



Students at Tyler Junior College in Texas stress Community Service

Backyard Heroes

A Critical Moment for Community Colleges

by Marc Chinoy, Regis President

At a time when the country is reeling under a series of painful economic blows, there is one critical and growing system, that deserves our attention and personal support. That system is the network of community colleges found in every state.

Improvement at the Base

Community colleges across the nation are focusing on those areas of adult education of immediate value. The next two years will tell the tale of how well or painfully we evolve from the current crisis of both fact and faith.

At the same time shifts in the educational system have started to result in immediate improvement in the base of education directly available to those who seek personal improvement.

A Half Hour's Drive

August 2009

Professional Coaching Secret #3

You Can't Be Trusted!

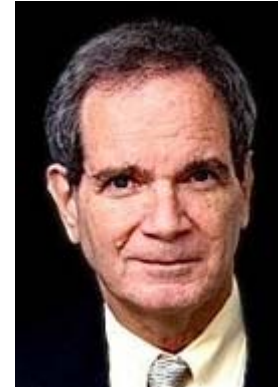
by David Basch, Regis Senior Associate and Professional Certified Coach (PCC)

You cannot be trusted on your own to keep your word to yourself. We all need a structure of support. You need advisers, prodders, handlers, friends, team mates, co-workers, family, support groups, etc. And you need to set it up so it is structured, not casual or informal. You need to be held accountable to keeping your word.

There is nothing more powerful than the power of keeping your word. Ask someone you know how they feel after they quit smoking or lose that proverbial 10 pounds. It is empowering.

Say..."I agree to keep my word"

The simple act of consistently keeping your word will set you free. And the best way I know to keep your word is to give it to another dedicated human or two or twenty or twenty million who will hold you accountable. By the way, the opposite works just as powerfully. Fail to keep your word and it comes back to bite you every time.



Marc Chinoy
President's Letter
Interviews
Compiled

Greetings!

We are now at the end of our first year of guest interviews. We owe a debt of gratitude to all who have participated.

Within the month we will be sending out a combined review and assessment of the composite of the group's findings.

Your feedback is desired as we move to make this effort a standing function of our extended TRG team.

To all of our Interviewees we extend a heartfelt tip

A strong word of advice to those of us seeking either the conversion of careers or supplementary skills: There will be many sources, pretending to be of value, selling all types of training. For those in need, I am urging that you seek out those established institutions within a half hour's drive. They may be called Community College or Junior College. They should be accredited by the state and connected in a network to others.

Skills Upgrade

Through your local community college you should be able to upgrade your skills, or be forwarded on to those who can help, without accidentally stepping into a situation of dubious merit.

Regis Notes



Coach Zimmerman Fields a Winning Season

This Spring, Regis Group Associate Eric V. Zimmerman took up the challenge of managing the high school softball team for his daughter's school, Leesburg Christian School.

The school, which has long been formidable in baseball, had not fielded a softball team for over five years due to the lack of individuals who were able to coach the group of girls.

Having coached his two sons for many years, Zimmerman offered his services to the school's Athletic Director.

Though the team included some girls who had no previous experience playing softball, the team flourished and finished the regular season with a winning record and even won the opening round of the state

Set it up in your life that you have a structure of accountability; a structure of integrity

Make sure your friends, your spouse; your significant other, your colleagues know what promises you are making in your life. But do not expect them all to hold you to your word. Paradoxically, those who are closest to us in our lives are often not the best ones to support our integrity. That might be because they love us and want us to be happy. This is not about happiness. You can be happy if I give you a cookie. Your integrity is far more important than your happiness. Or maybe the opposite is true and they don't care enough about you to really take the time and trouble it takes to hold someone to their word. That in itself takes some work. I perform that task for all my clients. I ask "what are you going to do, by when, and how will I know you did it?"

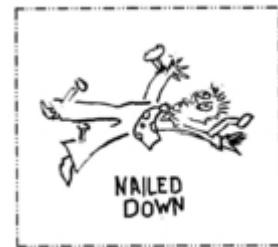
I am not a friend to my clients

I may be sympathetic but I do not attempt to be friendly. The best you can say is that I am an ally and their champion. I would not be writing these words at this very moment if I didn't have that structure in my own life. I made a promise to my own accountability group that I'd write a coaching book-- something I can tell you I would have less a chance of accomplishing if I just promised it to myself. Why? Because it is hard to do. It takes something to sit down in front of that infamous blank page and knock out those ideas on paper. When I gave my word out there rather than just to me, this article got written. You are now getting the value of that word-keeping. My very integrity is at stake.

of the hat.

