

WEEK 9



BE UNSTOPPABLE

COACHING

PERSONAL DEVELOPMENT PROGRAM

BE INSPIRED
BE CHALLENGED
BE WILLING

BE UNSTOPPABLE



BE UNSTOPPABLE
COACHING

Personal Development Program

"How does one become
a butterfly?"



"You must want to
fly so much that you
are willing to give up
being a caterpillar."

Trina Paulus



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BE CONNECTED
BE UNSTOPPABLE



Children are happy because they don't have a file in their minds called: "All the things that could go wrong."

Author Unknown

BE CONNECTED

BE CONNECTED is all about investing, nurturing and flourishing the relationships people have, be it personal, professional or recreational. BE CONNECTED includes positive relationships, effective communication, emotional intelligence and a win-win mindset when connecting with anyone, creating meaningful collaboration and contribution. 'Connection' is a crucial component to human health and well-being, as it is one of the human needs.



“ONE CANNOT NOT COMMUNICATE”

This famous phrase by Paul Watzlawick has so much power and truth to it. What Paul was expressing through 'one cannot not communicate' is that communication happens all the time, even if one is not saying anything. Think back to a time when you were in conversation with someone and they suddenly stopped talking or paying attention to you ... were they still communicating? The answer is yes, but not directly with you, as their shift in attention communicated something else, be it lack of interest in what you were saying, ignorance or mental distraction. How many times have you seen a friend or family member walk into your home and you knew they were in a bad mood before they started to speak? That is the reality that 'one cannot not communicate'.

In light of this, BE CONNECTED is about the mindfulness of what we communicate, how we communicate and the impact our communication has on our relationships. The emissions we release when we are happy, interested, angry, annoyed, anxious or upset are shown through our body language, facial expressions, physical space towards others, paralanguage (voice) and time offered. Raising our level of awareness as to the 'mood' we are in and how this effects the important connections in our life, is essential to decide how to communicate fairly to all parties involved or included in 'your space' (home, work or social environment).

EMPATHY

Effective communication involves the practice of empathy, which is the ability to connect and understand another person's feelings, experiences and frame of reference, setting aside your own personal conclusions and judgements. Empathy is the ability to be in their shoes and see things through their eyes.

Active listening is a learnable skill that can assist in developing empathy. Active listening involves listening with the 'intent to understand', rather than respond with your own opinions. Listening to understand and practicing skills like paraphrasing, mirroring body language and being fully present in the conversation, is key to developing trust and making the person speaking feel 'heard', resulting in a better connection.

EQ - EMOTIONAL INTELLIGENCE

Emotional intelligence was created in the 1990's by Peter Salovey and John D. Mayor as "a form of social intelligence that involves the ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and action". Emotional intelligence or EQ was made popular in 1996 by Daniel Goleman's published book on the topic. Essentially, understanding and practicing EQ is important in learning to control and express emotions appropriately, in order to handle personal and professional relationships carefully and empathically, which is key to building meaningful relationships and working toward successful outcomes.

The Five Emotional Intelligence Skills

SELF AWARENESS	SOCIAL SKILLS	OPTIMISM	EMOTIONAL CONTROL	FLEXIBILITY
Emotionally intelligent people are aware of how they feel, what motivates and de-motivates them, and how they affect others.	Emotionally intelligent people communicate and relate well to others. They listen intently and adapt their communications to other's unique needs, including diverse backgrounds. They show compassion.	Emotionally intelligent people have a positive and optimistic outlook on life. Their mental attitude energizes them to work steadily towards goals, despite setbacks.	Emotionally intelligent people handle stress evenly. They deal calmly with emotionally stressful situations, such as change and interpersonal conflicts.	Emotionally intelligent people adapt to changes. They use problem-solving to develop options.

An individual who mindfully uses emotional intelligence regularly will develop intrapersonal and interpersonal skills including emotional self-awareness, assertiveness and self-actualisation, showing empathy, social responsibility and nurturing relationships. Their ability to manage stress and impulse control, as well as solving problems and being flexible is high. An emotionally intelligent person is happy and has an overall optimistic life outlook.

Emotional intelligence has become a crucial skill in the professional world, when working with, managing and leading people, due to the power it has through communication, to enhance connection, understanding and levels of empowerment for staff and teams.

