

# Rounding out the week

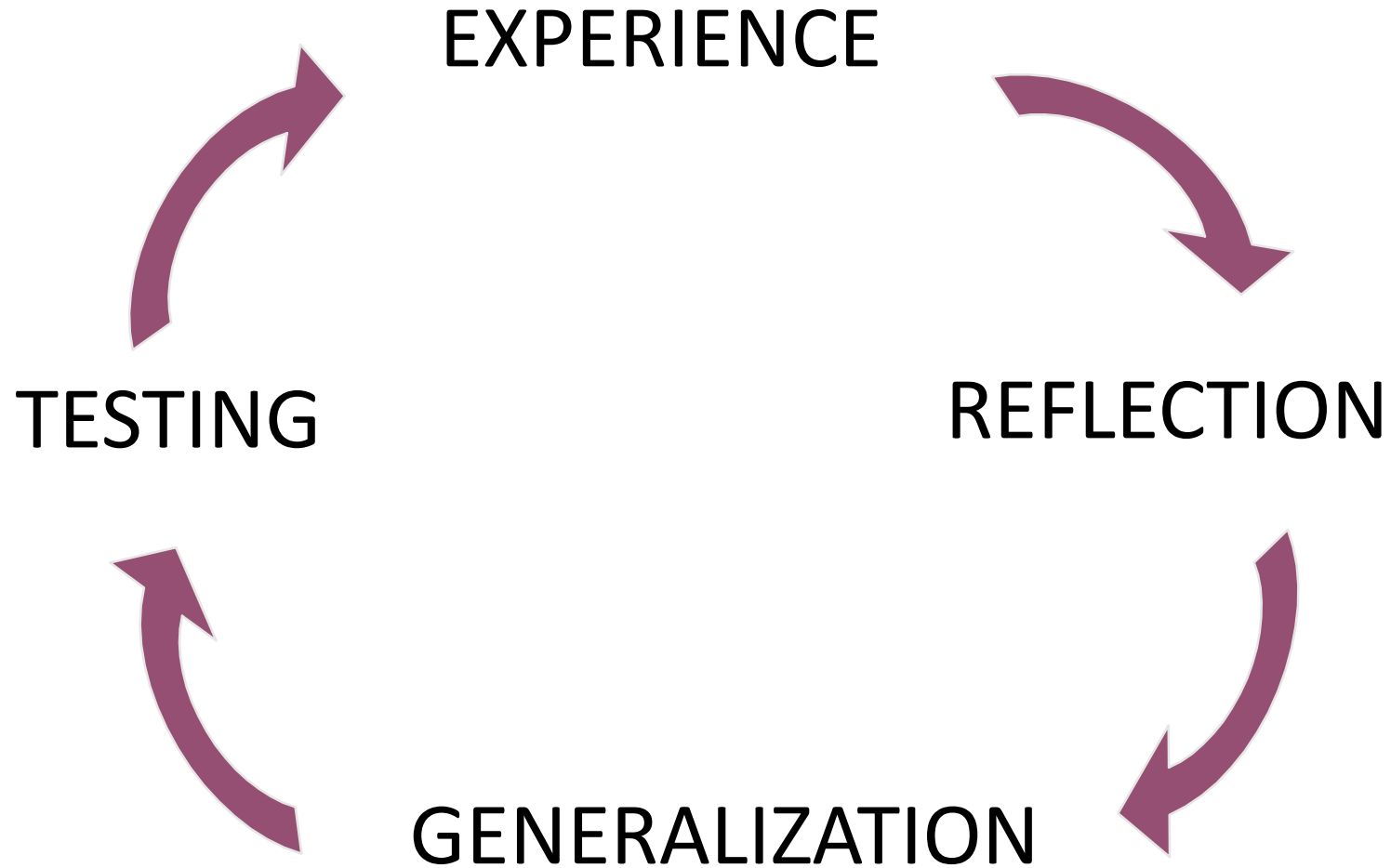
## Nuffield International CSC – Iowa 2019

Wyn Owen NSch

**NUFFIELD  
FARMING  
SCHOLARSHIPS  
TRUST**



# KOLB LEARNING CYCLE



Team Role		Contribution	Allowable Weaknesses
Plant		Creative, imaginative, free-thinking. Generates ideas and solves difficult problems.	Ignores incidentals. Too preoccupied to communicate effectively.
Resource Investigator		Outgoing, enthusiastic, communicative. Explores opportunities and develops contacts.	Over-optimistic. Loses interest once initial enthusiasm has passed.
Co-ordinator		Mature, confident, identifies talent. Clarifies goals. Delegates effectively.	Can be seen as manipulative. Offloads own share of the work.
Shaper		Challenging, dynamic, thrives on pressure. Has the drive and courage to overcome obstacles.	Prone to provocation. Offends peoples feelings.
Monitor Evaluator		Sober, strategic and discerning. Sees all options and judges accurately.	Lacks drive and ability to inspire others. Can be overly critical.
Teamworker		Co-operative, perceptive and diplomatic. Listens and averts friction.	Indecisive in crunch situations. Avoids confrontation.
Implementer		Practical, reliable, efficient. Turns ideas into actions and organises work that needs to be done.	Somewhat inflexible. Slow to respond to new possibilities.
Completer Finisher		Painstaking, conscientious, anxious. Searches out errors. Polishes and perfects.	Inclined to worry unduly. Reluctant to delegate.
Specialist		Single-minded, self-starting, dedicated. Provides knowledge and skills in rare supply.	Contributes only on a narrow front. Dwells on technicalities.

