

Hi #firstname#,

Welcome to High Ideals Member News.

from the desk of

Carol McGowan
Quality Assurance Manager

I undertake a number of roles in my professional life. One of the most rewarding roles I have is that of Quality Assurance Manager and Assessor for High Ideals. I love this role for a number of reasons, not the least of which is the fact that the organisation is based on living up to the values of integrity, positivity and impact. Integrity has always been a value I hold dear and it underpins everything I do irrespective of the significance of the activity. I pride myself on being a person of great repute and to have that acknowledged brings me great joy. I know a lot of people talk about integrity, I wanted to ensure I actually lived it. Impact is also a value I think we may not pay enough attention to. The dictionary defines it as having an effect. The criteria High Ideals believe contribute to impact includes such things as contribution to others and the community at large, empathy, a drive to improve by working on continuing to be our best self, providing feedback with sensitivity and being opportunity focussed to name but a few. This is summed up by being action-oriented demonstrated by being consistent in our ability to act not just talk.



The other aspect I love about this role is the people I get to work with. Each one exemplifying in their own unique ways the values that represent High Ideals. Each one demonstrates a commitment to helping raise the bar in business and this is evidenced by their active and tangible involvement in the organisation. As the Quality Assurance Manager my role is to ensure the practices and procedures employed by High Ideals are to the highest standard and are consistent in their application no matter who executes the activity. I love being able to use my business experience in Quality to help High Ideals achieve its goals and objectives. The two prime movers of High Ideals Karina Butera, Managing Director and Noel Posus, Director of Operations are both highly experienced and well credentialed individuals in the world of business that provide great insight and guidance on the growth and direction of High Ideals and they constantly push me to ensure we operate at a superior level of operation not often seen in business.

I believe one of the great advantages of belonging to an organisation such as High Ideals is the opportunity it provides to connect with people not normally within your everyday sphere of activity. I encourage you to take advantage of this opportunity by investigating how High Ideals may be of maximum benefit to you. It takes courage to be at the forefront of something. But the benefit is that you get to take advantages of the benefits right from the beginning and be part of the evolution of the venture. Does that sound appealing to you? Pass on this information to those you think might be interested and you can all reap the benefits together.

I look forward to connecting with you through High Ideals.

May your High Ideals continue to go even higher,
Carol McGowan

spotlight on values ...

Food for Thought on Responsiveness by Claire Stretch
High Ideals Founding Member

Responsiveness is a key asset in business that can set you ahead of the field. This can simply be because you are the provider who returns a call most promptly to a new client enquiry and so gets the 'gig'. Or it may be that, during a work engagement, a client has some questions and you respond to their queries in a timely and effective manner so building a strong relationship.

These aspects of **behavioural** responsiveness are covered in depth in the High Ideals resource document on [Responsiveness](#) that you might like to re-read.

The purpose of this short article is to add some additional food for thought on

new member update ...

We are delighted to congratulate and welcome the following New Members to High Ideals:

- Rafael Scomazzon (Vic)
- Ruth Ann Harnisch (USA)

notable special offers ...

We would like to remind you of the special offers available to High Ideals members from other members. If you are a Promotional Member and have a special offer you would like to make available, log in to your member profile and load your special offer in this section.

Don't forget to check out all the current [special offers](#).

member events ...

The next High Ideals Connectworking evenings will be held in Melbourne and Sydney in August starting at **6.30-9pm**. Details are:

Sydney: 6th August - Whitehorse Bar & Brasserie, 381-385 Crown Street, Surry Hills.

Melbourne: 20th August - CQ Bar, 113 Queen Street, Melbourne.

We are excited to be able to offer our first (post-launch) connectworking opportunities to members.

Next Thursday we have our first gathering in **Sydney!**

This is a great opportunity for those were unable to travel to Melbourne for the launch to come along and meet some of the management team and fellow founding members.

The first gatherings will be highly informal, get-to-know-each other occasions. Although they are noted as being from 6.30pm till 9.00pm, please feel free to come at whatever time suits you. The management team will be there the whole time, but you can come and go as you wish.

If there is a special guest (or guests) who you feel may be aligned with our values and vision you'd like to invite, please know that you are not only welcome but encouraged to do so. The more the merrier!

There is **no charge** for attending. We will provide light finger food (but don't come on an empty stomach, when we say light, we mean light!), and you will be able to purchase refreshments at the bar.

Make the most of your membership benefits, and come along to mingle with like-minded people, be inspired and just have a relaxed and enjoyable evening.

responsiveness by looking more deeply into the aspect of responsiveness that specifically relates to when we are **communicating**. In this context there is an easy trap to fall into - we can become *reactive* rather than *responsive*.

To quote from the criteria document - to be reactive means:

"that our focus has shifted from what the other party is trying to communicate, on to our own thoughts and opinions about what they are communicating. This means we are no longer actively listening to the other party so we decrease our ability to respond, and respond appropriately, as we have ceased to gather information."

We can find ourselves tempted into reactivity if, for example, we are on the receiving end of a complaint, or questions that we perceive to be critical, or someone being overly emotional - perhaps angry for example. The reason it is not useful to become reactive in such a circumstance is that by doing so we are unlikely to be able keep the communication productive and so we will go off track in terms of the desired outcome - both our own (to keep the work and the client) and the clients (to get the job done as they want it done).

