on a solution.

It's not that we don't want to move forward, it's just that we either:

- Find the problem too complex
- Are worried about taking the wrong action
- Or are not sure what the right thing to do is

Ultimately, we procrastinate and don't [focus](#) and commit in the way we'd really like to.

[Change-makers](#) **don't believe in years of planning, but in trial and error. They start immediately even if they don't know what it will look like, this flexibility makes it possible to adapt and**

to change. This is of course, easier said than done.

So, if you're stuck in a space of inaction, here are some tips on how to become the doer you've always wanted to be:

1: If the problem feels too complicated that you don't know where to start, then **breaking daunting tasks into manageable pieces** will help.

I had a [coaching](#) client who felt so overwhelmed by the large complex projects that she was managing, she would want to book a week out in her diary to focus on them, but this wasn't possible and so she became increasingly anxious and frustrated. Together we decided to try another approach to break these large complex projects into a series of more straightforward tasks.

Such as data gathering, conversations, analysis and schedule them with allocated time in her diary. She felt much better, as she was making progress and by breaking it down, it no longer felt so complex.

2: Sometimes we can be paralysed by analysis, we are so worried that we will make the wrong decision, so we make no decision at all. **Don't look at decisions as outcomes; see them as part of a process.** Don't expect your decisions to be the be all end all. Every decision you make is a step along the process of your life. There is no such thing as a destination.

However you should start with some self-reflection, so that you know 'what you really want', or 'what you are trying to achieve' and also be aware of your biases, for example: if winning is really



important to you, are you making decisions that mean you 'win' but ultimately they don't make you happy? Make decisions that make YOU happy. If you get it wrong, you'll learn, if you do nothing, you definitely won't grow.

3: **There's a saying 'better done, than perfect'** Getting something done is tremendously satisfying while perfection may keep us tweaking something forever. Remember done is not over, you can still develop your craft, your idea, and your project.

Perfectionism can keep us stuck doing nothing, so give yourself permission to be imperfect or make a mistake. Relieve the pressure of

needing to achieve perfection in every task on the first time. Promise yourself you'll go back and fix any problems later and then you'll share any positive intentions, so people will understand where your motivations lie in working in this way.

A final tip from Edmund Lee:
"Surround yourself with the dreamers and the doers, the believers and thinkers, but most of all, surround yourself with those who see the greatness within you, even when you don't see it yourself."

I hope this article has inspired you to work on overcoming procrastination. See our resources on [p47](#) for support developing this quality.

Maintaining a Positive Attitude at Work

5 Gifts Money Can't Buy

This blog is focussed on motivating staff during the holiday season, but the tips are appropriate for any time of year.



Whether you work in a physical team or spend most of your time working virtually, there are things that you can do to maintain levels of [positivity](#) throughout the year.

Studies show that organisational leaders who share positive emotions have workgroups with:

- a more positive mood
- enhanced job satisfaction
- greater engagement
- improved performance

What differentiates positive leaders from the rest?

Instead of being concerned with what they can get out of their employees, positive leaders search for opportunities to invest in everyone who works for them. They view each interaction with another person as an opportunity to increase his or her positive emotion.

A physical gift of vouchers, or a bottle of champagne are great, but I don't think that they can beat these 5 gifts that you can give to your colleagues to maintain a positive attitude, keep them engaged show them how much you value them.

1. The Gift of Positive Reinforcement

Positive reinforcement is a simple and effective way to lay the foundations of a good working environment, it helps colleagues know what you appreciate about them and what they should do more of, as well as leaving you both with a good feeling.

You could write a message of positive reinforcement in a card, an email, have a phone chat or a face to face chat.

Here are some prompts for you,

- I appreciate the way you...
- I'm impressed with...
- I really enjoy working with you because...
- Your team couldn't be successful without your...
- I admire the way you take the time to...
- You're really good at...

2. The Gift of Time. Can you provide some flexibility?

Being able to leave work early is a great benefit as the holidays approach. A shorter working day lets colleagues complete that last bit of shopping, spend more time with their loved ones and get into the holiday spirit, if they wish to.

28.9% of workers said that an early finish would be the best thing their employer could give them this festive season.

