

G & G Collective



Halloween special edition

PG. 3



How to deal with
**BOSSSES
FROM
HELL**

What is a
CAREER COACH?

And why do I need one?

PG. 9

SKILLS ALERT!

The top skills you
need to get you
the job you want
in 2017!

PG. 6

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FROM THE EDITOR

ISSUE 03



OCT '16

IT's **THAT TIME** of year again, we are on the brink of party season and before you know it your calendar is filled with Halloween parties, Melbourne Cup, end of year work functions and Christmas parties galore. So it is not surprising that we all get a little tired and overwhelmed trying to multi-task so many social and work events.

Often at this time of year tensions start to rise in the workplace as well. This month we are giving you some tips on how to deal with those bosses that really grind your gears. Dealing with challenging personalities can be hard at the best of times, let alone when you're tired after a hard year at work.

For many of us we are holding out until the Christmas break to have some well deserved rest and relaxation. For those that know me well, you would be aware that this is a number one no, no for me. I am all about regular breaks and time away from the office to keep my mental and physical health at its peak. After so many years in the HR world I have seen firsthand the detriment to people's health when they don't look after themselves both physically and mentally.

We all need to prioritise more space and time for our own self-care routines and to truly understand what it is that we want in our life. And sometimes it can take an outsiders perspective to give you the insights you need to make the changes in your life. We've got a great article about this in this months edition covering what exactly coaching is and why you might want a coach in your life.

I hope you enjoy this month's issue and as always I'd love to hear from you with your feedback and insights on what you want to hear more about!



Suz

Suzanne Williams
Career, Leadership & Lifestyle Coach

A person is shown from the chest down, holding a large, ripe orange pumpkin with both hands. The person is wearing a dark-colored top. The background is dark and out of focus, suggesting an outdoor setting with foliage.

Bosses from hell

“ I was in my first year of full time employment working in a sporting retail head office in a generalist Human Resources role. I was bright, bubbly, enthusiastic and couldn’t wait to dive into my HR career. A few months into the job that shining bright early 20’s woman was quickly turned into a scared, intimidated girl after working with, yep you guessed it.... a boss from hell.

Each day I would walk into the office only to be greeted by what felt like the school headmaster. Office hours were 8.30am to 5pm but if you arrived after 8am her huffing and puffing said it all.....“not good enough!”. She would walk past our desks peering down her glasses at us and as she walked by I felt as though her eyes were burning into my head and I had to sit a little further upright in my seat. We were frequently told that as the HR team we were not to socialise with others in the office, not even so much as to share lunch with others, as we had a certain professional reputation to uphold.

On one occasion I attended work in a sleeveless corporate blouse and was promptly told this was inappropriate and I was to cover my shoulders. Keeping in the mind the office was a sporting retailer, most employees wore shorts and polo shirts to work. When the headmaster was not stomping the hallways glaring at us, she would often yell from her dungeon summoning us to her. She was patronising, condescending and most ashamedly treated her staff as inferior juveniles, rather than as the valuable team she could have had. ”

We've all got our own story of bosses from hell and to be honest, my story is so insignificant compared to many that I've heard. It is unfortunate but at some point we all come across those individuals that are in a position of power and subsequently feel it gives them the right to treat people working for them in a less than acceptable manner.

So the question is what can you do to make your work life bearable when you are in this unfortunate position? Well here are a few tips.

1. Learn to control you

You can't control someone else's poor behaviour, attitude or style. But what you can control is how you react to this. You and only you are in charge of your emotions and feelings. When you go to work each day before you see your Manager try to visualise a shield around you that doesn't let any of their negative energy through it. When you are speaking with them you will be listening to what they are saying but it won't be penetrating into you or affecting your self-worth.

2. Find joy

Have a close network of people that you work with that bring you joy and happiness. When you have one of those moments with your Manager where he/she has been less than kind and you're feeling a bit down, seek those people out that bring you joy. Have a chat with them about things other than work and let them help to bring you inner happiness and peace at work

3. Learn

There is always a silver lining. Note down what you are learning through this process. It sounds hard, but when we are faced with challenges there are so many rich learnings. Just remember if your boss is an absolute nightmare to work with this is giving you so much rich information for lessons on how you don't want to behave and what you won't do if you want to be in a position like theirs one day.

4. Be thankful

Be thankful that you are not negative and glass half empty like your boss might be. It is a sad existence to feel the need to belittle others or act superior to others. If you were to think with complete kindness towards your boss you would probably feel sad for them for how they choose to live. Choose to be thankful that you don't live like that.



“have a close network of people that bring you joy and happiness”

5. Gain perspective

See the big picture and be grateful for the other amazing things in your life. Work is only one part of our life. Having a life that is full of so many other things besides work is extremely important. Remember there are so many other things in your life that are so wonderful – friends, family, health and whatever the important things are in your world.

So what happened for me with the nightmare of a Headmaster that I worked with?

