

HULL &
ASSOCIATES

The Corporate Communicator

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Hull & Associates

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Consider This ...



Strengthen Your Team

Train and strengthen your team!

Set Shared Expectations: We often find that teams do not really share goals, norms, vision and/or values. A facilitated training can get everyone on the same track.

Build Commitment: Team members, especially Millenials, want to be on the team where they perceive their service

as valuable both to the organization and their own careers. They need recognition and expect their skills to grow and develop as a result of being on the team.

Commitment can be achieved if they are excited and challenged by the team opportunity. A good trainer can be invaluable in building commitment.

Resolve Conflict: Are there issues festering? Interpersonal issues get in the way of the team being more productive.

Conflict Management training need not be negative. In fact, if done well, can be upbeat and positive.

It is a new year and a wonderful time to provide the training necessary to get back on track. Remember training is an investment...not an expense. Call us!



Making Your Resolutions Stick

It is a New Year, filled with resolutions to exercise more, eat healthier, and have a more positive lifestyle. Saying it is easy. Doing it is hard.

Here are some tips that can help:

- **Write a specific, detailed, realistic plan and put it where you will see it!**

- **Change one behavior at a time.**

When you have too many goals, you can't focus. There is a Chinese Proverb that says, "If you try to catch two rabbits at the same time, you will catch none."

- **Take small manageable steps** that can be measured. If you try to do too much, you will give up. Small steps mean great progress.

- **Involve a friend** who will partner with you to help keep you committed and motivated. Talk about your goal, your possible stumbling blocks, and how you can help each other.

- **Ask for help.** Getting assistance from someone who cares will strengthen your resilience and commitment. Calling a psychologist or a coach for just a few sessions can help you set and attain both your goals and the issues that get in your way.

Remember, you may have lapses and set backs. DON'T GIVE UP! Resolve and commit to getting back on track and then do it!

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Did You Know That Hull & Associates Offers ...

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we can help you satisfy
your human relations
and organizational
development needs.

Show Respect!

The definition of respect is the **acknowledgement that someone or something has value**. Here are seven arenas worthy of your respect.

1. Respect for people. Maintain and cultivate civility and courtesy at work to ensure the positive relations that improve productivity and teamwork. Avoid bullying, hurtful words, shouting, and/or cursing. If you have a problem, talk with the person, not about them.

2. Respect for people's time. Be on time for meetings and make deadlines. Should you know you will be late, let the concerned party know ahead of time so he or she can adjust accordingly.

3. Respect for property. Disrespect is not just committed against humans but against their property as well. Don't do anything to company property that you wouldn't do to your own home.

4. Respect for peoples' opinions.

Diversity makes life rich, challenging and unexpected. Place a value on uniqueness. Don't just criticize. Come up with a suggestion.

5. Respect for privacy. Sifting through a colleague's files, opening another's drawer, and/or peeping into somebody's pay slip without their knowledge are violations of this right.

6. Respect for the environment. Adopt environment-friendly policies and work to operate without damaging your natural surroundings or creating waste. Reuse and recycle are good watch words to live by.

And most importantly....

7. Respect yourself. Hold on to your values and ethics. Stand by your convictions and lead a life that makes you proud of what you say and what you do.

(From our Team Building Program)

Get Out of Your Office!

Does your organization have communication issues? Do you visit your employees' desks only if there is a problem? How well do you really know your employees? Management by walking around is not a new concept but it is not an easy one either.

So how do you do it?

- First, let people know that this is your new strategy. As I said earlier, usually when management appears, people expect the worst so if you don't let them know, the grapevine will be busy with people asking, "What's wrong???"
- Ask people when would be a good time to meet. If they have an important deadline looming, that is not the time to visit their desks.
- Leave behind your cell phone. You want to give people your full attention and respect.
- Be informal. Prepare some non-threatening questions and then listen to the answers....really listen.
- Make eye contact. Look directly at people when you are talking and when you are listening,

- Let your employees ask you questions. If you don't know the answers, say so. If you say you will get back with the answers, do so. Your credibility is at stake.
- Be honest. Don't sugarcoat reality.
- Take notes. Use a small notepad to write down suggestions you hear or pertinent information about the person.
- Show appreciation. Thank the person for their time.
- Don't stop. People may not be comfortable the first time you visit but if they see this as a continued effort, the rapport will grow.

Most of the organizations that we work with say they have communications issues. To learn "Management by walking around" is a great step to resolving these issues, building trust and a having a more productive workforce.





