

### Success tips from Hugh Hilton – 3 more Cs

#### **Creativity    Compassion    Communication**

In the previous article we looked at the importance of making good choices, being curious about how things are done or the way people think, and being committed to making a plan and following it through. This time we explore the remainder of Hugh's six 'C's – Creativity, Compassion and Communication



**Creativity** - Successful people are never satisfied with the status quo. They are always asking is there a better way? How can this be done better? What am I not seeing? They think out of the box. They are ahead of the times.

**Compassion** - Over the last few months of lockdown, the support within families, within teams and within communities has been phenomenal. Despite their personal challenges people have looked out for each other and demonstrated genuine compassion for those less fortunate, for whatever reason.

***'No act of kindness, no matter how small, is ever wasted'.***

The Universe is set up so that the more you give the more you attract. Hugh advocates for more compassion and less judgment in our dealings with people generally. When we judge people, we don't see either their qualities or their potential.

#### ***Remove negativity in personal life and business life***

**Communication** - Great leaders are above all outstanding communicators – they understand the power of listening as well as speaking and they are tuned into non-verbal communication such as body language and facial expressions. Just today I coached someone about how important it is to smile when speaking at teleconferences – because others can hear the smile on the phone. Steven Covey says we must master the art of listening to understand rather than always listening to respond.

No matter what job you do it's 80 per cent communication, whether you are influencing staff or clients, how you communicate matters.

***Write to be understood, speak to be heard and read to grow***

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