If it's workable, try to provide this. You could create a schedule for the weeks leading up to a holiday season, allowing you to plan for a few employees taking early finishes each day.

3. The Gift of Permission

It helps to foster a positive working environment when colleagues are free to decorate their own desk

Time



Permission



Reflection



Space



space to help creativity flow more freely. It also helps your colleagues to feel more at home in their working environment and comfortable with their surroundings.

If you work virtually don't think you don't need to join in, but it's surprising how a few festive ornaments can shift your mood.

Encourage your employees to celebrate the holidays (or not) in the way that works for them. Don't cast judgement if a colleague doesn't celebrate in the way you do, if at all.

4. The Gift of Reflection

Have an end of year team meeting discussing what you think some of the successes of the year have been. This shares nothing but positivity and you should encourage others to do the same! If you have the opportunity to go [off site](#) and review your year it can be a good space to refresh, decompress and make plans, however a video call can work just as well. The format could be as simple as asking what we will 'Stop, Start and Continue doing in the year to come and Why?'

5. The Gift of Space

Whether it's sorting

your email inbox, unsubscribing from unwanted newsletters, reviewing your magazine subscriptions or archiving those old files, this is a great time to do it. Giving your colleagues space to do their work housekeeping can be rejuvenating and means that they will start the New Year feeling lighter and ready to go.

What other gifts would you add to this list? Let me know.

To work on further developing your positivity see our 30 Day #ReviewYourYear Challenge and other see our resources on [p47](#).



I hope you found these articles helpful and that you are committed to developing the attributes of changemakers in yourself. To help you, we have compiled a list of useful resources for each quality.

A bit about me and what I do...

I'm a career coach, speaker and leadership trainer. With my team, I support and empower individuals and organisations to make the

transformation they are seeking actually happen!

I use my skills in coaching, leadership development, retreat leading, writing, speaking, media commentating to achieve this.

I'm passionate about advancing gender balance, creating inclusive workplaces and equipping people to lead.

How can I help you?

Individuals - *Are you a working woman who wants to be more and achieve more, but find that something is stopping you?*

Perhaps you're struggling to find the courage to make a change?

Or your confidence has taken a knock?
Maybe you are seeking the tools to take your career to the next level?

I use my experience to inspire and motivate people like you, to help you increase belief in yourself and enable you to achieve life and career changes beyond expectation.

I do this through my online training, career coaching, events, goal-setting retreats and my book *Rocking Your Role*.

Organisations - *Do you want to equip your leaders with the skills to lead effectively and maximise their potential?*

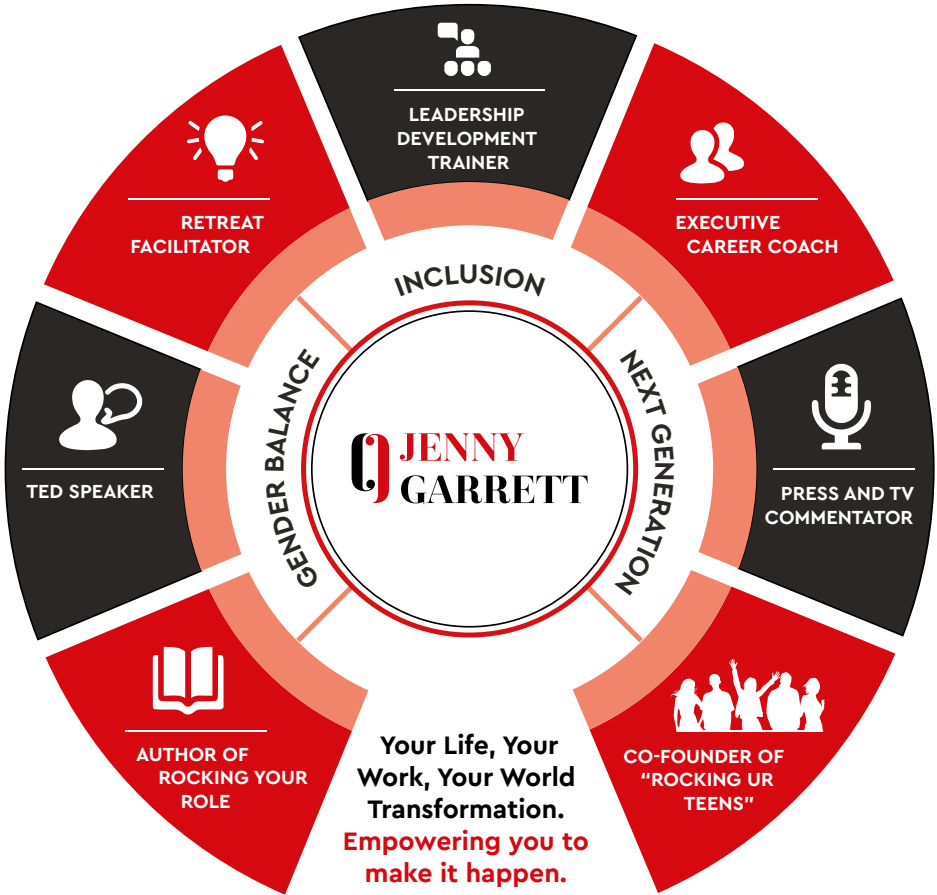
Is authenticity and Inclusion important to you?
Do you want to create a culture where all can contribute and thrive?

