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The Corporate Communicator

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Hull & Associates

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Table of Contents

Emotional Intell. Pg. 1
Getting Help Pg. 1
Impress your Boss Pg. 2
Why be a Mentor Pg. 2
Recruiting Gen Y Pg. 3
Need a Coach?? Pg. 3
Our Blog Pg. 3
Corporate Couch Pg. 4

Thought for the Day

Remember ...

"We may have
come over on
different ships,
but we're in the
same boat now."



—Jeffrey Young

Develop Your Emotional Intelligence

Success depends on more than IQ or technical knowledge. Emotional intelligence has been a business term since Daniel Goleman reintroduced the concept in the '90s. Studies link emotional intelligence to effective leadership and superior job performance. Emotionally intelligent people are:

- Likely to use emotions to understand people and ideas
- Skilled at using emotions to communicate

Recognize the role emotional intelligence can play in your career.

Here are five tips to pump yours up!

1. When making decisions, think about the emotional reactions of those who will be affected. This can lead to a

better choice or implementation strategy.

2. Use active listening skills to understand others, not just their words, but the emotions behind the words.

3. Attend to body language. It's not just *what* you say but *how* you say it.

4. Empathize—Once you understand what others are feeling you'll be better able to relate.

5. Seek feedback. Seeing ourselves from others' eyes helps us find better ways to communicate, improve the impressions we make and be more sensitive to others.

Highly emotionally intelligent people soar because of these skills. You can too.

Lakeesha Flowers, Human Resources Specialist



Getting Help!

It's the holidays! You are overloaded. How do you get help at work?

Create the right atmosphere. Don't rush in with emotional complaints about the stress you feel. Explain the situation calmly and clearly. Know exactly what you want others to do.

Use specific assertive language like "I need your support with this and would like you to ..." Taking responsibility for your thoughts and feelings allows you to present yourself as a mere mortal who sometimes needs help. It is harder to

dismiss a human than it is to dismiss an idea!

Suggest what's in it for them. Use phrases like "I can see how this will improve your visibility ..." Speak to their motivations. If helping you enables them to achieve their aspirations, they are more likely to assist you.

Barter: "If you will do this for me, I will do ... for you." Be prepared to negotiate; think of a contingency plan that will take some pressure off and give you a sense of satisfaction and achievement.

Thank them for their efforts. Everyone likes recognition, and in this case they have really put themselves out for you, both in terms of time and effort.

Give recognition. Let people that matter know how helpful your colleague was to you and what part they played in your success.

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Impress Your Boss

These are scary times. People are losing their jobs. You need to do your best at work to help assure employment and satisfaction from your organization. Impressing your boss helps.

There are no shortcuts to making a lasting positive impression. Hard work, respect and sincerity are key factors. You will be sure to impress a boss in any work setting by following these steps.

- **Meet deadlines.** An employee who delivers quality products or services in a timely manner will always be a plus in the boss' eye. Show a good work ethic by being on time.

- **Respect your boss' time.** A good employee reduces dead time, managing time with the tools they need to perform their jobs.

- **Be positive.** For every two complaints or suggestions for improvement you make

to your boss, be sure to point out four positive things. Avoid petty gripes entirely. It's very hard to work in a negative environment. Always look on the bright side.

- **Be sincere.** No one enjoys being manipulated, especially your boss. Your boss will be pleased if you are honest and consistent in your performance and only question when there is a concern.

- **Keep your work area clean.** Having a clean desk with all your papers in place is a start to being organized and is an especially good way to show your boss that you have your work in order.

- **Never assume.** If asked, "when you get a chance," it would be wise to request a specific target date. It is okay to probe your boss if you don't understand a given assignment. Being clear and precise shows professionalism and caring for your work.

What's in it for a Mentor?

If you've ever had a coworker or colleague consistently go the extra mile to help you achieve success, then you have probably been mentored. But have you ever thought about the benefits of *being a mentor* to someone else?

When we mentor, we are both a career coach and an advocate. We give advice, teach others about our field, and, at times, are a friend and a sounding board. Here are a few reasons to reach out and *mentor* someone:

- You'll be fulfilled knowing you've helped someone prosper.
- Mentoring develops your own leadership skills of recognizing and nurturing abilities.
- You may learn new information, technology or gain insight from protégés, who often are new to the organization and have fresh perspectives to share.
- You will be seen as a "go to" person. How do you get started?

Be a mentor to everyone! This doesn't mean taking everybody under your wing. Just make one of your goals promoting everyone's success .

Be a good role model of your

organization's values.

Support your coworkers on projects or by giving positive feedback, and suggesting resources.

Be available for questions and keep confidentiality.

Not only are mentoring, teamwork and altruistic behavior great for your organization's bottom line but you'll also learn more while developing your pool of resources and a professional network. You might even find one of these interactions evolves into a mentoring relationship that satisfies and rewards both you and your protégé in the long term. It is amazing how much you get when you give!

(From Lakeesha Flowers, HR Specialist)





Recruiting Millennials (Gen Y)

They're hardworking and enthusiastic, but they won't settle for just any job.

Use your Millennial employees as recruiters. Use young employees who can describe what life is like at your organization. Discuss some unorthodox topics, like flextime policies and workplace daily life along with the traditional metrics of company success.

Give Flashier Presentations –

PowerPoint is out. Millennials want to see stimulating presentations, similar to websites. Consider short videos with peers saying what they like best about their job.

Have Easy Online Job Applications –

Millennials like applying via an anonymous, digital interface. They want to apply on their own time, in their everyday clothes. Millennials feel *more secure* applying online. They feel it's riskier to write a Social Security number on a paper application than on a secure website.

Connect employees to issues they care about – Their exposure to 9/11 left them with an unyielding desire to find substance in their lives. They want to make each day count. Meaningfulness has many interpretations, which means you could adopt a local charity and still not attract Millennials. Assure these restless people that they can work at the same company for 30 years and have a myriad of jobs, experiences and opportunities. Coach and train them.

Take a clue from Google. While traditional companies shy away from training employees who might fly the coop, Google puts its strongest young recruits into management positions and gives them two years of hands-on training as a way to attract the best and brightest.

Do You Need a Leadership Coach?

You may be a brilliant negotiator, a financial whiz or a technical genius. But do you have what it takes to manage other high-level employees? If your communication skills have been a weak spot during your annual reviews, a leadership coach might be able to help. Coaches aren't just for executives who are struggling to get the top level jobs done. Middle-managers, in fact, are prime candidates. Leadership coaches often work with managers who have been successful, and now need to get to the next level. Dr. Mimi Hull is a great coach and can get you where you want to go!

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C by Dr. Mimi Hull

THE corporate couch



Q: Recently, my supervisor evaluated my work, gave me a score that ranks me among my peers and passed along his comments via e-mail. I received the lowest score I have ever received since I began working for this company. I do not know how my efforts were scored or the reasons for the comments he gave. The evaluation, I believe, is inaccurate and does not reflect the work I do. These evaluations affect my raise and bonuses. How do I approach my supervisor about this unfair evaluation?

— *Distraught*

A: First, reread the evaluation objectively. Sometimes people can be defensive to what is supposed to be constructive criticism. If you still have a problem, schedule a meeting with your supervisor explaining that you had some questions about his comments. During your meeting with your supervisor, ask him to explain his views. Ask him to offer suggestions for improvement. You may even want to ask for a re-evaluation, perhaps from someone else who knows your performance efforts. Whatever the outcome, remember not to take it personally.

— *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.