TYPE	SYMBOL	TYPICAL FEATURES
Company worker	CW	Conservative, dutiful, predictable
Chairman	CH	Calm, self-confident. controlled
Shaper	SH	Highly strung, outgoing, dynamic
Plant	PL	Individualistic, serious-minded, unorthodox
Resource Investigator	RI	Extroverted, enthusiastic, curious, communicative
Monitor/ Evaluator	ME	Sober, unemotional, prudent
Team worker	TW	Socially orientated, rather mild, sensitive
Completer / Finisher	CF	Painstaking, orderly, conscientious, anxious

Don't worry.....



Bits & pieces....

# Effective Coaching Questions

- Open
- Brief
- Clear
- Focused
- Relevant
- Constructive
- Neutral

# Questioning Techniques

*I keep six honest serving men*

*(They taught me all I knew);*

*Their names are What & Why & When*

*And How & and Where & Who*

*Rudyard Kipling (1902)*



# The next question...

- If you're busy composing your next question – you are not listening
- To avoid this - focus on the client's response and base your next question on this
- Consider whose interests you are working in
- Consider – what is it you are trying to keep one step ahead of?

# Listening Tips

- Concentrate
- Stay in the moment
- Relax
- Assume nothing
- Don't complete sentences
- Listen with feeling & reason
- Be aware of any barriers hindering listening
- Stop talking

# Important skills

- Active listening
- Paraphrasing
- Summarising
- Reflecting
- Using silence
- **Not** advising
- **Not** providing the answer

Find a partner!



# Pairing up!

- What have you learnt?
- How will you apply it?
- What next?

# Some useful questions

- How do you feel?
- What do you think?
- Is this helping?
- And what else?
- What would be the most useful question I could ask you now?
- What are you thinking of doing?

# Reflective Learning

- What have you gained from the CSC?
- What happened that you didn't expect?
- What didn't happen that you expected?
- Reflect upon your resistance to change/locus of control
- Outline 3 things your need to do
- How will you ensure this happens?
- Who can help you?

# Winston Churchill Quotes

- “A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.”
- “Success is not final, failure is not fatal: it is the courage to continue that counts.”
- “Success is stumbling from failure to failure with no loss of enthusiasm.”
- “Continuous effort - not strength or intelligence - is the key to unlocking our potential.”
- “If you are going through hell, keep going.”
- This is not the end, or even the beginning of the end but it is the end of the beginning”



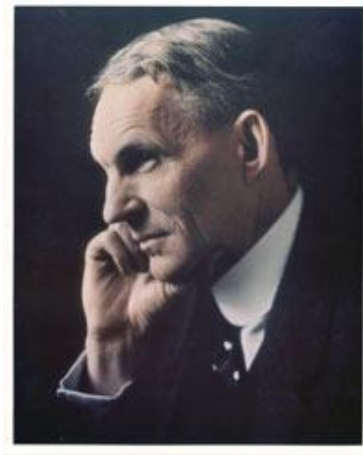


# Henry Ford

*“You can have  
any colour you  
like, so long as  
it’s black!”*

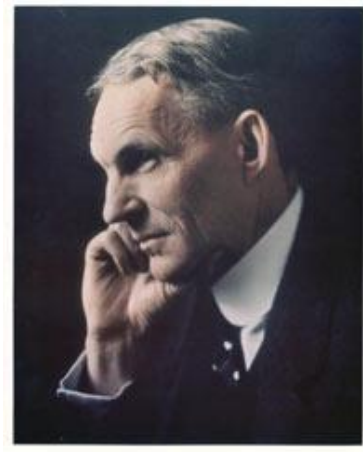


# Henry Ford (Quotes)



- Obstacles are those frightful things you see when you take your eyes off your goal.
- The competitor to be feared is the one who never bothers about you, but concentrates on making his own business better.
- Coming together is a beginning, staying together is progress and working together is success.

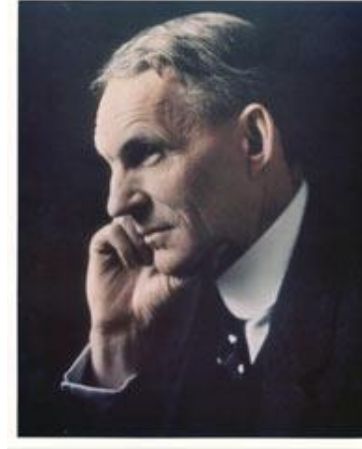
# Henry Ford



- In 1914 Ford announced that he would pay workers a min. wage of \$5/day.
- Economies of scale caused frequent price reductions, the model T cost \$950 in 1908 & \$290 in 1927
- These factors combined resulted in Ford workers becoming potential customers for all kinds of consumer goods – including automobiles!

# Henry Ford

*He didn't set out to make cheap cars so that he could sell thousands; he made thousands so that volume & efficiency minimised the price!*



# Essential life rules

- Always be respectful
- Listen more than you talk
- Establish long term relationships
- Seek win/win outcomes
- Instigate positive change
- Show your under-belly
- Get the coffee/beer/lunch
- Never be late!

The Nuffield family – some parallels???

# The 2019 CSC

In your Country groups discuss/agree:

- One thing you would definitely keep
- One thing you would definitely drop
- One thing you will never forget