We offer a range of training and development programmes to support leaders, teams and organisations, with a focus on authentic, inclusive and adaptive leadership.

We will work with you to create a tailored programme that delivers on your requirements, makes a practical difference and offers return on investment.

I also deliver inspiring and engaging keynote talks on topics such as Overcoming Imposter Syndrome, the art of self-promotion, Wellbeing at Work and Inclusive Leadership.

Find out more about the services I offer please get in touch to discuss your requirements.



Resources

Programmes, Services & Events relevant to all 12 changemaker qualities:

Online Training: Three online training programmes' for busy women who want to develop themselves, achieve their goals and craft the life they want. Boost your confidence, feel empowered and inspired and improve your skills in as little as 10 minutes a day.

Audio course: Seven days of Inspirational Audio. Thought provoking and empowering podcasts in daily bite-size chunks on confidence, resilience, gratitude and more. [3 mins per audio]

Events: Jenny holds a series of panel discussions throughout the year. Please see our website for details of upcoming events.

Goal-setting Retreats: Designed with busy working women like you in mind, our retreats offer an opportunity to step off life's treadmill, escape from the pressures of everyday life to reflect on your life, your goals and your competing commitments. Time to create a clear, achievable plan for your year ahead that looks at your personal as well as professional life.

Resources to support you with developing your Confidence:

Blog: [Five Ways to Become More Confident](#) [2 mins]

Video: [How to Become a Confident Woman](#) [6 mins]

Webinar: [Success Secrets](#) [45 mins]

Video: [How to Become a Confident Public Speaker](#) [55 mins]

Book: [The Magic of Thinking Big](#) by David J Schwartz

Blog Post: [Developing Unshakeable Self – Confidence](#) [3 mins]

Book: [Feel the Fear and Do it Anyway](#) by Susan Jeffers

Podcast: [How to overcome career and life challenges with grace – Interview with Trisha Proud](#) [29 mins]

Resources to further support you in earning and giving Respect:

Podcast: [How to Build or Rebuild Trust](#) [35 mins]

Video: [Kindness is the Cure – A Call for Kindness](#)

Book: [Awakening Compassion at Work: The Quiet Power that Elevates People and Organizations](#)

E-book: Download my free e-book – [The 12 Essential qualities of good leaders](#).

Resources to support you with developing your Courage:

Book: [Dare, Dream, Do: Remarkable Things Happen When You Dare to Dream](#) by Whitney L. Johnson

E-book: [The 12 Essential Qualities of Good Leaders](#)

Book: [Excuse Me, Your Life is Waiting: The Power of Positive Feelings](#) by Lynn Grabhorn

Ted Talk: [Dare to Dream](#), Capt. Anny Divya [9 mins]

Podcast: [Dare To Dream Radio](#), with Debbi Dachinger

Resources to support you with developing your Reciprocity Skills:

Book: [The Psychology of Persuasion](#), Robert Cialdini

Podcast: [Behavioral Economics Foundations: Reciprocity](#)

Video: [TEDx Talk – How to Be Happy Every Day: It Will Change the World](#), Jacqueline Way [15 mins]

A podcast on how reciprocity can be used in your business and how it relates to generating leads. Also how our subconscious really feels about gift giving, three ways to use reciprocity in your business, and more. [52 mins]

Resources to support you with developing your Coaching Skills:

Resources: [Coaching Skills Resources](#) including top tips, podcasts and tools.

