



Welcome

By Mark Rewhorn

Hello and welcome to our March newsletter.

It would be very easy to become despondent and depressed at the state of things in the world at the moment; but for most of us involved in the practices of continuous improvement and change it is an exciting time full of opportunities.

It is up to us to get out there and seize the moment. We are the ones that can often help make the difference between a company failing and hundreds losing their jobs; or a company successfully riding out the current storm, and our friends and colleagues still having jobs.

Considering the present World climate, we have adopted a theme of motivation and change for this issue of our newsletter. Please enjoy it, and drop by our forum letting us know your views and thoughts.

<http://s1.zetaboards.com/BusinessImprovement/index/>

Very best wishes,

Mark

Tip of the Month

Think about the words that you use. Frame your messages and thoughts positively. It's surprising the difference it makes.

- Sell an idea, don't tell. (There is a rebellious streak in all of us.)
- See things from the other person's viewpoint (what motivates you may not motivate others)
- Don't fall into the trap of disapproving because someone doesn't appear to feel the same way as you do. We are all different. Respect and recognise these differences, especially if talking across different cultures.

Resistance to Change. Why people fight against it

By the European Business Improvement Team

Ever wondered why people resist change?

Resistance to change is natural. It is virtually a universal and inevitable human response; particularly if the change is seen as one that someone else thinks is a good idea.

Humans will fight to preserve something they care about, something they know, something they are good at or enjoy. They do not want, nor enjoy the idea of change.

However, the resistance to change or to improvement does not necessarily make someone bad or narrow minded. These people simply provide us with an opportunity.

As change agents, it is our role to facilitate the change process by understanding people's fears and concerns. It is our job to ease change through with minimum disruption.

Much resistance is down to misunderstandings. It is a good idea to actually listen to what is being said and then to supply answers to the concerns. Take your time, be thorough.

In any change scenario, you will get those that quickly adopt the change. Use these people as ambassadors to demonstrate how the change works.

ADKAR

By an EBI Contributor

As change agents we must equip our people to adopt the changes we desire. We can use the ADKAR mnemonic to help us remember.

- **Awareness**

We must create awareness and understanding of why the change is needed. It is not sufficient to say, "Because I say so." People have a need to understand why.

- **Desire**

We must create the desire for everyone to support and take part in the change. All must understand their part in the change and just how important that part is.

- **Knowledge**

It is up to us to provide the knowledge of what is required to be done in order to change. We must tell people exactly what needs doing, not just say change. We need to provide the "How."

- **Ability**

We must provide the ability for people to implement new skills and behaviours. We must supply training and the opportunities to use the training.

- **Reinforcement**

It is up to us as change agents to provide the reinforcement of the new ways in order to sustain the changes. It is up to us to stop the slip back into the old ways. We must put in processes and procedures that prevent any slipping back into the old ways.

Change is difficult, sustained change is doubly so. Planning and thinking actions through in advance always pays dividends.

Motivation

By an EBI Contributor

Motivation is crucial to success. With motivation you can go anywhere, achieve anything. Motivation will overcome all objections and setbacks.

Motivation is your own internal energy source. Motivation is what gets you out of bed in the morning. Motivated people behave differently; they have vibrancy, a life about them.

Often people mistake discipline for motivation. But it isn't discipline that makes you stop smoking, give up drinking, change your life...it is motivation. It is motivation that gives you the discipline, not the other way round.

Quotes on Change

By an EBI Contributor

There is nothing more difficult to take in hand, more perilous to conduct or more uncertain in its success, than to take the lead in the introduction of a new order of things.

Niccolo Machiavelli

He who rejects change is the architect of decay. The only human institution which rejects progress is the cemetery.

Harold Wilson

If you don't like something change it; if you can't change it, change the way you think about it.

Mary Engelbreit

It is not necessary to change. Survival is not mandatory.

W. Edwards Deming

When we are no longer able to change a situation, we are challenged to change ourselves.

Victor Frankl

Change is inevitable – except from a vending machine.

Robert C. Gallagher

Motivation

By David Harris

We all talk about what makes a good motivator and there are a lot of different views. I am going to write an article based on a gentleman I met only seven months ago in September 2008. The gentleman's name is David Rees and he is my youngest son Connor's martial arts teacher.

I want to start by suggesting some attributes I feel important for a motivator,

- 1) Good knowledge of subject.
- 2) Be able to actively demonstrate the subject matter.
- 3) Good Leader.
- 4) Friendly.
- 5) Passion.
- 6) Fearful.
- 7) Structured.
- 8) Willing to learn.
- 9) Successful.

