

Continuous Improvement Coaching – Values, Habits and Beliefs

1. Honesty and confidentiality
2. Keep an open mind – act as if the ideas are true!
3. Adopt the habit of continuous improvement
4. Respect other people's model of the world – it is always right!
5. "People like change; they just don't like being changed" ¹
6. There is a positive intention behind all human behaviour
7. We have all the ability we need to learn, develop, improve and succeed
8. "Potential – interference = performance" ²
9. We are in charge of our mind and our body and therefore of our results
10. Learning from others is vital if we are to improve ('modelling')
11. We cannot not communicate (93% of communications is non-verbal); we can only choose to do so unconsciously or to be conscious of the effects we create. Our behaviour causes behaviour in others (if they let it)
12. "Put first things first" and "begin with the end in mind" ³
13. "Seek first to understand, then to be understood"; "think win / win"; create "synergy" ⁴
14. There is no failure, only feedback; no mistakes, only results; no errors, only learning
15. It's not what happens to us that makes the difference, it's what we do with what happens to us
16. If we do what we've always done, we'll always get what we've always got
17. Be the change you want to see!

¹ Tom Peters – 'The Pursuit of Wow'

² Timothy Gallwey – The 'Inner Game'

³ Stephen Covey – '7 Habits of Highly Effective People'

⁴ Stephen Covey – '7 Habits of Highly Effective People'