Workplace EQ requires competency in the following areas:

Self-Awareness: emotional awareness, self-assessment for control and confidence.

Self-Management: self-control, adaptability, trustworthiness, achievement orientation, positivity.

Social Awareness: empathy and organisational awareness.

Relationship Management: developing others – coaching/mentoring, inspirational leadership, positive influence, conflict management and teamwork.

Emotional intelligence applied well, results in the management of emotions for the self and others, enhancing connection for the purpose of achieving personal and professional goals.



The following questions are contained within the worksheet called 'Emotional Intelligence Test' that has also been included in your email as a separate file, provided in both Digital and Print PDF formats.

Complete this worksheet as shown below, before proceeding to the next stage of this program.



Emotional Intelligence Test

Focus on one life domain (e.g. home or work environment, with family or friends) and respond to the statements honestly and objectively about what you ACTUALLY DO NOW. Indicate 'yes' if you practice the statement more than 75% of the time.

		YES	NO
1.	<i>I am aware when I start to become angry or defensive.</i>		
2.	<i>When I am dealing with other's anger, I keep relaxed and goal orientated.</i>		
3.	<i>I remain cheerful and enjoy working with new ideas.</i>		
4.	<i>I follow through on assignments, support others and build trust.</i>		
5.	<i>Despite setbacks and problems, I continue to work on projects in a calm manner.</i>		
6.	<i>I use positive thinking even when I am in a conflict or in a difficult situation.</i>		
7.	<i>I can feel and see things from another person's viewpoint.</i>		
8.	<i>Before I make a decision or take action, I listen to other's ideas.</i>		
9.	<i>When I communicate with others, I help them feel good.</i>		
10.	<i>To resolve conflicts, I encourage honest and respectful discussion.</i>		
11.	<i>I help people who hold different opinions to reach an agreement.</i>		
12.	<i>When I am making changes, I consider the feelings of others.</i>		
13.	<i>I am aware of when I start to use negative thinking.</i>		
14.	<i>I practice stress management to be calm and healthy.</i>		
15.	<i>I have a good sense of humour.</i>		

Total Number of YES Answers:

Emotional Intelligence Rating:

13-15 = very high	10-12 = high	7-9 = average	4-6 = below average	1-3 = very low
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BE CONNECTED

Five Emotional Intelligence Skills

SELF AWARENESS	SOCIAL SKILLS	OPTIMISM	EMOTIONAL CONTROL	FLEXIBILITY
<i>Emotionally intelligent people are aware of how they feel, what motivates and de-motivates them, and how they affect others.</i>	<i>Emotionally intelligent people communicate and relate well to others. They listen intently and adapt their communications to other's unique needs, including diverse backgrounds. They show compassion.</i>	<i>Emotionally intelligent people have a positive and optimistic outlook on life. Their mental attitude energizes them to work steadily towards goals, despite setbacks.</i>	<i>Emotionally intelligent people handle stress evenly. They deal calmly with emotionally stressful situations, such as change and interpersonal conflicts.</i>	<i>Emotionally intelligent people adapt to changes. They use problem-solving to develop options.</i>

Five Emotional Intelligence Skills

To interpret your scores in each group, match the "YES" you indicated from each statement with the "Y" in the table. Make sure you circle each 'Y' across the row for every statement that you answered 'YES'.

Statement Number	Self-Awareness	Social Skills	Optimism	Emotional Control	Flexibility
1	Y				
2	Y	Y		Y	Y
3			Y	Y	
4	Y	Y	Y		
5	Y		Y	Y	Y
6	Y		Y	Y	Y
7		Y			
8		Y	Y	Y	Y
9		Y	Y		Y
10	Y	Y		Y	Y
11		Y		Y	Y
12	Y	Y			
13	Y		Y		Y
14				Y	
15			Y		
Skill Total					
Interpretation					

Interpretation Rating:

8 = very high	6-7 = high	4-5 = average	2-3 = below average	0-1 = very low
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BE CONNECTED

My best emotional intelligence skills are (skills with a high or very high rating):

My emotional intelligence skills most need of improvement are (skills with below average or low rating)

The emotional intelligence skills that are most important for me to improve are:

What is the desired change I want to see in my communication and connection with others, as a result of improving my emotional intelligence skills?