As human beings we are a bit prone to reactivity if we feel criticised! So it makes sense for us to have some strategies and techniques up our sleeve to help us stay responsive.

Here are a few suggestions some of which you might like to 'sleeve' and perhaps you have some of your own to add.

Remember not to take what the other party says personally - what they are saying/communicating is telling you about them and where they are at, not about you.

Validate the experience the other is having -

- 'I can see how upset you are; let's see how we can work this through together'
- 'I can hear that you are not happy with the current turn of events; I'd like to get this back on track so let's work out the next steps'

If there is criticism being levelled at you that you think is justified, acknowledge this - there's nothing like the truth to get things back on track!

Ask enquiring questions to find out what their current needs are -

- 'Given what's going on, what would you most like to see happen next?';
- 'How can I support/assist you in getting the outcome you want?'

Briefly empathise with the other party regarding the 'unacceptable' past event/circumstance they are referring to and aim to move them forward to discussing future desired outcomes and options as swiftly as you can. This will shift their state to a more productive one. If they go back to 'complaining' mode, it just means you have moved them forward too quickly. Stay with them for a while and then try to move them forward again.

I trust this article has been of value to you and I would love to hear your feedback and or suggestions for further topics you might like me to write about - claire.stretch@high-ideals.com.

making a global & environmental impact ...

a note from our G&EI Manager, Gary Scholz

Thank you for continuing to share your stories and resources with me.

Our very first High Ideals member Tim James, of Adelaide, has been implementing some ideas in his home and office which he shared with me that may be of interest.

One of the initiatives he has implemented in his home is the **Bokashi bucket**.

"The Bokashi food waste system uses beneficial micro-organisms to ferment kitchen scraps, preventing them from decaying (and smelling bad) until periodic burying in the garden, whereupon they are readily incorporated into the soil. The Bokashi system makes for many advantages over conventional food waste systems." (Source: Bokashi website)

a special acknowledgement ...

In our first newsletter, I made mention of some very special people who made the effort to come great distances to celebrate our launch with us.

One of the people I failed to mention, who arguably went to the most effort to be there, was **Linda Spinnato**, one of our first founding members, who caught a train all the way from Sydney to Melbourne to attend the launch!!

Linda, please accept my apologies for not mentioning you in person. What an oversight on my part!!

For those members who have not yet had the special privilege of meeting Linda, she is an absolute delight and has been sending the most responsive (in the 'timely' sense of the word), warm, encouraging and thoughtful emails to myself and the team since she became a member.

For those of you attending the Sydney function, look out for the brightest button in the place and go say 'hi' - I'm sure it'll be Linda you've spotted!

Thanks for being part of the community Linda and for your wonderful contribution and impact.

our latest initiative ...

It's important to us to attract the quantity and quality of members to make sure that your membership experience is exceptional.

We are currently seeking to attract high profile professionals (in all fields) who exemplify our values in action. These people will be instrumental in spreading word of High Ideals and helping us build our membership base through their influence and enthusiasm.

We are happy to invite such people to join as Honorary Members because we see them as **Ambassadors** of High Ideals, who will be an important part of our growth strategy.

We have already identified our first potential Honorary Member: **Susan Barton**, of the *Lighthouse Foundation*, who is a testament to what can be achieved, with such positivity, integrity and incredible impact. I am currently in discussions with Susan, and she is delighted and honoured to take on Ambassadorship.

If you know of anyone who has far reaching influence, a passion for making business a positive experience and making an impactful difference through their work and would love to be part of our wonderful venture, please contact me for further information about the nomination process.

The growth of our membership base is crucial to us creating the best possible membership experience for you, so if you could help in any way - with ideas, spreading the word or suggesting possible Ambassadors, I would love to hear from you!

Please contact me at <mailto:karina.butera@high-ideals.com>.

As yet Tim hasn't maximised its use but feels it's a great source of nutrients for the garden and helps to reduce greenhouse emissions. The website following is the local Adelaide producer, who make the buckets. Not only does this keep the manufacturing here in Australia, but they also utilise the Royal Society for the Blind in the production of the buckets.

The price of the Bokashi bucket is competitive. They have two size buckets: The larger size (good for a family of four or more big eaters) is close to \$100. To find out more or order a bucket, please contact Jacquia at HGD: <http://www.hgd.com.au/bokashi/index.html>. There will also be a new Bokashi website up next week, visit www.jakibokashi.com.

Tim also said he recently purchased several peace lilies as they are very good for removing the toxins in the air and they now sit in my office at home. Wonderful! The following website gives a good understanding of how they assist the environment: http://www.sgaonline.org.au/info_spathiphyllum.html.

Tim is the owner of BigFEAT Coaching, where he focuses on business mentoring, consulting and coaching, check out his website at <http://www.bigfeatcoaching.com.au/>.

Thanks for taking the time to share Tim.

Lastly just a reminder that National tree day is on this Sunday 2nd August. Here is their website <http://www.treeday.planetark.org/>.

I hope there has been something for everyone in this newsletter, feel free to let me know about any topics you'd like me to research and cover. As always keep in touch.

"Ideas can be life-changing. Sometimes all you need to open the door is just one more good idea". Jim Rohn



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