Well my tip number 6 would be – when the time is right and you have learnt what you need to from that role, move on to your next opportunity!

As much as I loved the work that I did I realised that I couldn't be a part of an awful culture run with such poor values. I chose to leave that organisation but not before letting the CEO know why I was leaving (very professionally of course), as well as careful scrutiny of the future organisation I was going to join.

I joined a new company but I was very thorough in not just being interviewed but interviewing them to understand what their values and culture were. Something that I had not done when taking my role at the sporting retailer.

Not surprisingly, my work paid off as I went to an organisation where the culture was amazing and people treated others with respect and dignity.

And the funny thing? 3 months after I left my nightmare on elm street, the HR Director was let go. I received a phone call from the CEO of the company asking me to come back and re-join the HR team. After careful consideration I politely refused. Culture is a big old chestnut to crack and things don't change overnight. As they say a leopard never changes its spots.

And in the end what an excellent decision that was as the whole company was restructured 6 months after that and the HR team no longer existed. Tip number 7 – trust your intuition!

A woman with long dark hair and glasses, wearing a red long-sleeved dress with a black belt and white shoes, stands outdoors. She is holding several red and white balloons. The background is a soft-focus outdoor setting with trees and a clear sky. The text is overlaid on the right side of the image.

"Be strong
enough to
stand alone,
smart enough
to know when
you need help
and brave
enough to ask
for it "

Ziad K. Abdelnour

THE TOP 4

transferable
skills in

2017!



Are you changing career paths or maybe you are looking to step up and apply for a promotion? Whatever the case we are about to unveil the top skills that can make you the front runner when applying for any new job in today's workplace.

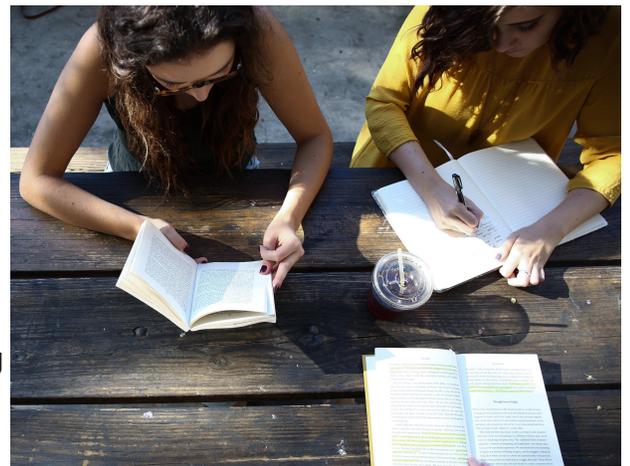
In the fast paced world that we live in people's technical expertise is frequently being taken over by technology. Switchboard/reception roles, fast food chefs, agricultural workers, data entry roles and factory operators were all listed in a recent article by Forbes (2016), as roles that are being taken over by modern technological advancements.

So when the skills that many people have relied on for so many years are disappearing at such a rapid rate, what are those professional skills that employers are seeking from the modern workforce?

relationship management

Building business connections, obtaining new customers/clients, collaborating with partners and growing a business all rely on being able to make genuine connections with other people. And I don't know about you, but as great as technology is, at this stage it hasn't replaced the enjoyment and social benefit that we get from real human interactions.

It is a well-known fact that people will do business with people they like. So taking the time to invest in others and spending time getting to know the needs, wants and desires of your stakeholders is key.





resilience

The Oxford dictionary defines this as “The capacity to recover quickly from difficulties; toughness”. When you are being asked to work in complex environments, deliver faster, produce more and respond to endless requests being able to keep your cool and in control is vital.

The most important factor with resilience is that only you can develop this for yourself. Your own wellbeing and self-care routine is paramount to ensure the longevity of your physical and mental health. The reality is the larger focus you have on yourself and keeping healthy the better you can set yourself up for high performance and success. Working yourself to the bone and to the point of exhaustion = an unhappy employee and ultimately decreased performance.

agility

Put simply this is the ability to learn new things, be flexible in your role and be adaptable. Again when the world is changing so rapidly, being able to flex and shift to a new environment will give you the edge over your competitor. Now this may sound a little unclear as far as a skill is concerned, so how can you show an employer that you have agility?

Highlighting examples is a great way to show your skillset in practice. For agility, this could include:

- Where you have worked across teams with a successful outcome, particularly in an area that is not your subject matter expertise
- A project where you had to read and act on signals that may have been ambiguous
- A time where in an uncertain work environment or marketplace you have tested or experimented with a new idea and then been able to mobilise this quickly and efficiently



data analysis

The technology we have access to can compile pages upon pages of data and give us all the hard facts we could possibly want. But, what is important is being able to take that data and make sense of it. What is the data telling us and what are the stories and human elements that we can take from this to help the business we are working in better perform? This is a red hot and in demand skill across all industries, so the number one tip, put your inspector gadget hat on, get curious and learn to love investigating deep into data!

Trick or Treat!