What action goals are you going set to improve your emotional intelligence?

WIN-WIN MINDSET

A win-win mindset is a mutually beneficial agreement between two parties. Connecting with win-win, where both parties can see positive outcomes from the decisions and plan, heightens cooperation, collaboration and collective success for all. A win-win mindset utilises empathy and EQ to enhance the communication and allow for a win-win result, which is far more effective than win-lose (only one person gets what they want) or lose-lose (no one gets what they want). If people feel that their contribution, participation and energy will result in a win of some type, then understanding, compromise, acceptance and negotiation for win-win becomes very rewarding, which nurtures and flourishes the relationship.

In order to discuss and agree to a win-win outcome, regardless of if the topic being discussed is a personal or professional matter, the steps to take through the conversation are the same.

1. Explore the position and needs of both parties for clarity on what a potential win-win compromise could look like, where each party will get as much of what they want as possible, or an acceptable amount of compensation for negotiation or compromise.
2. Separate yourself and/or the person from the problem. Focus only on the issue or outcome that needs to be achieved. Use empathy to acknowledge emotions and active listening to understand what the other party is expressing.
3. Consider the respective interests of each party, not only the current position each party is presenting to the discussion. For example, a team leader asking the boss for more staff, when the boss may be under pressure to reduce business costs. The respective interest to both is 'increased productivity', so that should be the focus for solutions.
4. Discuss mutually beneficial options and strategies available and objectively make choices to result in the best possible win-win result.

A win-win mindset is a powerful communication skill to develop, which enhances connection and outcomes professionally, in social settings and in one's personal life. All individuals want to feel that their needs and desires are being heard, considered and met, in the best way possible, to benefit everyone involved through that connection.



"Progress is impossible without change, and those who cannot change their minds, cannot change anything."

Author Unknown

DEVELOPING POSITIVE RELATIONSHIPS

Feeling connected and being part of good relationships are vital to the overall health and well-being of all humans. Relationships are governed by love in varying degrees, where the highest or first level of love, unconditional love, is generally known to be found in families, parent to a child, couples, siblings and extended family. This level of love is also found amongst true, life-long best friends and in some cases, the family pet. These people are very important, highly significant and irreplaceable – they hold high value to an individual.

The second level of love, known as care, is generally given and received through friendships or acquaintances, which can be found in a social or professional setting. People who are part of a person's life that are important, who play a significant role in contributing in some way to enrich one's life and vice versa.

The third level of love, known as compassion (showing empathy), is generally given directly or indirectly to people one feels drawn to help in some way, by offering an ear to listen, support by way of contribution (donation of things, food or funds) and volunteering one's time to help make a positive change in the life of another person. Compassion and empathy are traits that are demonstrated in all three levels of love.



Being connected is vital to personal relationships, as these relationships enrich our lives, give us purpose and meaning, make us part of something special and give us value. Our ability to deepen the level of connection with our family, friends and important people in our lives, builds a reserve of trust, respect, loyalty, understanding and safety, which ensures long-term ability to tap into those reserves when communicating about any topic, positive or negative.

For example: a couple connect and communicate in a respectful, considerate and loving manner, yet on occasion, they may have a disagreement about something. When that happens, resolving the issue becomes easier as both parties have a reserve of trust, respect, love and understanding to tap into, helping dissolve the problem, as they each remember that although there may be a difference of opinion, both are coming from a place of love and care, which helps to find a compromise to the topic they are addressing. Alternatively, in the event that this same couple communicated with each other disrespectfully on an ongoing basis, when a disagreement arises, there are no reserves of love or trust to tap into, which results in worsening the circumstances and inflating the problems. Sadly, this is widely seen in many relationships, both personal and professional in nature.

As individuals, we each have 'personal power' to enrich our connections, which are vital to nurturing and building good, strong relationships. Personal power is taking ownership of things that are in our control that can cause a direct, positive change to a connection with someone, rather than blaming people or circumstances (external to ourselves). Complaining, blaming or hoping things will change 'outside of ourselves' is not targeting a factor that is contributing to the source of the issues ... the way YOU connect, communicate, act and react, which influences the interaction back towards you.

