

WELCOME TO OUR
Quarterly Newsletter

we're so glad you're here!

**A message from our
Managing Director**

2024 has kicked off with a sprint for the MYS team and we love it.

Lots of coaching, facilitating, governance boards, and change management to keep us occupied over the last few months.

In addition to working with our existing clients, we have a bunch of new ones, and we get a kick out of helping people to uplift their skills and careers, support their staff, and deliver outcomes.

Those two words, "deliver outcomes" can be broad reaching: at their core it's about achieving your desired goal or end state. Achieving what you want rarely happens without the help of others. Those of you that run a small business or are in senior leadership roles understand how important it is to have a strategic plan and the right people around you. What you start out with can change as you learn, expand, and grow.



Now that MYS has been up and running for 2.5-years, the time is right to revisit our service offering, reflect on client feedback, and test our own theories; 'Can we achieve a work/life blend?'

It has been appropriate for us to look inwards and address our own organisational scaffolding – our service providers, in the form of branding, socials and marketing, and the always helpful but under-rated, administrative support.

This has allowed us to focus on new offerings that are currently in development, and which we are very excited about, so watch this space.

Lynn



Gratitude and praise at work

LEADERSHIP IN PRACTICE

Recognition, praise, and thanks – these should all be part of the modern workplace. However, they are easily overlooked during busy times or by leaders who do not recognise the value of things like admiration, recognition, and gratitude.

For an organisation to achieve success, there needs to be an element of praise in the workplace, to support and nurture existing staff and to attract new people to the organisation too. People want to join a workplace with a positive and supportive culture.

Ever heard of HO-ME-I-KU? [This article](#) from Forbes online outlines the art of HO-ME-I-KU; meaning, education that fosters through praising each other.

The author explains, 'You should praise the process that leads to performance. If there are clear criteria, you can praise people more productively. The praised person is likely to feel a different sense of satisfaction and contentment. The repetition of such praise can lead to absolute confidence and results that everyone recognises.' Well, that all makes sense, in theory!

The very idea of praising one another can be uncomfortable for some people, especially if they are not used to receiving praise themselves.

The author goes on to suggest that an easy first step towards giving praise, is to say, "Thank you". Giving thanks is also a form of recognition and acknowledges another person and their work. An example of using thanks could be, "Thank you for helping me compile the social media report," or "Thank you for answering my questions so that I could complete the required procurement documentation." Saying 'thank you' in the workplace (or anywhere for that matter) has the potential to deepen communication and improve the abilities of all staff.

Additionally, for managers and team leaders who are interested in HO-ME-I-KU, the method of back praising is also beneficial in the workplace. With back praising, you deliver compliments through several people; which means the recipients joy is multiplied and their confidence and sense of self-value at work grows too. It is likely the recipient will feel appreciated at work and start doing 'plus-one' work – putting in more effort or doing more work – and their productivity (in theory) will increase.

In a positive organisational culture, it is important for people to feel valued and receive praise for a job well done. When people talk about working in or leading a high-performing team, this is done with a balanced approach of defined work and acknowledgement when good work is done or simply appreciation for their contribution to the overall team or outcome.

There has been a lot of research over the years on the benefit of providing positive feedback to people and the many ways to share it. Not all people feel comfortable receiving praise, especially in a public forum. It's worthwhile looking at praise in practice, i.e. how do we give praise (and feedback) particularly in public forums?

Here are some tangible ways to give acknowledge teams and give feedback:

- **Short video message to your team:**

Ever considered recording a short 30 second video thanking your staff? Instead of relying on the written word to say, 'thank you', why not record a short piece to camera to recognise the successful outcomes, individuals, and teams. Some leaders like to share a video message at the end of a milestone or after coming through a stressful time. A video message let's your people know the extra effort you are willing to make to show your appreciation.

- **Too shy for video?** That's ok. A well-written thank you can still be impactful. Make sure to give the positive feedback on its own for gravitas. If you want to bring attention to something that has been a big outcome don't let it be lost in all the other information you might need to share. Use the video message to be authentic, personable and real with your staff. And perhaps include a paragraph or two with the more meaty or in-depth information they need to know.

