

HULL &
ASSOCIATES

The Corporate Communicator

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Consider This ...



Why Leadership Is Hard

John F. Kennedy once said, "To those whom much is given, much is expected." And we certainly expect a lot from our leaders.

Communication. The ability to clearly describe what you want done.

Remember, it is only good communication when the message sent is the same as message received.

Honesty. Make honesty and ethics a key value so your team will trust you and be honest back.

Training. Remember, training is not a cost. It is an investment!

Delegation. Trusting your team and giving them freedom to complete tasks is a sign of strength, and it takes time to do it right.

Staying calm. Staying calm when

things are hot will keep everyone focused and moving ahead. People fear and avoid people who get upset easily.

Commitment. If you expect your team to work hard, you have to lead by example.

Positive attitude. This keeps your team motivated to succeed.

Creativity. Thinking and visioning outside the box and sometimes choosing the best of the worst choices.

Decision making. Some tough decisions will be up to you, and you may need to depend on gut instinct for answers.

These are a few of the needed leadership qualities. Can they be learned? Absolutely ... with time and effort and training!

How to Deliver Bad News!

It is what you hate to do, and it has to be done: delivering bad news! Here's how to make it easier for both the sender and the receiver.

Be respectful. Remember the person receiving it is human and needs to be treated with dignity. It might be easier to send an e-mail, but doing it in person will show that you care and will increase morale and reduce the pain. You can follow it up in writing so that there is a record.

Justify! Let people know why this is happening. The more information that people have, the easier it is for them to accept the news. Be as honest, specific and as concrete as possible.

Don't delay. Don't hope that things will improve by themselves. If people need to change or make a course

correction, the sooner they hear it from you, the better. This also reduces gossip and rumors, which are often worse than the bad news itself.

Find and relate any positives. If you can, emphasize any optimistic and/or temporary aspects of the news. This will increase morale and motivation, particularly during bad times, like budget cuts or layoffs. If there are positive solutions being considered, share those as well.

Follow up and follow through. Keep people updated on the situation and inform them of any progress. Feedback on improvement is critical. Let them know if the crisis is past. Thank people for anything that they did to help the situation.

Follow these guidelines, and the bad news won't be as bad!

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Call us today at (407) 628-0669 to see if we can help you satisfy your talent management and organizational development needs.

Coworker Conflict

We are often hired to resolve Coworker Conflict. If conflict is left to fester, it hurts everyone involved! While each situation is unique, here are some basic considerations on resolving Coworker Conflict.

- As soon as possible, meet with the feuding coworkers. The more time that goes by, the harder it is to resolve it.
- Review and communicate any policies that impact the situation.
- In case they are tempted to take their issues online, review and communicate any rules on the use of e-mail and social media.
- If you're emotionally involved, use an independent mediator which could come from human resources or be an outside person.

How to Recognize and Deal With a Narcissist

Have you ever encountered someone who takes the credit for someone else's work? Or how about one who hurts someone and feels good about it? These are examples of a narcissist. A narcissist truly believes that he or she is more talented than other people and has the right to be on top of the ladder. In the work place, this can be lethal because other employees can feel frustrated and helpless in their presence.

How to recognize a narcissist:

- People who are vain, arrogant and overconfident.
- Require excessive admiration and have a sense of entitlement.
- Verbally abuse and/or exploit another employee's effort, work or appearance.
- Taking credit for another's work.
- Excessive use of the word "I" in a project which actually required group effort.
- Depicting little or no regret/empathy after a situation which causes another employee to suffer.

- Meet in a neutral and confidential venue.
- Set behavioral norms for the meeting to create an environment of courtesy and respect. A sample norm could be: "Each person will state their case without interruption."
- Before they state their cases, let them know what procedure will be used to resolve the conflict. Are you going to facilitate a discussion? What will happen if they cannot agree? Will you be making the determination?
- Communicate what will be the follow-up and who will be doing it. Let them know what you will take as evidence that the conflict has been resolved.

If you have Coworker Conflict, Dr. Mimi can help. Contact her at 407-628-0669 or DrMimi@Hullonline.com.

Seven tips to help deal with a narcissist:

- Determine if others have had similar experiences with them to confirm your diagnosis.
- If forced to work on a project together, document your work and inform those who need to know.
- Confront the narcissistic individual about their behavior as soon as possible after you've witnessed an event.
- Record, with date and time, any narcissistic experience, tantrum or fit. This can assist in termination process, if need be. Save any documents that shows the harmful behavior.
- If the person claims credit for a task, ask who else helped.
- Explain that group cohesiveness is required for success and that their behavior is unacceptable. This feedback will make the narcissist cautious since they are aware that you are on to them.
- If the narcissist persists and has a needed skill, isolate them so that they are productive on their own while not hurting others.