Webinar: [Using Coaching Skills as a Leader](#) [46 mins]

Videos: Watch Jenny providing [Live Coaching](#) in Action [4 x 45 min videos]

Coaching: Want to experience Coaching and experience for yourself the difference it makes? Book in with Jenny for a 30 minute [Coaching Consultation](#).

Book: [The Art of Coaching](#) by Jenny Bird and Sarah Gornall.

Book: [Brilliant Coaching 3e](#) Julie Starr.

Resources to support you in cultivating your Curiosity:

Podcast: [Needed, A New Way to See](#) – Explore five approaches for increasing the level of innovation in your organization. (4 mins)

Podcast: [Making the Invisible Visible](#) – Learn to recognize barriers to innovation. (4 mins)

Podcast: [Creating an Environment for Innovation](#) – Use these three principles to figure out where innovation is headed in your organisation. (3 mins)

Book: [Curious: The Desire to Know and Why Your Future Depends on it](#), Ian Leslie

Resources to Spark your Creativity:

Creativity Calendar: see https://www.jennygarrett.global/wp-content/uploads/2019/06/Creativity-Calendar_July-2019.pdf

Resource: [7 Top tips on how to be an ideas person](#)

Resource: [Links to our creativity resources](#)

Book: [My Creative Thoughts Journal](#) – a book to which I contributed.

Video [Creativity in Coaching](#) – an interview that I took part in at the online Creativity & Culture Conference.

Resources to support you in further developing your Communication Skills:

Webinar: [Effective Communication](#)
[48 mins]

Resources: [Influencing](#)

Resources: [Team Meetings](#)

Book: [How to Win friends and Influence People.](#)

Resources to support you with further developing your ability to be Flexible:

Webinar: [Living with Change](#) [40 mins]

Resources: [Feedback Skills](#)

Blog: 18 Tips to Improve your [Communication Skills](#)

Webinar: Tackling to [Difficult Conversations](#)

E-Book: The 12 Essential Qualities of [Good Leaders](#)

Resources to support you with developing your Authenticity:

BBC Podcast – [Melvyn Bragg and guests discuss](#) what being oneself has meant to philosophers from Aristotle to Sartre and since and how compatible authenticity is with morality [51 mins]

Video: [TEDX Talk Ditch the Mask & Don the Cape in true pursuit of you](#)
[21 mins]

Video: [Would you follow you?](#)

Presentation: [Finding Your Own Leadership Story.](#)

Blog: [Finding the leader within.](#)

Book: If Women Rose Rooted : A Journey to Authenticity and Belonging – 3 Nov 2016 by [Sharon](#)

Resources to support you in developing your ability to Overcome Procrastination:

Webinar [Overcoming Procrastination](#)
[35 mins]

Book: [Getting Things Done: The Art of Stress-free Productivity](#) David Allen

Resource: Capture your successes in the Happenista [Journal](#)

Article: How to [Train Your Brain](#) to Focus [2 mins]

Book: [The Power of Now](#) by Eckhart Tolle

Video Ted Talk: – [Flow](#), The Secret of Happiness [18 mins]

Resources to help you develop your Positivity:

30 Day #ReviewYourYear Challenge

– [I recorded this 30-day series](#) of one-minute videos at the end of last year. They provide a question per day in which to review your year. It's an opportunity for you to reflect on your year more deeply. You may want to have your diary or calendar with you to jog your memory. We recommend that you write your reflections down in a journal and then review your responses to help you plan for the coming year.

Ted Talk – [The new era of positive psychology](#) Martin Seligman [23 mins]

Book – [Little book of Positivity](#)

To keep in touch and receive practical blogs and resources each month, like those in this e-book, please sign up for my newsletter.

You may also enjoy the other resources on my website: my 7 day inspirational audios, webinars and organisational resources.



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[Organisational Resources](#)

All available at <https://www.jennygarrett.global>