Personal power is looking within and creating a change ourselves; in essence, taking charge of a contributing factor to the issue, which minimises its repetition. Taking responsibility and looking at things from a new perspective gives individuals the power to take a different approach in how they connect with others.

Romantic Relationships

BE CONNECTED also includes the nurturing and fulfillment of intimate relationships by understanding all sides of the parties involved, and attending to each other's needs. All individuals need variety, surprise, excitement, happiness, playfulness, seriousness, emotional, psychological and physical stimulation, to enjoy a fulfilled life and be satisfied in a relationship. When one or more of those needs are not met, the level of 'connection' may feel threatened, and one may choose to look outside of the relationship to meet that need. For example: a person loves their partner and values them in so many ways, but feels a lack of connection due to no longer experiencing surprise and excitement in the relationship. This person may have an affair to satisfy that feeling, rather than communicate with their partner to stimulate the connection they once had in all these areas.

Intimacy is very important in romantic relationships and a crucial element to sustain happiness as a couple. In the event that a circumstance puts 'stress' on the relationship, where the couple is not connecting and communicating as effectively as they did in the development of their relationship, this could lead to a perceived loss of attraction, which creates frustration, irritation with each other and the feeling of being rejected. The loss of physical passion may make the individuals feel unloved, not understood and unvalued, which results in weakening the commitment to the relationship. The outcome of this ripple effect is both parties thinking that they are 'not compatible', whereas, if both parties mindfully connected and communicated more effectively when the stress began, they may have addressed the issue, understood and met each other's needs and continued to believe that they are 'perfect for each other'.

In order to succeed in relationships, regardless of if the relationship is intimate, friendly or professional ... the process to make the relationship work is the same.

Step 1 – Identify what you want ... Identify what they want.

Step 2 – Identify what strategies and action steps will be taken to make it work.

Step 3 – Assess the results from the action taken.

Step 4 – If positive, continue. If not, change the strategy and take new action.

In some cases, people are drawn to their opposite ... the attraction is physical and short lasting. Even though these individuals put effort into 'making it work', they may not be compatible for a long-lasting romantic relationship. Choosing a suitable partner for an intimate relationship is important, taking into consideration values and beliefs, life goals, social and sexual compatibility and the manner in which each party 'needs to be loved'. When partner selection is carefully made, the development of connection and a thriving, long-term intimate relationship that can withstand challenges is likely to be achieved.

The Impact of Positive Relationships

Positive relationships have an incredible impact on human well-being, mental health, thoughts, emotions and actions, level of happiness and life fulfillment. When an individual is in a positive relationship and experiences these elements, they in-turn have a positive impact on those around them (the ripple effect). Positive relationships are important for physical health, proven through studies that have demonstrated how hostility between intimate partners has resulted in decreased immune function, such as infections and slower wound healing, particularly for women.

Positive relationships thrive and grow stronger over time when the parties mindfully balance activities and time spent alone and together, being united and respecting each other's need for independence and space. Engaging in flow activities such as sports, dancing, music, sex, learning new skills or cooking together, creates positive moods and relationship satisfaction.

Communicating in an enthusiastic and genuinely interested manner to each other's life experiences is essential to demonstrate attentiveness, care and empathy, which results in connecting more deeply. For example, a person comes home with the news that they just got a promotion. The partners response could be one of the following four things:

1. Active / Constructive (positive) - "That's incredible news, I bet it's the first of many"
2. Passive / Constructive (quietly supportive) - "That's nice honey"
3. Active / Deconstructive (negative) - "Are you sure you can handle the extra work?"
4. Passive / Deconstructive (disinterested) - "What's for dinner?"

As you can imagine from the examples above, the level of connection a person would feel towards their partner who responds with option 1, as opposed to option 4, will greatly influence how valued, cared for and loved they feel, impacting the relationship longevity.

Other effective strategies to develop a positive relationship long-term include mindfulness (being fully attentive when together) and using "I" statements when communicating and solving conflict (done early and constructively when it arises). The practice of gratitude, appreciating what each party brings to the relationship, acknowledging and thanking each other and finally, the act of forgiveness ... letting go of anger, resentment and grudges, showing better understanding and acceptance that people make mistakes.

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In summary, positive relationships are achieved by:

- Balance of activities and time spent alone.
- Engaging in flow activities together.
- Genuine and enthusiastic communication.
- Mindfulness – being fully present together.
- Using “I” statements to resolve conflicts effectively.
- Being grateful and appreciating each other.
- The practice of forgiveness.