When You Are Turned Down...

You wanted the job, the promotion, the sale or the assignment but they chose someone else. Being told "no" is tough and how you respond can make or break your future chances. What do you do?

1. **Solicit feedback.** This might not be easy, but contact the person and try to get information about your rejection. Ask for two suggestions on how you could improve. You may not get a direct reason for the rejection, but you might get a helpful tip or two.

2. **Listen.** You may want to give a rebuttal. Don't! If you listen carefully to their feedback, you will learn how to improve your chances next time.

3. **Express your disappointment**, but do it with dignity and composure. You can say, "I must admit that I'm disappointed..." This shows that you really did care.

4. **Reinforce** the person on their decision. This is hard to do. Never bad-mouth the competition and be sincere. "Ms. X does have a lot of experience in this area." or "I am sure she will work hard to accomplish the goal."

5. **Don't burn bridges.** If you know that Ms. X is not the right person, she will eventually show her weaknesses and the person who turned you down will become aware of them as well. Let the person know that you are still interested and are willing to be supportive. You can say something like, "If I can support you in the future, please do call on me."

6. **Stay in touch.** Check back to see how things are working out and/or if there are any other opportunities for which you might be qualified. An even better opportunity may turn up!

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About Dr. Mimi Hull

Dr. Mimi Hull is a fully Licensed Psychologist who has a doctoral minor in management, and a masters in counseling and personnel services from U of Florida. Her B.A. in psychology is from Syracuse University. She holds many assessment certifications and licenses including MBTI (Myers Briggs) and DiSC® as well as the Optimal Feedback survey system.

Her most requested programs are in the areas of Team Building, Leadership, Conflict Management and Board Development.

Call her for a FREE consultation!



DrMimi



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by Dr. Mimi Hull

THE corporate couch



Dr. Mimi Hull heads Hull & Associates, a team of trainers, speakers and consultants. A licensed psychologist, she has a master's in counseling and personnel services and a doctorate in psychology with specialization in business management from the University of Florida, Gainesville. Her B.A. in psychology is from Syracuse (N.Y.) University. Reach her at www.HullOnline.com or DrMimi@HullOnline.com.

Dear Dr. Mimi,

I am in charge of hiring our speaker/trainer for our next firm retreat. How do I begin to choose? Do you have any guidelines?

—Perplexed

Dear Perplexed,

Start by thinking about what you want your people to know, feel and do as a result of the retreat. In other words, what is the goal of the retreat? Do you want to be strictly entertained, or do you also need some meat?

Then think about people you have heard or whom you have heard about or think might be interesting. If you enjoyed them and learned a lot, ask them and yourself these questions: Can they do a variety of programs, or are they a “one-trick pony?”

I know I am often asked to do the “same program,” but when I learn the needs of the organization, I will suggest something different. Likewise, if it is not in my area of expertise, I will turn it down. Credentials, experience and education are important. Be wary of the speaker who can talk on anything, and be cautious about going just on price. You get what you pay for.

—Dr. Mimi

by Dr. Mimi Hull

THE corporate couch



Dr. Mimi Hull heads Hull & Associates, a team of trainers, speakers and consultants. A licensed psychologist, she has a master's in counseling and personnel services and a doctorate in psychology with specialization in business management from the University of Florida, Gainesville. Her B.A. in psychology is from Syracuse (N.Y.) University. Reach her at www.HullOnline.com or DrMimi@HullOnline.com.

Dear Dr. Mimi,

I love my job and am very grateful to have it, but I have a coworker who is driving me crazy. She wants us to go to lunch together daily. I prefer to bring my lunch. She is always stopping by my desk to ask me what I am doing. She complains to me about fellow employees. I feel like she is always in my face. She and I were friendly before I came to work here. In fact, I would not have even heard about this position if it weren't for her. Now I dread her. Help!

—Suffocating

Dear Suffocating,

It is time to set limits. Let her know how much you appreciate her getting you the job and that you want to do a good job for both of you. Emphasize that just because you now work together, it does not mean you have more time for the two of you to talk about issues that aren't related to work, and that you would prefer not to talk about your coworkers.

Having said that, what contact would you be willing to have with her? Are you willing to do lunch once a month? Once a quarter? If so, set some dates and suggest you will catch up then. If you have a date set, when she comes to your desk and starts to talk, suggest that the better time to discuss the matter would be at your lunch date. Be polite, but be firm!

—Dr. Mimi