



Interglobe Cross-Cultural Business Services

February 2017



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March 11 & 12

Attendance at
[Fundamentals of ORSC](#)
(Organization and
Relationship Systems
Coaching)
Atlanta, GA



Dear Readers,

The New Year is well under way. To say "we live in interesting times" seems an understatement -- changes, upheaval, disruption... you name it. "Staying centered while the world is spinning," to use the title of a webinar offered by my colleague Tatyana Fertelmeyster, requires us to get creative and mindful in new ways. Keeping our balance in more than one sense is vital: emotionally, spiritually, intellectually and physically.



One of the ways I achieve balance or get back to it when I lose it is to take my MEDS (credit for this goes to Kay Christopher, Austin-based EFT Practitioner): M-editation, E-xercise, D-iet and S-leep. Another way is to choose a "word of the year" as an anchor -- my annual ritual now in it's 4th year. Here's the line-up from past years: 2014-Bold Moves; 2015-Possibilities; 2016-Deepening.

In 2017, I'm choosing **Action** as my word for the year. I spend a lot of time focusing on my vision of myself at my highest and best. Increasingly, in these times of chaos and change, I see the importance of action accompanying vision. "Vision without action is merely a dream. Action without vision just passes the time. Vision with action can change the world." (Joel A. Barker)

Let's go do it. Let's take action. Let's change the world.

With appreciation,
Rita



The Art and Relevance of Goal Setting

March 14

Stress Reduction
through Personal
Leadership,
Workshop for Habitat
Homeowners at [Atlanta
Habitat for Humanity](#)
Atlanta, GA



April 3

German-American
Chamber of Commerce
of the Southeast
[5th Annual Forum for
German Small and
Medium-Sized
Enterprises](#)
Chattanooga, TN



June 2

Dalhousie University
[Personal Leadership
Revisited: Deepen Your
Practice](#)
Halifax, Nova Scotia,
Canada



June 5-6

Dalhousie University
[Personal Leadership:
Leading the Self Before
Leading Others](#)
Halifax, Nova Scotia,
Canada

Like many of you I tend to set a number of goals (objectives, intentions) for myself and my business at the beginning of each year. When I shared my 2017 goals with my business coach a few weeks ago, she commented on how "heady" they felt to her. I had to agree with her -- these goals consisted mostly of numbers I wanted to reach. They had "no magic" in them. This made me reflect on the "art of setting powerful goals." Here's what I came up with:



Goals and intentions have to (also) come from the heart -- not just your head. They have to at least have some degree of "heart energy" and passion in them -- even if they are mostly numbers goals.

Sharing your goals with others makes them more real. Let a group of colleagues or friends know what you want to change or achieve and ask them to check in with you once or twice during the year -- or, even better, send them a note about how you're doing now and then.

Measuring your progress will help improve the outcome. Devising a simple system of tracking how you're doing and writing down your successes (and failures) and reflecting on them will help you get closer to your goals -- I promise!

Regularly revisit and review your goals. If they no longer feel "alive" or relevant to you, change them or drop them. No guilt, either.

In light of these ideas, here are my 2017 goals:

- To practice being on time.
- To develop a daily (business) reading practice.
- To drive more passively.

Any support is welcome!

Coach's Corner

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"Coaching: a conversation that supports the client in cultivating greater self-awareness, making new and more refined distinctions and building new behavioral competence."

Coach's Corner is a regular feature highlighting a particular aspect of coaching.

Virtual vs. Face-to-Face: Neither Best Nor Second Best -- It All Depends

Whenever I ask a new coaching client the question "would you rather meet in person or via phone, Skype, etc.," I get one of three answers: Some are very emphatic in their insistence on face-to-face (F2F) coaching sessions ("much better"), others seem to prefer not having to leave their offices ("virtual is fine") and a third group could go either way. At the same time, the number of coaches who offer only F2F coaching seems to be getting smaller

On A Personal Note



I'm doing it again: On May 20 and 21, I'll be participating in the [AV200](#)

riding 200 miles to raise money for AIDS vaccine research conducted at the Emory University Vaccine Center. Watch out for my pledge drive.



Quotes and Sayings

"We must always change, renew, rejuvenate ourselves; otherwise, we harden."

-- Johann Wolfgang von Goethe

"Kindness is a language which the deaf can hear and the blind can see."

-- Mark Twain

and smaller these days. Most coaches I know are open to both modes or prefer a mixture of the two. For me, it all depends on these criteria:

Coaching objectives / desired competencies: If a client wants to increase their ability to communicate more effectively with others or improve their networking abilities, for example, I might suggest F2F coaching in order to observe the client more fully "in action" and offer better coaching to them.

Ease of access / proximity to the client: Obviously, traffic or distance does not automatically exclude F2F meetings. However, if a client who initially insisted on meeting F2F, is constantly late to their appointments or is stressed by spending time in traffic, I might suggest switching to virtual coaching.

Client's personality / trust-building: Certain clients seem to want to get a "feel" for their coach before they can begin the trust-building process, which tends to happen more quickly in F2F sessions (not always though). Sometimes second-language speakers prefer F2F coaching because they rely on non-verbal clues in addition to verbal ones.

Overall, based on my experience, I find that virtual coaching can be just as effective -- and with certain clients under certain circumstances even more so -- than F2F work with a client. The most important thing is to always stay alert to what the client needs.

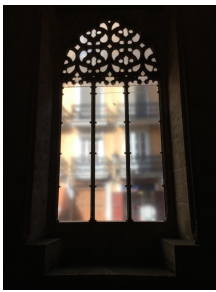


Happy coaches complete certification program for The Leadership Circle 360-degree feedback tool in Atlanta in August 2016.

