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The Corporate Communicator

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Hull & Associates

225 S. Swoope Avenue
Suite 210

Maitland, Florida 32751

Phone: (407) 628-0669

www.hullonline.com

Email:

info@hullonline.com

Twitter: **DrMimi**

Our Staff

Dr. Mimi Hull President

drmimi@hullonline.com

Barbara May ... Office Mgr.

Jasmine Flores Intern

Nikki Tarascio Intern

Vanessa Gonzalez ... Intern

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Consider This ...

"Focus on remedies, not faults."



- Jack Allinson

Work Less

How do you keep motivated and productive? Here are some tips from our time management program on how you can "work less" and achieve more!

Note how you're REALLY spending time. Wasted minutes become lost hours. Instead of chatting for 10 minutes in the morning, try getting started on your most dreaded task and finishing the chat during lunch.

Detach. Whether it's a weekend, or your vacation, take time to detach from work. Taking work home may show initiative, but it can also be harmful. Take time off to refresh and rejuvenate. Your work will still be waiting for you at the office and you will have more energy to complete it better and faster.

Prioritize. If you're spending too

much time on tasks that are not as important as others, you're probably wasting time and energy. Set an allotted amount of time each day to complete menial tasks and race to see how much you can get done. Menial tasks also may include checking email and other forms of social media.

Ask for help. If you don't ask, you won't get it. Maybe you can even trade tasks. There may be something that your coworker can complete in half the time and vice versa.

Stop procrastinating. We often spend more time putting off tasks than it takes to complete them. As I said above, *do your worst first*. You will get a great sense of accomplishment that will propel you through the rest of your day.

The Foundation for Leadership!

The foundation for leadership is trust and the foundation for trust is good listening. For employees, hearing is different than listening. Employees seek responsiveness, feedback and encouragement from their leaders. Strong leaders know that listening requires awareness of body language, facial expressions, mood, and behavioral tendencies. Trust not only boosts productivity, but also boosts the overall mood and tone of the workplace. Here are some listening strategies to make you a better leader.

Care about what your employees do. Showing that you care will have your employees achieve goals they never knew they could reach. With your support and encouragement, they will feel valuable and want to exceed

expectations.

Be involved. Respond to their questions. Follow-up if they need assistance. Give them a chance to explain. Don't just sit back and give orders. Your employees want to know you'll be there, open and responsive, to help them if they need you.

Be empathetic. Be aware of their stresses not only at work, but in everyday life, and know that everyone handles these pressures in their own way. Listening and empathizing with your employees will show them that you are approachable and build that important trust!

Don't interrupt. Interrupting is rude and when leaders interrupt it can seem like an abuse of power or a lack of concern. Compassionate leaders welcome two-way communication and don't interrupt the flow of the dialogue.

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Unexpected Rewards of Volunteering

The intangible benefits of volunteering, such as helping others, pride, satisfaction, and accomplishment are worthwhile reasons to serve, but there are more.

Volunteering helps you have a healthier body. Research shows that not only will volunteering improve your social well-being, but also your physical and mental well-being. Volunteering can prolong your life expectancy, and decrease depression.

Volunteering builds your experience and problem solving ability. Often we have preconceived notions about how something will turn out. Volunteering can surprise you by having experiences you never imagined. All these experiences, whether expected or not, are beneficial and also enhance your problem solving skills.

Volunteering your skills helps you

develop a new career. Whether you're honing the skills you have, or developing new ones, volunteering can open up career opportunities. Be sure to add them to your resume!

Volunteering your love makes you feel more loved. Did you ever hear the expression "when you give love, you receive more in return?" Your rewards might not be money or material, but increased social relationships or increased feelings of being valued and appreciated are phenomenal benefits.

Volunteering time makes you feel like you have more time. When you volunteer your time, you feel like your time is spent more wisely, instead of wasting it, and therefore you feel more productive and become more productive.

(From the keynote, "Volunteering Matters" by Dr. Mimi Hull)



Dealing With the Death of a Coworker

Work is often used as a distraction from grief, but **if you lose a coworker, work can serve as a constant reminder of your loss.** We spend about a third of the day with our coworkers. This can make it very hard when we lose one. Although your employer can't shut down your organization to allow you and your coworkers to mourn the loss of your colleague, here are some strategies to help you cope.

