



CRR WoW Transformation Journey Newsletter

November 2017 /

Leading from the heart

An interview with CRR Head Charl van Rhyn

“I’ve always wondered what makes a person pay”, confesses CRR Head Charl van Rhyn as we commence our interview. An attorney by trade, his legal career branched into credit and collections, where he’s spent over twenty years working in the space that exists between a person and their money.

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CRR Head Charl van Rhyn (centre) and those closest to his heart - his family.





What WoW means to me

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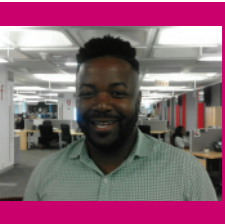


What WoW means to me


-  Better leadership through coaching
-  Happier people
-  Improved work quality
-  Leadership style
-  Open and immediate conversations
-  Accountability

WoW leadership transformation


CRR leaders who have been touched by the Leader as Coach Learning Journey share how conversations with their people have been transformed.




"As I become a better coach, I am finding that I ask more questions and allow people to come up with their own answers. I never realized how much I assumed and how often I provided the solutions for others."
Onthatile Seekane



"My whole team is getting involved in the game plan and I'm actively boosting performance with In-the-moment coaching. For me it's about taking everyone on the journey with me."
Danielle Wilson



"You have to have a teachable spirit for this journey. I have learnt so much. We never used to listen. We were too goal and process-focused. My conversations are definitely transforming."
Ricardo Helena



"Telling isn't the same as a conversation. I used to listen to respond. Coaching allows me to deepen conversations, exploring and really hearing what's going on for the other person."
Bongani Zungu



WoW transformation update

This is how the WoW transformation journey is unfolding across CRR:

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Hands-on and all heart

Gary Segal introduces the Game On coaches that touch your lives

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Coaching from the heart - Game On's Gary Segal



Global experts agree: Heart matters

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Fully connected customers are 52% more valuable to a business than customers who are just satisfied.

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Heart-warming quotes

The greatest gift you can give to another is the purity of your attention.
– Richard Moss

All problems exist in the absence of a good conversation.
– Thomas Leonard

Tips from the Heart

When you're in a conversation with another, smile.

Physically smile. It changes your tone, your words and your entire approach.

Say thank you at least once in every conversation – thank you for your time, thank you for the information, thank you for the compliment.

A thank you is one heart touching another.

