

# NEWB BUZZZ



Connecting U to Us...

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Greetings to the New Beginnings Community...

**It's time to re-connect!**

This is my second return to Mauritius this year and it is always great to reconnect with clients, colleagues and good friends. I am writing to you to invite you to come and catch up with me at the next **MCF practice session** meeting which the **Leadership team** for MCF Mauritius have arranged. I will share with you the details below so you can put it in your calendar. I would love to hear about what you have been up to since we last met. It will be a great opportunity to re-connect with other participants and also to practice some of the skills you learnt in your last training with us. The topic for this session will be '**Your Development as a Coach - the Next Steps**'. I will also be there to give you an update on the **Neuro-Semantics community** and share about all the great things we are planning and about future courses. It will be an amazing time to catch up with **Meta-Coaches** and hear about how they have progressed with Coaching in Mauritius.



It is interesting that when you stay in a place for some time, you get used to how things are done and slowly you start blending into a specific culture. When you leave for a period of time and then return again, a strange thing starts to happen. You often see things with **new perspectives**. It is probably because as you stay in another place, you start building new points of reference so when you return, it's with those new perspectives that you form comparisons which you did not do before. This happened to me when I left South Africa. Every time I returned, I would see a very different perspective of what I didn't see when I was living there for most of my life. After living in Fiji for over a year now, every time I return to Mauritius I notice things which I didn't notice when I was living here.

I am sure many people who study or work abroad feel the same when they return. So, one of the things I am noticing now, is the lack of communication or willingness to communicate from general workers at stores, supermarkets and service providers. In Fiji people enjoy talking and communicating. You see it in the body language, in their facial expressions and in the tone of their voices. They are naturally curious people so they love asking you questions.

However, such is not the case in Mauritius. Well not in my experience in the last three weeks. It's quite strange as I never noticed this before. I first assumed that 'language' played a part of it. I assumed because English is not the first language in most Mauritian homes that the reason for short conversations was due to inadequacies or shyness felt when dealing with an English speaking person. But that can't be the case, because even though everyone speaks good English in Fiji, they only speak Fijian at home and English is also their second language.

Let me give you an example, in the several weeks I have been here, I have been to several supermarkets, electronic stores, service providers, etc. What I **observed** is that most of the store attendants were all **young** adults, possibly millennials. Very few actually **greeted** me, none asked how my day was. When I would ask a question for example, none confirmed that they heard or understood my question. They either started to walk towards what I was asking about or to ask someone else in the store. Very often, I was left standing not knowing if they had heard me or not. If they were ignoring me, if they didn't understand my question or if they were attending to my enquiry. I was not sure if I should follow them or if I should stay and wait for them to come back. They would just walk off.



In one case, I decided to follow this young guy who then spoke to another young lady, then he went to the front desk and I tagged behind him, following him. Eventually he did take me to what I wanted and simply pointed to it and walked off. He did not say **ONE** word to me during our entire interaction. He didn't **smile** or even change his facial expression at all.

Another time, I went to the service counter at a well know supermarket, to ask them to order something for me which I often get there but which they had not had for over two weeks. I spoke to a young lady at the counter who at least gave me eye contact, but did not smile or greet me. After explaining my dilemma, she turned around and was gone! Again I was not sure, did she hear me, did she understand me? Did she go find out more about it? Should I wait or ask someone else? She eventually came back and told me, "write your name in this book" (in perfect English). I wrote it and she turned away. So I went back to her and ask her. "Excuse me, can you please explain to when what you just did?". She very briefly, using as little words as possible, told me they will contact me when they receive the item.

But she did not tell me what she was going to do, how long it would take, who would she be ordering from, who exactly would call me, what the chances of them actually getting the product, what the procedure was, what normally happens. Nothing! No communication. I still don't know if she will ever contact me. Was that a random book where I wrote my details? Was it only for special orders? Was it for all customer queries? Will anyone even look at that book? Who knows, I will wait for a few weeks and then will start the whole process again. I am left wondering if this is in fact a cultural issue? Or maybe is it a lack of service training? Is it a simple lack of communication skills? A lack of curiosity? Don't they enjoy their job? Maybe service people in Mauritius just do not enjoy communicating?

In Fiji, they love talking, most shop attendants want to know how my day is, where I am from, what am I doing in Fiji. When they find out I am South African they celebrate it, because they have a common love for rugby. They tend to match people really well. Then they use common sense. If I am looking for a certain product which they don't have they will make a personal suggestion of what they would use to replace that product. This may include a long story about their grandmother who lives in a certain Island and what they do with a natural product which can easily replace what I wanted. They also love asking people for their name and always repeat it to make sure they pronounce it correctly.



I thought I would share this with you to get your thoughts. But also to say that I think there is a HUGE opportunity for all Coaches on this beautiful Island. Coaching is about having beautiful conversations with people, an opportunity to talk from the heart. Now don't get me wrong, I have had many many great conversations with people in Mauritius, so I am not generalizing here. But I am speaking about 'service' people, people at 'Customer touch points'.



There is a great opportunity to use coaching or coaching skills or even general NLP skills to awaken the larger public of Mauritius to the amazing experience of opening up and connecting with the people they serve, through deeper conversations. By enriching conversations by simply using basic communication skills. Using basic coaching skills of building rapport, smiling, listening, supporting, asking questions and inducing states in people they deal with. This means you have a big job to do to spread these techniques which you have learnt, with others.

I would love to hear your thoughts on what I have shared in this email and then to link it to the topic of our next MCF meeting. What are you planning for yourself? What skills do you need to brush up and improve? How do you plan to take the next step on your own personal growth? What is your personal growth plan? Where are you in your life right now? Where do you want to go? What do you want more of or less of in your life? How are you using what you have learnt with NLP?



**METACOACH FOUNDATION**

## Your Development as a Coach—the Next Steps

**When: Friday, 24th March 2017**

**Time: 17:30—20:00**

**Where: Great Delight Restaurant, Belle Rose, Quatre Bornes  
(Opposite Super U)**

Come and share your answers and your views with us. Join us for some quality heart to heart conversations and come and have some fun like we always do when we meet!

I am looking forward to seeing you and to connecting with you through powerful coaching conversations...

Celebrating your Ultimate Best!!

*Sandra*