First, **do not judge other people's reactions** based on what you believe their relationship was, or wasn't, to the coworker you lost. **Give others room to grieve on their own,** do not push someone to talk about their feelings if they are not ready. For many people, it takes time to be able to talk about how they feel.

If people want to talk, arrange a time or go to lunch to share your feelings with your other coworkers. Having a strong support system will help you navigate through this tough time. Reach out to other coworkers and let them know that you are there for them as well, if they

want someone to talk to.

Feel free to reach out to the family. If you attend the funeral, introduce yourself and let them know how you know the deceased. If you send a card or condolence, again let the family know that you were a coworker. This can be as simple as saying that you miss seeing the person at work. If you get a chance to talk with the family, sharing workplace anecdotes or pictures can give them insight into an aspect of the deceased that they may not have been aware of.

There are also **long lasting ways to pay tribute** to your deceased coworker. You can establish an event to raise money for their favorite charity or for an organization that raises awareness about the illness that took their life. You can also ask your employer to name an event, a room or plant a tree at the workplace after them.

If the loss is traumatic or unexpected (murder, suicide, accidental), complicated grief can require a more formal type of support like a referral to counseling services, a bereavement support group or having someone come to the workplace who can help people express their emotions.



Advice - Take It or Leave It?

When giving and receiving advice is done well, both parties benefit. People who truly want advice, not just confirmation, broaden their perspective and can conquer biases and self-serving motivations. Those giving advice can have the joy of knowing their opinion is valued and they have truly helped another. It is important to realize that at work there are different types of advice.

Solicited advice. Sometimes you just need another's perspective of either your situation or what you should do.

Remember if you solicit advice, the giver may expect you to take it!

Sounding Board advice. This is when you are not seeking any suggestions but really just want someone to listen to you as you talk it out. Realize your listener may feel compelled to share their opinion for what you should do, especially if you haven't told them that you just need a sounding board.

Unsolicited advice. This is when a well-meaning "adviser" notices a situation and feels compelled to give you their opinion. You didn't ask for it and it may be neither desired nor relevant. However, just because it wasn't solicited, doesn't mean that it can't help.

Big picture advice. Sometimes we get so caught up in our own piece of the puzzle that we need someone else to provide a broader context and perspective so we can see how it all fits together.

Job advice. Should I stay or leave? Should I apply for the open position? Realize that you're dependent on information you have received from the advice seeker, which might be inaccurate and/or biased.

Office politics advice. This might be guidance in how to best handle different people and personalities. Beware! The advice giver may be biased and base their advice on their own personal experiences. Especially if it is unsolicited, it may in fact be gossip and it is important to make your own assessment.

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E-mail -

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Email -
DrMimi@HullOnline.com
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www.HullOnline.com

 by
Dr. Mimi Hull

THE
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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 have had a great relationship with my boss, but I just found out she is leaving the company in two weeks.

I'm really nervous about the new boss my company is hiring. It took me a few years to establish and retain the great relationship with my current boss, and I'm afraid I won't work well with her replacement.

What if the new boss and I have different opinions and he doesn't like my ideas?

—*Worried About Change*

Dear Worried:

Take a deep breath and stay calm. Worrying about something that hasn't happened yet is counterproductive and will stress you out more than it should.

A change in management is always a little nerve-racking because you don't know the new person's management style. Who knows? You might like it even better. Keep an open mind.

When the new boss arrives, go over what you have been doing and ask about what is expected of you. Get to know your boss and his or her way of doing things. This will allow you to build your relationship with each other on a foundation of understanding.

—*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 have been with my company for three years now, and I find that my boss has been giving me more and more responsibilities throughout my time here.

I'm happy my boss trusts me enough to handle the tasks, but all the extra duties aren't in my job description and I'm not being compensated for them. I don't want my boss to think I'm lazy and can't handle more responsibility. How do I make my boss mindful of the fact that I'm not getting paid for any of the extra work I've been doing?

—*Undercompensated*

Dear Undercompensated:

The best thing you can do is sit down and express to your boss that you feel you're doing more, working harder and not earning anything extra.

If you like the responsibilities that are being asked of you, then let your boss know that you'll gladly take on the challenges and that you need the correct compensation. Sell yourself and make the conversation about the value you've been bringing to the organization by taking on those extra tasks.

If they are not in a position to pay you more, think about other benefits that would help you feel like you're earning your worth.

—*Dr. Mimi*