**"okay you got me, just hand over the bones sweet cheeks
and no one gets hurt"**



WHAT IS A CAREER COACH

AND WHY DO I NEED ONE?

When you hear the term coach most people would immediately think about something sports related, like a football coach or even a personal trainer. In the last few years the coaching industry has really taken off as people are serious about getting the most out of their life and being the best they can be. From executive & leadership coaching, to career coaching, to life & relationship coaching, there is a service to meet everyone's needs.

what exactly is coaching?

So when you want to strengthen your muscles, get healthier and be more confident in your body you would likely engage a personal trainer right? Someone to hold you accountable and help keep you on track. Well just like a PT, a coach will help to guide you, monitor your progress, give you advice and hold you accountable when you are working on goals relating to your career/leadership/life/relationship etc.

so what types of things could I be coached on?



1. you're stuck

Most people will get to a point in their career where they feel they have plateaued or they simply want more. It is not unusual to feel this way and it can be challenging to identify what it is that you are looking for and what will bring you fulfillment.

You could also be stuck with a big decision in your career/life. As an example; should I study Architecture or Fashion Design? What is the right pathway for me and how do I make this decision?

A coach can help you to identify those things that are really important to you to help get you on track.

2. you're unhappy

Maybe you're in a job that you don't like, or you're no longer interested in your given field. Maybe you've fallen into a career that just doesn't fulfil you.

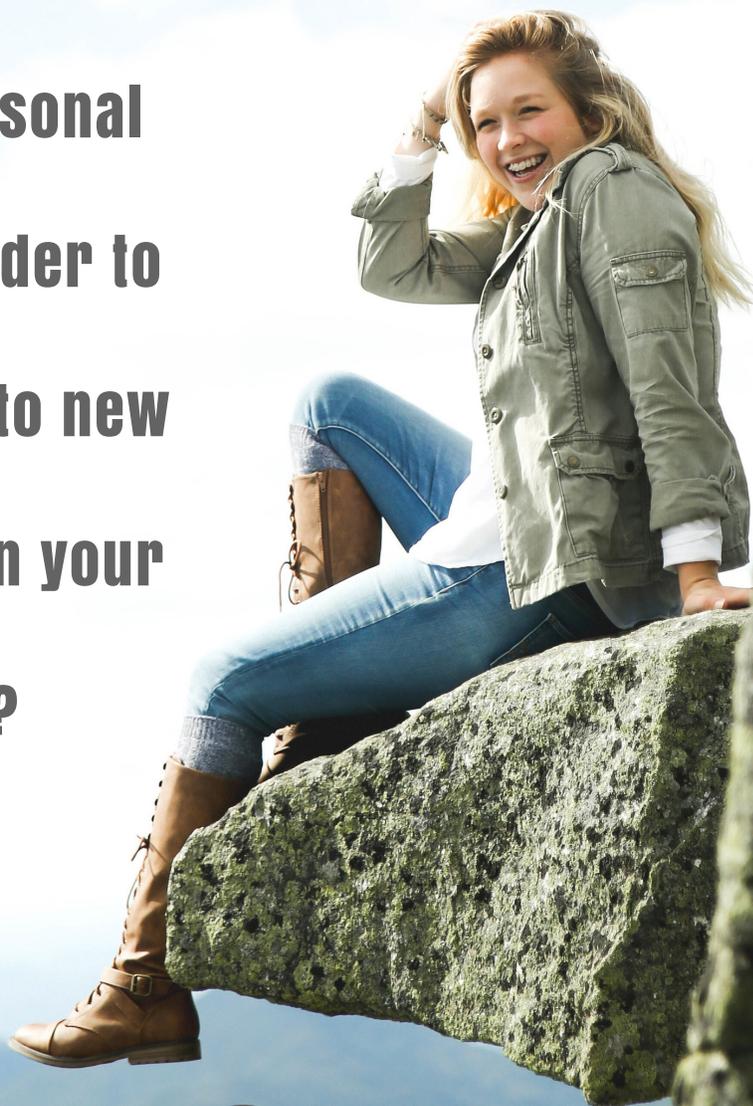
We've all heard of the "mid-career/life crisis" or even now we are hearing of the "1/3 life crisis". Often people will look to new hobbies, relationships, material possessions or even children to ease these feelings, but it is because we don't take the time to truly understand ourselves, our values and our needs. Working with a coach can help you to uncover the right path for you.

3. you're happy or you want to excel

If you are feeling excited and happy with your career and the potential of where it could go, that is also a perfect time to work with a coach. When you are operating at your peak you are open to growth and stretching yourself. A coach can help you to set challenging but realistic goals and hold you accountable in a gentle and supporting way to achieving these and more. And why not have your own personal cheerleader when you are smashing the lights out!?

Ready to take the next step?

**Why not have your
own personal
cheerleader to
take you to new
heights in your
life?**



BOOK HERE





What's in store next month....

ISSUE 04

NOV '16

STEPPING UP

how to become the glowing leader
you are meant to be