There maybe more but I feel the list is enough for the article. I am going to talk about each attribute and share my observations of watching David work with his students over the last four months and even share some personal information with regards to my own son.

Good Knowledge of subject

David began learning Martial Arts in the 70's studying karate as the first discipline, then moving onto Chinese Arts before learning boxing, Kickboxing, Phillipino and Thai Martial Arts.

Shaolin Mok Gar Kung Fu – Black Sash
Wushu Sanda / Sanchou – Olympic qualified coach / referee
Jiu-Jitsu – 2nd Dan

Yin yang Freestyle Martial Arts – 5th Dan,
Masters Degree
ABA boxing coach

I also know David attended night school to learn how to teach because he feels very passionate about having the actual skills to teach and develop a student.

Be able to actively demonstrate the subject matter

To watch this guy week in week out is a pleasure. Not only can he demonstrate every move, technique or series of moves, he explains why they are doing it. He then watches every student and assists where required. A joy to watch each week is David demonstrating the moves on his three very well trained assistants, you sometimes feel their pain yourselves, yet they are there every week and they never miss a session.

Good Leader

The way the whole class is set-up proves David is a good leader, everything is planned with pinpoint accuracy, each technique is timed; the class is split between juniors and seniors so every single junior in the class has a one to one session with David. I love watching the kids faces after they have been told, "Well done", it is even better when they have not been to the standard, yet David stays with them until he is happy and motivated.

Friendly

I think this is a must in motivation, if the person cannot be approached he is not a motivator he is a dictator in my opinion. I can remember the first meeting with David, he was very approachable, he talked to Connor and made him feel at home too, this he does every week with every student too.

Passion

The passion word, a word a lot of so-called motivators use but know nothing about it. This guy however, lives for this, and apart from his family it is his life. The club is not run as a business, the price to train there is lower than a club Connor was in 5 years ago. David is always at hand to discuss anything regarding to the training sessions. I bumped into David outside one of the equipment shops and after 10 minutes of talking to him both the wife and I knew Connor was so lucky. David lives to train and develop "his students". He states that it is not just about developing the skills it's about developing the students disciplines outside the gym too; he takes on this responsibility to improve them as a person too; this being something he is very passionate about.

Fearful

Another word some people don't like to use when discussing motivation. I feel strongly that it must be an attribute, it has to be managed. If a student has not got a little fear then they won't listen or learn. The way he does is great, if the senior's talk when they should be training he makes them join the younger kids, not something they like too much. He tells the kids to talk but if he can hear them over the seniors training they will have to stop, it's so simple but it works. Bearing in mind there are 20 kids aged from 6 to 12 and for part of the lesson left alone, yet David only has to raise his voice slightly you can hear a pin drop.

Structured

I can say every class starts at 7:30 and finishes at 9:00 with a maximum deviation of about 3 minutes at the end; every technique is timed to perfection. The start of the class is a warm-up session where questions are asked why they are warming-up certain parts of the body. Again even the warm-ups are

closely monitored by David with assistance given. The kids actually like the warm ups which is something I have not seen before. The grading system in place is very professional, belts are not handed out they are presented to students on their development journey. Each belt comes with an actual grade mark and unlike a lot of centres you can and do fail. I have seen a high ranking brown belt refused his first black belt Dan grading for lack of attendance.

I love the way the class is split between the seniors and juniors and once the seniors have been shown a technique, David does a one to one with the kids. Again something you just don't see in many clubs. It's normally a case of get as many in a room, line them up and have a guy out front on a ego trip jumping in the air doing kicks that 75% of the class can't do.

Willing to learn

David is a 5th Dan in the Yin Yang system and is already training for his 6th, which will take several years. I know he trains most nights both with his actual assistants and also alone. I am informed he also joins the local club and trains at least once or twice when on holiday, both in England and abroad. I have heard him state we will never stop learning, developing and improving as long as we want to. He often uses himself as an example to stress he still learns too, he also states that he has been training for 30 years where he continues to learn and develop.

Successful

This guy is a success every Thursday night in the Harris family as my son comes home and has improved or learned something new; something he then wants to show his big brother at home and then practice too. I have to drive 20 miles from work to drive 20 back each Thursday and

my son never complains. It's a long day for him, yet he is awake and talking; David this and David that all the way home. I think this is success; well it is in my eyes.

Motivation has become a science and complex subject in many forums and I don't think it is' It's not about money or status it's about people giving their time, sharing their skills, being there when needed and last but not least it's about gaining a result and I think David Rees does it, and will continue to do it.

Well I hope you have enjoyed this little twist on motivation, I can say the guy has motivated me and I will be training myself these early months to join the club in July.

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