**DISC Holiday Shoppers—
A Bit of Humor!**

We all celebrate the holiday season differently, but typically, we have one thing in common: we shop. The DISC profile is a tool to build stronger teams, create better leaders, and improve organizations, and now we can use it to understand ourselves and our fellow shoppers! To schedule your DISC, call us today!

D Shopper – Dominant, Direct and Decisive

Does it all in one day ... typically the day before!

Would prefer you to tell them what you want and where to get it. (Actually would prefer to give you the cash and you get your own gift.)

Shops online buying gift cards ... typically all from the same place!

Hates long lines, the crowds, traffic jams

I Shopper – Influencing, Interactive and Including

Loves the pageantry of the season. Feels bad if not invited to a party!

Buys “Pretty more than Practical” Impulse buyer

Likes to shop with a friend or friends and make a day of it

Talks to anyone and everyone. Sees lines as an opportunity to get to know people!

S Shopper – Supportive, Systematic and Steady

Makes a list in June and starts buying in July

Has a list and a plan before leaving the house

Gifts are thoughtful, practical and often homemade

Out-of-town gifts are wrapped and sent by Thanksgiving

C Shopper – Conscientious, Cautious and Calculates

Creates a budget and spreadsheet on who is getting what

Researches price and buys practical, long-lasting gifts

Would prefer to compare prices online (another spreadsheet!)

Hates the crowds and the lines. Does not want to talk in line.

What type of Shopper are you???

JOIN US!!!

Visit our **WEBSITE AT www.hullonline.com.**

Read articles, comment, ask questions and access archived newsletters.

Follow us on **TWITTER** to receive updates and ask your most pressing workplace questions. twitter.com/drmimi

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FREE CONSULTATION

Have you ever said, “but I told them ...” You probably did, but the message you sent was not the message they received. Call Dr. Mimi to help improve communications!!!

Dr. Mimi Hull is a fully licensed psychologist who has helped many organizations improve communication, leadership and team building. She can help you, your organization, your board and/or your staff.

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

Contact her for a FREE consultation!

E-mail - DrMimi@Hullonline.com
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Call us at 407-628-0669 or
e-mail Dr. Mimi at
DrMimi@Hullonline.com.

 by
Dr. Mimi Hull

THE
corporate couch

**Dear Dr. Mimi:**

Our meetings are awful. People don't pay attention. They are playing with their cell phones and then they ask questions about things that were already discussed. In a way, I can't blame them because we have so many meetings that are simply a waste of time. Having said that, I am going to have to hold a set of meetings and would like them to be productive. Do you have any hints that can help me get people to stop this annoying, unproductive behavior?

—*Meeting Out*

Dear Meeting Out:

Before you start your meetings, let the group know that you might want to modify the format of your meetings and make them more productive. Tell them the overall goals of the meeting and what the objectives and expectations are for each meeting.

Then, you need to establish behavioral norms. Let people know that they need to refrain from annoying, counterproductive behaviors such as multitasking on laptops and smartphones. Once they agree to that, ask how "we" are going to enforce the norms. In other words, how is the group going to enforce the norms, not just you. It has to be a shared responsibility. Let them know that if they are not going to enforce the norms, the norms are useless, and as a group, they are choosing to have unproductive meetings. Be strong!

—*Dr. Mimi*

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.

 by
Dr. Mimi Hull

THE
corporate couch

**Dear Dr. Mimi:**

I don't have to do presentations often, but they scare me to death. No matter how much I prepare, I often blank out on key points, or stumble over my own words. When I get back to my desk, I feel like such a failure. I have gotten to the point that I never want to do another presentation. The last time it happened, my boss was not concerned and told me I did a "great job," but I know I didn't. Should I just tell my boss that I can't do this?

—*Stage Struck*

Dear Struck:

We are always more critical of ourselves than others are, and it sounds like this is the case here. Presentations are never easy, and often cause stress. That is not necessarily a bad thing. It keeps us excited and our presentations from being dull and boring. My fear is that your fear is greater because this has happened before, so you are anticipating that you will go blank, and as a result, you do. It is somewhat the "self-fulfilling prophecy." The key is not to stop doing presentations, but to realize that you're constantly making presentations, like when you speak up at a meeting, go in to talk with your boss, meet with a client, etc. You need to reprogram yourself. See yourself doing a great presentation, and you will improve. Use tools like PowerPoint that will keep you focused. In time, you will have the confidence along with the competence!

—*Dr. Mimi*

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.