If you want to find out more about my coaching approach and style, please [email](#) or call me at (404) 915-2340.

A Mindful Approach to Coping with Stress -- and to Bridging Divides

As a "budding Buddhist," I increasingly turn to the ancient wisdom of Buddhist teachings to find inspiration and ideas for coping with stress, staying centered and, more recently, for dealing with divisiveness and the negative rhetoric that seems to have taken over our conversations and



"It always seems impossible, until it's done."

-- Nelson Mandela

"I am always doing that which I cannot do, in order that I may learn how to do it."

-- Pablo Picasso

"All things are possible until they're proven impossible."

-- Pearl S. Buck

"The poorest person in the world is not the one without money but the one without vision."

-- Ghanaian Proverb



"The criteria for success: you are free, you live in the present moment, you are useful to the people around you, and you feel love for all humanity."

-- Sri Ravi Shankar

public discourse. Here are few strategies that I have found helpful:

Reach through differences, listen deeply and "give no fear." Let's not pretend we know, but be open and learn; let's bear witness to what is happening in our country, in our world, and take wise, compassionate, and courageous responsibility. Source: Roshi Joan Halifax, "[Lion's Roar](#)"

Accept Complexity. Move toward goals knowing that somewhere on the spectrum between simplicity and complexity exists possibility.

Rethink Assumptions. Be conscious of limiting emotions, behaviors and biases and make an effort to better understand the values and diverse perspectives of others.

Choose Presence. You have the power to shift the context in which you show up in the world. Show care and compassion no matter what.

Nurture Social and Emotional Health. Take time out to enjoy the benefits of meditation, self-reflection, friend/family time, and being in nature. Source: "[Mindfulness without Borders](#)", 10-year anniversary blog



Cultural Detective: Germany, Version 2.0 is OUT!

"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."

-- Margaret Mead

It took a while, but... in December of 2016, [Cultural Detective](#) published a sorely needed updated version of Cultural Detective: Germany. This updated version reflects the new reality of German society in general and the work context in particular. It includes descriptions of six German core values ranging from a sense of order (no surprises here!) to sustainability, new case studies and an updated resource list. It's available in downloadable PDF format as well as in a very versatile online version conducive for team work and individual study and reflection. For information and free webinars, visit Cultural Detective's brand-new [website](#) and subscribe to the CD blog and newsletter.



New Partnership with Language & Culture Worldwide (LCW) Offering eLearning Resources

Interglobe is partnering with Chicago-based Language & Culture Worldwide to offer our clients access to LCW's collection of interactive [eLearning modules](#) on topics such as Introduction to Managing Unconscious Bias, Culture and Identity, Managing with Intercultural Competence and others. LCW's new e-learning programs offer an interactive, self-paced learning environment that can be available 24-7. Programs are customizable to your organization's specific needs and can be hosted on your LMS or intranet.

Client Testimonials

"Rita is the best! Her style and passion are infectious -- she is the reason I signed up for this follow-up course."

-- Participant in
Advanced PL program
Halifax, Canada

"Amazing facilitator. The amount of time and effort Rita put into this class paid off 100-fold."

-- Participant in
Advanced PL program,
Halifax, Canada

"Rita used great examples and discussions to keep everyone engaged."

-- Participant in "Building Intercultural Competence,"

Click [here](#) to view video preview of the eLearning module: "Managing with Intercultural Competence."

For more information, please [contact](#) us.

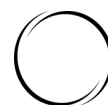


Leading in a
Culturally Diverse World™

Resources

Coaching Resources

I attended a 3-day certification program for a 360-degree assessment and leadership development tool called The Leadership Circle Profile last August. I have been using the 360-degree assessment since then and find it an excellent developmental tool for my coaching clients. For information on the tool and future certification workshops click [here](#).



The Leadership Circle®
CERTIFIED PRACTITIONER



"Rita's coaching style is collaborative and practical which is a very effective combination."

--Coaching Client

"Rita listens attentively, repeats what she heard me say, guides me sensitively away from my distractions and towards a positive thought process to achieve my goals."

-- Coaching Client

"Rita's coaching style is gentle yet firm. Her generous presence keeps me focused on the essentials of my life while inspiring me with her own calm intentionality."

-- Coaching Client



Interglobe

Visit Our Website
Email Us
(404) 915-2340

[Crazy Good: A Book of Choices](#) (2015) by Steve Chandler
An easy-to-read description of 15 choices or distinctions in attitude, perspective and behavior the author offers his readers ranging from "Choosing vs. Trying to Decide" to "Pleasing vs. Choosing" to "The Want-To vs. the How-To."



Other Resources

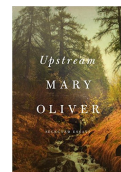
[Inclusion: Diversity, The New Workplace & The Will To Change](#) (2016) by Jennifer Brown
A poignant description of the changes occurring in today's corporate workplace with regard to the role of diversity and a practical guide on how to create truly inclusive workplaces and policies that support them.



[Humble Consulting: How To Provide Real Help Faster](#) (2016) by Edgar H. Schein
The author argues for the need to replace the old ways of doing consulting work using professional distance with newer, much more personal approaches involving authentic openness, curiosity and humility.



[Upstream: Selected Essays](#) (2016) by Mary Oliver
I can't help but recommend this incredibly beautiful and inspiring collection of selected essays written by one of America's most beloved poets, Pulitzer Prize winner Mary Oliver, focusing on "the pleasure of artistic labor," nature, and great thinkers and writers of the past who have inspired her.



Connecting Through Differences!



Interglobe Cross-Cultural Business Services, Inc. | 122 2nd Ave | Decatur | GA | 30030