“You do not need someone to complete you ... You need someone to love you completely.”

Author Unknown



The following questions are contained within the worksheet called ‘Building Positive Relationships’ that has also been included in your email as a separate file, provided in both Digital and Print PDF formats.

Complete this worksheet as shown below, before proceeding to the next stage of this program.



Building Positive Relationships

Answer the following questions by reflecting on each of the practices and behaviours that foster positive relationships. Assess your own relationship and the manner in which you connect together.

Balance of activities and time spent alone.

Mindfully balance activities and time spent together and alone, being united and respecting each other’s need for independence and space.

How much time to you spend together and what do you do?

How much time to you spend apart and what do you do?

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How balanced do you feel the level of 'togetherness and apart' is in your relationship?

What can you do to improve this practice?

Engaging in flow activities together.

Engaging in flow activities such as sports, dancing, music, sex, learning new skills or cooking together, creates positive moods and relationship satisfaction.

What flow state activities do you both engage in?

How frequently do you engage in these activities?

What can you do to improve this practice?



"Recognise the importance of 'play' in your life. It is essential to give yourself dedicated time to unwind."

David Baird - A Thousand Paths to Happiness

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Genuine and enthusiastic communication.

Communicating in an enthusiastic and genuinely interested manner to each other's life experiences is essential to demonstrate attentiveness, care and empathy, which results in connecting more deeply. For example, a person comes home with the news that they just got a promotion. The partners response could be one of the following four things:

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As you can imagine from the examples above, the level of connection a person would feel towards their partner who responds with option 1, as opposed to option 4, will greatly influence how valued, cared for and loved they feel, impacting the relationship longevity.

How do you currently communicate with your partner?

What can you do to improve this practice?

Mindfulness – being fully present together.

Mindfulness is being fully attentive and present when a couple is together.

How present are you when you are with your partner? Are you distracted by your phone, work or other things?

What level of mindfulness do you practice when you are together?

What can you do to improve this practice?

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Using "I" statements to resolve conflicts effectively.

Using "I" statements when communicating and solving conflict, to effectively address and resolve issues quickly and constructively when they arise.

What process do you take to resolve conflicts? How quickly are conflicts resolved?

What language do you currently use when discussing a problem? Blame, Anger, Resolve, etc.

What can you do to improve this practice?

Being grateful and appreciating each other.

The practice of gratitude, appreciating what each party brings to the relationship, acknowledging and thanking each other.

What do you do to show appreciation for each other?

How do you acknowledge and thank each other? How often is this done?

What can you do to improve this practice?

The practice of forgiveness.

The act of forgiveness ... letting go of anger, resentment and grudges, showing better understanding and acceptance that people make mistakes.

How long do you currently take to forgive each other? Do you hold onto grudges?

What impact to your relationship does your 'forgiveness practice' have on how you connect?

What can you do to improve this practice?

Forgiveness ... How do you do it?

The act of forgiveness is an assertive creation of peace. It lessens the grip of hurtful events and allows people to focus on positive events. Forgiveness does not excuse bad behaviour, but where appropriate, can lead to better understanding and empathy as to why the other party said or did the thing that hurt.

Forgiveness results in healthier relationships, greater psychological well-being, increases one's ability to be in the present moment and not dwell on the past, eases levels of anxiety and stress, lowers blood pressure and the tendency to engage in bad, addictive behaviours.

Forgiveness involves the following steps:

- Reflect on how the event and your reaction affected your life.
- Consider the value of forgiveness and its importance to your own well-being.
- Forgiveness does not mean reconciliation, condoning or excusing.
- Forgiveness is about finding peace within yourself.
- Recognise that you are in control of your thoughts, emotions and well-being.
- Actively choose to forgive the person.
- Release the control and power the event had on you and your life.

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What personal insights have you gained as a result of reflecting and forgiving?

What action goals are you going set to build positive relationships in your life?

"Life isn't about finding yourself. Life is about creating yourself."

