

HULL &
ASSOCIATES

The Corporate Communicator

www.HullOnLine.com May - June, 2017

hullonline.com

Hull & Associates

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Consider This ...

"Courage
doesn't always
scream.
Sometimes it is
the quiet voice
saying, "I will try
again tomorrow."



Keep Cool When Things Get Hot

We have all experienced feeling angry about something in the workplace. Be aware of your anger warning signs and triggers. This anger may have stemmed from a co-worker taking your desk supplies without asking, your boss adding more onto your already heavy workload, or someone accidentally eating your food out of the employee refrigerator. Controlling your anger is a useful skill as you don't want to say or do anything impulsively that you may regret later.

Count to 10. Yes, it works!!! Take a moment to calm yourself, and decide how you want to deal with your anger.

Take 3 deep breaths, close your eyes, and relax your muscles. Try to pinpoint what made you angry to

decide if your anger is really justified.

Step back and look at things from the offender's point of view. Determine if they meant to hurt you or you took their words the wrong way.

Step back from the situation. Take a break, go for a walk, or get some lunch. This will give you time to think and cool off. Ask yourself if you or they had control. If not, it may be best to just simply let go of your anger, and accept the reality.

Focus on solutions. Instead of focusing on what made you mad, work on resolving the issue at hand.

It may not be possible to always avoid feeling angry in the workplace, but it is important to take control over your anger before it takes control of you.

What to Look for in Board Members

Finding the right people to serve on a board is the key to a successful board. Some qualities of a productive board member are:

Brings diversity. A Board should have members with unique talents, skills, interests, experiences and social backgrounds. They need to represent different constituencies so that your Board can see through a lens what otherwise might be missed.

Passionate. Because nonprofits don't compensate people for their time, find people who truly care about the organization's mission, vision and values.

Supportive. People who are civil and agreeable can help meetings and committees run smoothly. However, you also want people who are open to new ideas and opinions and will contribute

new ideas to make the organization even better.

Attentive. Board service can feel routine. Make sure your prospective board members are attentive and alert. People who stay on top of problems and tackle them head on help to ensure the quality of your organization. Members are not on the Board to simply rubber stamp ideas and suggestions.

Collaborative. Sometimes issues arise that lead to disagreements. Seek potential board members who can deal with difficult situations and bring resolution. Even when board members disagree, you want people who are willing to accept challenges and collaborate with their fellow members to find the very best solution with the organization being their primary concern.

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Did You Know That Hull & Associates Offers ...

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- Organizational Assessments
- 360/Multi-rater Feedback
- Customer Satisfaction Surveys

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

Neat or Messy? The Choice Is Yours!

Conventional wisdom says that a tidy workplace is ideal. However, research also shows that a messy desk may confer its own benefits.

- Disorderly work spaces inspire breaking free of tradition, which produces fresh insights.
- Impartial judges rated cluttered desk ideas as more interesting, stimulating and creative.
- Organized chaos keeps things close at hand and you don't have to remember where it is filed.
- People with an imperfect and changeable system adjust better to a loose, imperfect and changeable world.

Of course, there are many benefits to being neat at work.

- A clean workplace reduces stress and the feeling of being overwhelmed.
- You lessen the chance of misplacing or throwing out something important.
- You feel like you have more control over things.
- Leaving your work area clean and neat before leaving allows you to begin the next day ready to work with a clean slate.
- You avoid the problem of being viewed as messy and unorganized.

If your workspace is messy, others may perceive you as disorganized, chaotic, and inefficient. In severe cases, having a messy workspace could also affect your ability to get a promotion, because of the negative perceptions.

The choice is yours...Choose wisely!

It's Time for 360-Degree Feedback

As leaders rise in their organizations, we have found they receive less and less candid information about their performance. Our custom 360-degree feedback surveys give accurate and helpful feedback in a constructive and confidential manner. Subjects can choose who gives feedback and they can include supervisors, direct reports, peers, and customers. They also give their own ratings about their performance. **Why do 360 feedback?**

Increased Self-awareness: Our 360 feedback gives employees insight into how they are perceived by others. Participants receive a report that includes their strengths and areas for improvement along with specific comments and suggestions. The individual compares their ratings with those of the raters.

