



FOR AMAN { U } ENSANS...

May 18, 2010

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UPCOMING EVENTS ...

- > **Stop Anger
Managing You ...**
½-day Workshop
22 May 2010
- > **Applying NLP for
Better Comms ...**
2-day Workshop
5-6 Jul 2010
- > **Time Manage-
ment...**
1-day Workshop
26 Jul 2010
- > **Biz. Networking,
Social Networking,
and Socially
Networking ...**
½-day Workshop
14 Aug 2010
- > [www.Amanuenses](http://www.Amanuenses.net) ...
Events for details ...

RECENT ARTICLES ...

- > **Anger Management
Part 1**, Learn to look
for the storm clouds
of Stress, gathering
within you ...
- > **Anger Management
Part 2**, Understand
that you have the
Power to turn down
the Heat, when your
Emotions begin to
boil over ...
- > **Promote Your Own
Brand**, Learn how
Social Networking
Tools like LinkedIn
can play an im-
portant part in
boosting Employabil-
ity ...
- > [www.Amanuenses](http://www.Amanuenses.net)..
Knowledge
for details ...

NEWS FLASH ...

- > **Employability
Skills?**
Do you need access
to Foundational
Business Skills
Training under the
ESS & SPUR
schemes in
Singapore

O ME MISERUM ...

Woe is Me ... is that how you feel?

We recently had a guest from the UK stay with us for a week, courtesy of an Icelandic ash cloud.

Instead of a 1-week break here, they had an enforced 2-week stay.

I must say they coped with their huge inconvenience with grace. That said, life must have felt like an emotional roller coaster as each day passed.

All we could do was provide them a safe haven, a listening ear, food for nourishment, and, Internet connectivity :-)

We marvelled at how emotional intelligence helped them through the ordeal.

But, that's not the case for everyone, is it? How often do we forget circumstances beyond our control are just that?

How often do I find taxi drivers stressing an apology to me over a traffic jam? What can they do?

The only thing I can do, is deal with it; be aware, relax & breath, make a call, and re-engage once the jam clears.

It is very easy when things don't turn out as expected to get stressed and angry, isn't it?

So, if "Woe is Me" is your mantra, think about changing to "Nil Desperandum".



LIPOSUCTION & SOFT-SKILLS

Recently, a young friend ...

of mine underwent the medical "procedure" called Liposuction.

How was it I asked, "Painful" she retorted, "but it'll be OK once the bruising settles down".

Being the curious coach, I enquired why, at such a tender age, she felt the urge to subject herself to such pain, both physical and financial.

Was the intervention remedial, or was it developmental? The conversation that ensued was truly engaging & insightful.

On the one hand, remedial interventions can have long term curative properties. Where body size leads to other health issues, reductions address the root cause of those secondary issues.

On the other hand, developmental interventions can be a short term palliative.

Long term gain requires understanding reasons for size gain, and, action plans for a changed lifestyle going forward.

After we finished talking, it started me thinking about Soft-Skills training ...

How often are those interventions remedial or developmental, and, how do we measure resulting value created?

- **Remedial** training corrects ...
It takes a pain away, or, brings a person back up to an agreed level.

By measuring the cost of the "pain" beforehand, value is visible once "pains" go away, or levels return.

- **Developmental** training advances...
It takes an organisation to a new level, or, helps a person grow.

Assessing the worth of the "gain" beforehand is insufficient.

An action plan supporting change is also required, to foster new behaviours, & support personal growth.

Like surgery, training interventions can be quick & simple. However, to see results, you need that bigger picture.