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CENTRAL CITY BUSINESS ASSOCIATION

# The Discomfort of Innovation



When we experience discomfort due to all the turbulence and change taking place in the business world or in our personal lives, many of us think there is something wrong. We say "I feel uncomfortable. There is so much change and uncertainty. I must be doing something wrong".

But what you should be thinking is there can be no innovation without disruption. It isn't possible to let

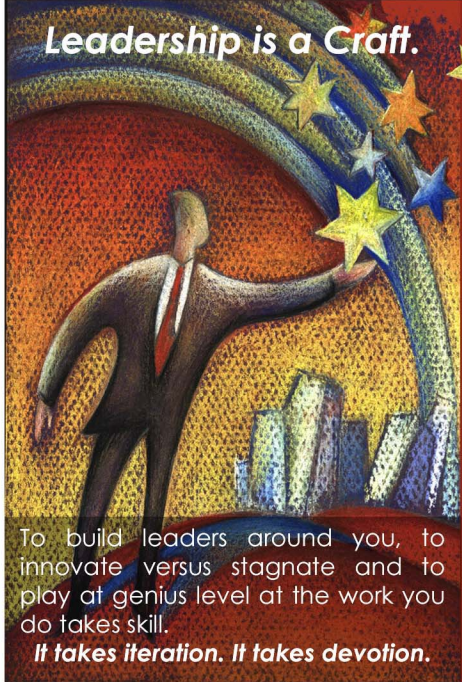
go of your old ways of thinking and doing things, and be innovative, without upsetting the way you've always done things.

When you disrupt your old ways of thinking, performing and being, it creates discomfort. Therefore, I encourage you to remember that the discomfort you may be experiencing as you push the envelope and rethink the way you work is part of getting to something better.



Paul Lonsdale  
 Central City Manager  
 Business Association

**Don't fear discomfort; embrace it. If you really want to lead, get good at being uncomfortable.**



# Leadership is a Craft. Your Opportunity for Impact

When hardship hits most people instinctively react with "what will happen to me? My family?" Our first instinct is to pull in, protect and preserve our domains. It's human nature. However, if we act only upon this line of thinking we end up following fear down an extremely narrow street, setting limitations on our lives.

In the new world we live in, the leaders who put people before profit will have the greatest impact. Those who believe in caring for the people first will win. Life has a very fair accounting system.

Your return equals your investment. As much as it flies in the face of instinct, the difficult times are the exact times to be generous. Be generous with your time. Give away your gifts. Be philanthropic with your attention. Now is the time to pay it forward – to reinvest those acts of kindness done for you back into the social accounting system.

**Here's your opportunity for impact:**

**1.** Look around, who needs a hand? It might be a teammate, peer or a customer. Show some real leadership.

**2.** What action can you take immediately to influence their situation? What would make a difference? A coffee and a heart to heart talk. The afternoon off. A hand written note. Tickets to tonight's game. Money in their parking meter.

**3.** Remember small acts carry deep meaning. Paying it forward only needs to cost you creativity and good will. The monetary value is not the point.

Paying it forward is an invaluable investment hiding in plain sight. Look for your daily opportunity for impact.

**Great Quotes**

"I have no interest in Shakespeare and all that British nonsense... I just wanted to get famous and all the rest is hogwash".  
 (Honesty, you just can't beat it.)  
**Anthony Hopkins**

Tragedy is a tool for the living to gain wisdom, not a guide by which to live.  
**Robert F. Kennedy**

I started at the top and worked my way down.  
**Burt Reynolds**

**Coaching for Success**

Timothy Gallwey said...  
**"Coaching is unlocking a person's potential to maximise their own performance; helping them to learn rather than teaching them".**

The key points here are coaching is about empowering people and ensuring they take responsibility for their own growth and improvement.

Good coaches don't give advice, they ask good questions. A typical coaching process is The G.R.O.W model. I have added another step to the model and that is **Feedback**. This makes it the model. **Goal – Reality – Options – Will – Feedback**. Keep in mind that coaching is about empowerment and done well it is a powerful motivator.