George Bernard Shaw



BE CONNECTED - THE LIFE-BLOOD OF BUSINESS

On a professional level, BE CONNECTED is the life-blood of any business or team in developing a positive, collaborative and successful culture. The 'people' (staff or team members) are the asset to be nurtured, as their performance will determine outcomes and bottom lines. The only way to create a culture of empowerment, peak performance, ownership and well-being is by consciously investing in the people, showing them that they are valued, important, worth being heard and invested in.

Many organisations say they are 'focused on their people' yet they make all business decisions based on their profit and loss statement ... that is not being connected. An organisation who truly applies the framework of BE CONNECTED with their people, makes decisions based on their staff and teams' development and progress, in alignment with the businesses overall vision and mission, working on strategies that foster higher levels of loyalty, less staff turn-over, proactive staff engagement, heightened staff well-being and staff empowerment. The outcome of developing this professional and team culture, will be the long-term positive impact on the profit and loss statement, through increased productivity, connection and engagement by the business's largest intangible asset... its people.

Hence, the mindful application of BE CONNECTED is crucial to flourishing, long-term, sustainable relationships in all personal and professional areas.



- Investing in, nurturing and flourishing relationships.
- Tapping into multiple levels of love
 - Unconditional Love, Care and Compassion.
- Effective communication – active listening and empathy.
- Emotional intelligence – understanding yourself and others.
- Win-Win mindset – mutually beneficial agreements and connections.
- Building reserves of trust, respect, loyalty, understanding and safety.
- Developing long-lasting positive relationships.
- Creating an empowerment and peak performance organisational culture.
- BE CONNECTED creates meaningful collaboration and contribution.



REFLECTION

What is the biggest insight you have gained from completing this section of the Personal Development Program?

What have you discovered about yourself as a result of learning about BE CONNECTED?

What topic area within BE CONNECTED would you like to strengthen within yourself?

What are you going to focus on moving forward, regarding developing the skills needed to harness the mindset of BE CONNECTED in all your life areas?



PERSONAL DEVELOPMENT ACTION GOALS

Mindfulness ... Daily Reflection

AIM: To increase self-awareness and control of thinking, emotions and behaviour.

To strengthen your mindset with the BE UNSTOPPABLE DRIVERS for better life outcomes.

- Be aware of your personal contribution to the manner in which you connect and communicate with others, and how your mindset about this driver is shown through your daily thinking and behaviour.
- Make note of circumstances where you have consciously used BE CONNECTED learning when making a decision or taking action and the outcomes achieved.
- Use the tools provided to work on understanding and developing your personal ability to effectively connect with others and request more tools for areas you want to focus on (as explained below).
- Work on the BE CONNECTED Tools and Worksheets daily.



**"Not everything that counts
can be counted, and not everything
that can be counted, counts."**

Albert Einstein

NEXT WEEK

Next week's focus will be learning about the BE UNSTOPPABLE DRIVERS – Foundational Universal Wisdom for Peak Performance.

Week five of six, to help you to progressively understand each driver and strengthen your state of mind in the application of each one.

NOTES

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BE CONNECTED - FOCUS AREAS

The learning outline about BE CONNECTED this week, has provided you with two focus area tools and worksheets to use:

1. Emotional Intelligence Test
2. Building Positive Relationships

BE UNSTOPPABLE has many tools and worksheets that support the trained coaches who work with clients directly, helping them with personal development strategies regarding all areas covered in the learning provided in this program, as well as specific goals set by the coachee.

If there is a specific area you would like to focus on for your own personal development, enhancing your awareness and abilities to strengthen your mindset and behaviour regarding components of BE CONNECTED, please take advantage of your bonus discount voucher to book a coaching session with a trained BE UNSTOPPABLE coach, who will coach you through your personal development and provide you with targeted tools and strategies through your coaching sessions.

BE CONNECTED PERSONAL DEVELOPMENT AREAS:

- Communication: "One Cannot Not Communicate"
- Building Positive Relationships / Building Relationships
- Romantic Relationships
- Eliminating Grudges
- Emotional Intelligence
- Win-Win Worksheet
- Using Personal Power to Enrich Connections

Take advantage of your 20% OFF discount voucher for a personal coaching session with a trained BE UNSTOPPABLE coach.





OUR MISSION

TO BE A POSITIVE
CHANGE CATALYST
IN THE LIVES OF
MILLIONS OF PEOPLE
WORLD WIDE



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