Marc

**Watch for the Agenda Special Edition:
Guest Interviews:
The Assessment later this month**



BizSpeak: Nailed Down

Definition:

Forced to reveal and/or maintain a position.

Related Terms:

Holding their feet to the fire

How it Sounds:

"Let's NAIL DOWN the numbers before they start squirming around again."

"How long do you think they will hold?"

"Long enough for the ink to dry is all we need."

**For More BizSpeak,
check out the Book.
[Click here.](#)**

tournament.

Eric, who, incidentally, just celebrated his 40th wedding anniversary with his wife Barbara, is fully committed to his community.

My clients pay me to ask them to keep their word

Sounds crazy, right? Why do you need someone else to help you keep your word? Because you do! That is just the way it is, and as a coach if I do nothing else I hold my clients accountable to their word. Anything less and I have sold them out.

Coaching tip #3

Surround yourself with people who are committed to your success, not just your happiness. Your success depends upon your keeping your word. Ideally, hire a trained professional, but if that doesn't work for you then create a structure on your own. Let people in your life know what you expect of them in helping you in your hold yourself accountable. It will work, as long as they know and you know that this is designed to hold you to your word and nothing less.

[Look for more top ten professional coaching secrets in upcoming newsletters, and on our web site.](#)

Focus on the Future

Guest Predictions: Robert Chirles

Guest Predictions is a regular feature in which we ask leaders in a number of professions questions that affect us all.

Robert J. Chirles is the Director of the Loudoun County, Virginia, Department of Family Services. He was formerly the Commissioner of the Putnam County, New York, Department of Social Services and Mental Health. He has served as Project Coordinator for the United Way of Westchester County, New York, and Director of the Archdiocese of New York Drug Abuse Prevention Program.



Robert Chirles

Q: What changes in your professional environment in the past 3-5 years have you found to be the most beneficial?

A: I think the increased use of outcome data to help make decisions about human services programs has contributed to greater credibility about the effectiveness of various initiatives. And the identification of best practices has begun to drive more and better decisions about providing human services overall. Programs can be tested for effective outcomes and decision makers and budget managers can evaluate the effects of human services programs and make a better case for community investment in those services.

Q: What changes have been the most troubling to you?

A: Human services are increasingly faced with the conflicting challenges of constricting financial resources and increasing demand from people who have never before been forced to seek basic services. The current economic crisis has highlighted the lack of affordable housing, the lack of access to health services for a growing number of people, an increase in hunger as evidenced by the increasing numbers of people using food banks, and the growing chasm between the working poor and those at the high end of the US income scale.

Q: What significant challenges might be anticipated in your professional area in the next few years?

A: In addition to fiscal constraints and rising numbers of people seeking services, retirements in the human services field are projected to occur at record levels over the next several years, as baby boomers leave the workforce. Years of knowledge, depth of experience and skill sets developed over the span of a career will begin to disappear and newer professionals will be faced with a steeper learning curve and fewer experienced mentors as budgets and resources constrict.

While retirements will open opportunities for new professionals, the constriction of government and non-profit budgets due to the impact of the global economic crisis will hinder the recruitment of well educated, talented and well prepared human services professionals, resulting in the need for a significant investment in staff training. Training models will need to be adapted to accommodate the changing environment.

Q: What are the greatest challenges

confronting young professionals in Western culture today?

A: In terms of human services, the increasing cost of higher education, more limited employment opportunities, the lack of affordable housing and the lack of affordable health care are just some of those challenges that will make it more difficult for young professionals to establish and maintain a successful career and to acquire the training and professional skills necessary in a global economy.

Various professions may suffer the loss of knowledge, skills and abilities so essential for building balanced communities, for creatively addressing the challenges of a truly global, international society.

The Regis Group, Inc.
102 North King Street | Leesburg, VA 20176 | 703 777-2233 | www.regisgroup.com

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