

Do what you say

And say what you do

By **STEVE MacNAULL**
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There's a lot of bosses, managers, workers, husbands, wives, friends, parents and kids out there not walking the talk.

"Whenever I go into a business to do some training, the boss or the manager always tells me he or she values people the most in the organization," said Kelowna-based business consultant Michelle Baily.

"Yet, they spend as little time as possible with their employees and there's very little in the way of coaching, training or mentoring."

Baily was the recent guest speaker at a CBD Network event for businesspeople and job searchers.

She feels her approach of appropriate verbal and non-verbal communication gives bosses, workers and job seekers an edge.

"People have to understand their motivations and behaviours and adjust them accordingly," she said.

For instance, is the boss saying he values people the most because that's the politically correct thing to say, or because he or she truly believes it?

If he or she really means it, then step up the appreciation, coaching, training and mentoring.

If he or she believes financial analysis, sales development or marketing is most important, then they should concentrate on



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What businesspeople say they will do and what they actually do can be two different things, according to Kelowna-based business consultant Michelle Baily.

that and get someone else to do the human resources work.

Baily calls herself a performance-enhancement specialist, a title that means she can help bring out the leader in people, coach them to be better managers, workers and people.

She's also a big believer in neuro-linguistic programming.

"Neuro-linguistic programming is basically the mind-body connection and the study of why humans do what we do," said Baily.

"With NLP (she's given it an acronym) there's no black or

white or right or wrong. It's about awareness, choice, flexibility and doing what's appropriate for the situation."

For instance, if you're dreading a certain task, meeting a certain person or embarking on a job search, it shows.

"Anxiety affects both your mind and body and it usually does not lead to success," she said.

"Be aware that anxiety may be your first response, but if you can overcome it you'll come across as more confident and capable."

While based in England and Calgary, Baily has worked with clients such as British Telecom, Nortel and Bombardier.

Baily said humans are like computers in a lot of ways, with our body and brain as the hardware, and our feelings, choices and beliefs the software.

"Set yourself up for success," she said.

"Be aware of the mind body connection and be aware of how your beliefs and choices are either going to or not going to give you the results you expect or desire."

When Baily comes into many businesses, she finds the company running like a big dysfunctional family.

"You have the older men - the critical fathers - and the older women - the quiet and nurturing mothers - and then a whole bunch of kids with their own personalities and challenges," she said.

"Each group has to understand what motivates the behaviour of the other and adjust their dealings with them accordingly."

Baily admits that sometimes she's been asked to leave a business when she starts pointing out its problems.

"You have to be truly ready and willing to make change," she said.