Helps set priorities for development: Our 360 rates the item's importance to success along with how well it is done. If their boss or others see something as very important and they don't, this information provides valuable insight into each of their priorities.

Balanced View: Our 360s are useful to the employee as they provide a

well-rounded and balanced view of their skills and behaviors from a variety of people, who may, in fact, have differing experiences with the same individual.

Uncovers Blindspots: Because our 360 gives customized multi-rater feedback, it enables the employee to recognize the behaviors that others see, but they haven't noticed themselves. This allows an individual to focus on often overlooked behaviors.

Leverages Strengths: Our 360 also identifies strengths. This is imperative for personal improvement and the creation of a tailored well-constructed development plan which impacts an employee's career growth and the organization's effectiveness.

Development of Skills: Our 360 gives individuals ownership over their own improvement. This encourages individual accountability and control over their career paths which increases the employee engagement.

For more information on providing or receiving 360 feedback, do contact us today at 407-628-0669 or Drmimi@hullonline.com.

Social Awareness

Think about a time when you unintentionally said things which were taken negatively. Good communication occurs when the message sent and the message received is the same message, not just in content, but also in impact. We have all said things that have been interpreted differently than anticipated. This "foot in your mouth" feeling can be avoided with more social awareness. We are usually so concerned about what we are going to say, we lose sight of what (or who) is right in front of us and how they are feeling. In other words, it is important to pick up on emotions of others. Becoming socially aware can improve relationships; here are some commonly misconstrued messages.

"You look tired." The phrase, "you look tired," hints that the other person is physically looking un-kept or poor in some way. Instead, try using the question, "Is everything ok?" This shows you care without attributing anything to their appearance.

"As I said before..." The bossy

undertones of this phrase declare your assertiveness, however simply repeating your message will save the other person from feeling insulted. We all forget things from time to time, and it might even be the case that your message wasn't clear enough in the first place. Try saying, "I may not have been clear." And then repeat your message and define its most important points. Ask for questions so you can further clarify the message and increase your chances of it getting done.

"It's up to you." or "Whatever you want." The ambiguity of this message can convey that the outcome doesn't matter. Input can be important, however if you're trying to delegate the decision to the other person, instead tell them, "I trust your judgment to make this decision." Communicating this way will build their confidence.

These are but three examples of being socially aware. It is vital to keep in mind other people's feelings. Examine and revise how you can better relay your message so that your receiver gets your true meaning!

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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!

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NEED HELP?

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Our Contact Information.

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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 looking at a person from within to fill a position that will be new to our organization. As much as they have the technical skills, it will be important for them to have the right personality as well. They have to work well under pressure and get results. They have to also be a self-starter.

The person who I think will work well has all the qualifications, but I'm not sure of their temperament. I don't want to wait three months to find out I made a mistake. That would not be good for either of us.

—*Personality Matters*

Dear Personality:

We all have different temperaments and personalities. Because of that, we all work differently together. An effective way to figure out if you'd be a good fit is using the DiSC profile. Whether they are a D (Dominance), I (Influence), S (Steadiness) or C (Conscientiousness), they will be a piece of the puzzle.

By doing the DiSC, both you and your employee will have an idea of how they work and fit in their workplace. The DiSC profile will help you both to understand how this person will do the things that you need accomplished. If they need coaching, you can start it immediately and help them be successful rather than waiting for them to fail in three months.

—*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 feel like my new job is one messy list away from falling apart. I seem to have too much to do and not enough time to get it done. I really don't want my lack of organization to cause me to fail. How do I know where to begin?

—*Overwhelmed*

Dear Overwhelmed:

Prioritizing can be a difficult task for many people. When you're on a deadline or time crunch, it can be stressful to mentally keep track of all you need to do. You need to prioritize, and prioritizing your list can be condensed into a two-step process. First, write a list of things that need to get done and/or you typically do, and then organize that list into four categories:

1. Things you must do immediately (The Urgent).
2. Things you should do (The Important).
3. Things that would be nice to do (Trivia).
4. Things that waste your time (Like checking your phone too often).

Once you have your organized list, it is easier to decide where to begin. These lists can be for almost anything in your life—work, house chores, reaching personal goals, etc.

—*Dr. Mimi*