- **Face-to-screen:** With the rise of working from home and hybrid models of working at home and in the office, it is important to take the time to acknowledge your team or colleagues in person. You may have had a productive week, or your peers or staff may have been supportive in little ways that has made the workplace better. Before rushing to say goodbye and leave the online meeting or the office, stop, and let everyone know you appreciate them, their skills and contributions.

- **Face-to-face:** Gathering for a team standup time, morning tea or group presentation? Use these moments to inject some gratitude into the culture of your team. Show appreciation and call out specific wins and successes.

It is important to note, teams should not be shallow with praise. Praise should be given where praise is due. Continuous feedback should also be part of the acknowledgement cycle; recognising staff contributions but also areas for improvement. We need both elements to build positive workplace cultures and strong performing teams.

[This HBR article](#) sums up the (positive) feedback and praise loop, suggesting that if you want to be seen as a good feedback giver, you should seek opportunities to develop the skill of giving praise too, not only criticism. Positive feedback and acknowledgement of people's work shows your direct reports that you took the time to digest their work, that you are in their corner, and that you want them to win and succeed at work. Once people know you appreciate them and their work, it should also make giving criticism less stressful and more effective.



How is your goal setting going?

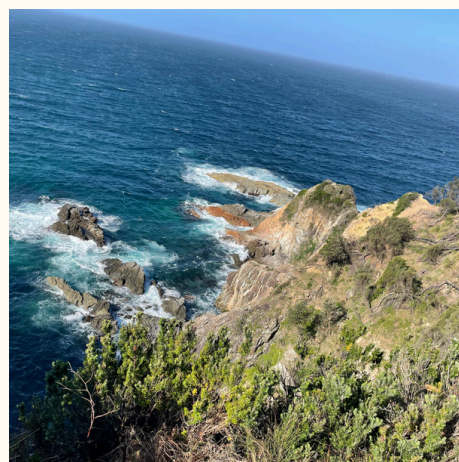
In our [January newsletter](#) we spoke about goal setting and gave you some tips.

At MYS we liken goal setting to updating your relationship status on your socials, i.e. it is not real until you tell someone or lots of people. Okay, so what we mean by this is: accountability matters when it comes to goal setting.

Keeping the momentum going can be hard, so share your goals with others, and choose people who can keep you accountable and support you in reaching them.

It's never too late to make goals:

- Make your goal/s specific.
- Look at what obstacles that might be in the way and remove those barriers and limiting beliefs.
- Build a schedule that works for you and your lifestyle.
- Share your goal/s with friends and colleagues.
- Check-in with yourself. Are you on the way to achieving your goals?
- Celebrate your accomplishments! MYS had a goal to ensure uninterrupted business planning for the year ahead. With what felt like a lot of effort we achieved it and used the beach as a reward!



A perfect setting for a clear head and some focus.



Levelling up through the OPS Program



The OPS program sold out quickly for the first quarter of 2024, with 28 new and upcoming leaders taking part in our 3-day intensives.

3-day intensives

Our last group for this financial year runs through in May; the next round will open for bookings in August.

4-month senior program

Our next 4-month extended program kicks off in July, aimed at executive level staff, it's a fantastic way to learn and build your network.

Keen to pre-book for either of these programs before the end of the financial year? [Get in touch.](#)

The OPS team is also working on an added offering for Senior Executive Leaders; watch this space and our socials for updates!

Women in ICT

MYS are ongoing supporters of WIC, and our Managing Director Lynn is the co-chair of the Work Experience Connection Program

Showing students just how fun and exciting a career in ICT can be!

The WIC Work Experience Connection Program collaborates with schools to assist students wanting to undertake work experience in a variety of ICT roles. WIC will match students to workplaces based on a student's interests and career aspirations.

The program is designed to support existing school-run work experience programs and schools are responsible for any internal or departmental compliance. Students can apply directly to WIC through an expression of interest form and will receive support through online and/or in-person workshops facilitated by industry professionals, on work readiness and career confidence.

Expressions of Interest to host or be a female student participant close 1 June 2024, so head to <https://wic.org.au/program/> and get on board.



WiC(ked) Women



CONNECT WITH US THROUGH:

EMAIL: [HELLO@
MINDYOUSERVICES.COM.AU](mailto:HELLO@MINDYOUSERVICES.COM.AU)

AUSTENDER: [BUY ICT PANEL](#)

AUSTENDER: [ANAO MANAGED
ADVISORY SERVICES PANEL](#)

