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The Corporate Communicator

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Consider This ...

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



-Milton Young

2-4-6-8 Show That You Appreciate!

Appreciation goes a long way in motivating, building relationships, and encouraging positive morale. **Here are just a few ways you can show coworkers and employees you appreciate them!**

Say thank you. Something as simple as a thank you can make all the difference in turning around someone's day or helping ensure their hard work has not gone unnoticed. Take the time to say thanks! Share a specific example of something they did for you and how it made a difference.

Let their or your superior know they did an outstanding job. Spread the word that they are doing a good job.

Provide opportunities. When you can, ensure employees and coworkers

feel appreciated and valued by providing them opportunities to try new things and grow.

Engage coworkers in a sense of community. Bringing in breakfast or taking an employee to lunch can build community. Let them know you appreciate their being a part of the "team."

Show interest. Have conversations with your coworkers and develop relationships by asking questions and showing genuine interest in their lives. This shows that you can see beyond yourself and your work into how the rest of the team creates a unique and effective organization.

There are many easy ways to show appreciation. Show someone genuine appreciation today!

Nonprofit Change – Answer These Questions!

As in any organization, when nonprofits go through change, it's important to answer specific questions to ensure a positive outcome. Here are some of the necessary questions that need answers.

-Why do we want to do something different? What's working? What's not?

-Who instigated the idea of changes? Are you listening to the noisy few or is this a shared idea?

-What do you want to do differently?

-How will making the change help your organization better advance its mission?

-What information do you need and how will you get it?

-Who can take the lead? Is there a champion for this change?

-Who will do the actual implementation work to make things happen?

-What resources will you put toward the change process?

-How will you involve more stakeholders in the planning process?

-How can you engage people to have vigorous discussion about the changes?

-Will you engage an outside facilitator or will you do it all "in-house"?

-How will the change impact your Board, Staff and Volunteers?

-How will you handle potential fears and resistance to the change?

-What will be the first steps forward?

-How will you handle roadblocks?

-How will you evaluate the change?

-What will you take as evidence of success?

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Self-Confidence vs. Self-Compassion

If you ask people how they wish they could improve, many will say “having more self-confidence.” When we are in a new environment or around new people, we are told to “*Be or at least act confident,*” and everything will be okay. A sort of “*Fake it until you make it*” strategy. And so self-confidence is seen as one of the biggest keys to success.

Because we want to be perceived as being great at everything and above the standard, **we despise being described as average.** We aspire to be the nicest, the smartest, or, at the very least, better than most!

It is impossible for everyone to be above average! Think about it. This would just create a scale with a higher average. We often set unrealistically high expectations for ourselves and/or miss appreciating our true abilities and feel

inferior. ***This is why self-compassion is a better alternative.***

What is self-compassion? Simply put, self-compassion is **accepting your whole self, your strengths and weaknesses and treating yourself with the same kindness and concern that you would show someone that you cared about.**

You become your own best ally. **You believe the compliments you receive AND also accept the criticisms and feedback.**

This is because you realize that while you are doing well, *and you are...* there may be room for improvement.

The best thing about self-compassion is that you get all of the benefits of self-confidence, such as lesser feelings of anxiety and depression, but none of the downsides like social comparison or narcissism. It really is a more positive and objective way to view yourself and to become even better!

Leading a Diverse Workplace

Today’s workplace is increasingly diverse. Differences in age, race, background, religion, culture, and gender brings many different viewpoints and ideas to the table.

While these changes are typically positive, diversity can be challenging for leaders to manage. You may have team members who are not be used to working with people who are different from themselves so they may not initially get along and work well together. Do be discouraged!

Listen to the spoken and implied complaints about discrimination and be open-minded. Do not write-off their complaints because you think they are being too sensitive. Also, if **you** see someone say or do something inappropriate, like making a sexist or racist joke, deal with it. Don’t wait for someone else to speak up or protest.

Many people believe that seeing someone as a “generic person” and not acknowledging their age/gender/race is the best thing to do. It is not! Acknowledging differences leads to inclusion and discovering the best way to work together. This not only applies to

cultural or racial differences, but also differences in people who may look similar but have different ways of thinking. While these conversations can be awkward or uncomfortable initially, they will prove to be beneficial. As a leader, you need to start the conversation about diversity. Let people know in advance that this will be a topic for the meeting so they can feel informed and prepared. Some conversation starters can be:

- How can you learn from people who are different from you?
- Share a time that they felt diminished or discriminated against.
- Have you met people who have distinct names or talk differently than you do? How did you react when you first met them? How did they react to you?
- Why do people make predetermined judgments about others?

Later, you can focus on your customers and clients and how to better handle their diversity. By doing this, you will help create an environment of appreciation of differences and help your organization be more innovative, engaged and productive.

How to Keep Interns Engaged!

Internships provide real-world experience and knowledge for students. Organizations often use internships as precursors to hiring and as an extra set of hands. It is a mutually beneficial arrangement.

When interns are engaged, they are more productive and motivated. *Here are some ways to keep your interns engaged:*

Provide a clear job description during the application process. This will typically be the first time the intern is experiencing your organization and your expectations. Try to make the description of their duties and responsibilities clear, concise, and exciting. Allow them to have a variety of experiences.

Provide incoming interns with the training they need to succeed. Interns are coming in search of experience and to develop their abilities. Training them well will allow them to acquire new skills and work with less supervision, which will free up more of your time as well.

Establish an open line of communication. Your interns should not

be afraid to ask questions. If you think they are struggling with a task, offer to help them and/or give them more direction.

Maintain a balance between menial tasks and actual responsibility. It is okay to have your interns help out with more mundane tasks like making copies or organizing files, but be sure this is not all that you have them do. Give them meaningful projects that will give them a chance to learn and put their skills to work.

Make them feel like they are a part of the organization. Interns appreciate challenging work and opportunities to interact with clients.

Ask for feedback. It can help you to have a fresh set of eyes. An intern may find a solution to a problem you are having and come up with great and innovative ideas for problem solving. Show them that you value their opinion and that you are willing to learn from them.

Keeping interns engaged will ensure that you are both maximizing your time together.

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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.

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Contact her for a **FREE consultation!**

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 by Dr. Mimi Hull

THE corporate couch

**Dear Dr. Mimi:**

I am currently working in a group with a co-worker who, despite my best effort, is negative about everything! She seems unhappy with her position, and I'm starting to wonder if she is unhappy with my work as well! What can I do to address this problem?

—*No Negativity*

Dear No Negativity:

Don't let your co-worker's attitude define yours. Understand that negativity can stem from self-dissatisfaction, differences in personality, or even unrelated events in someone's personal life.

An easy gauge to understanding the source of the negativity is asking if the individual would like your help. If they would, do your best to help them. If not, there's a good chance they enjoy being negative and the attention it gets them.

Limit your exposure to that person. There's nothing you can do, so keep your own spirits up and hope that your positivity will have some effect! Unfortunately, some people are negative no matter what you do!

—*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 have become frustrated at work, as my colleagues spend much of the time arguing and talking about politics and other issues that are not at all work-related. It frustrates me, and takes me away from my focus and productivity, but I don't know how to ask them to stop! I also don't want to be excluded from other conversations. What can I do?

—*Apolitical*

Dear Apolitical:

The old rule of thumb is that sex, religion and politics are not office topics. Refrain from showing disdain for every politics-related conversation, and avoid taking sides. If it becomes overwhelming, try to shift the conversation to a different direction, or even politely ask if you can talk about something else and suggest a different topic.

If the conversation reaches a hostile extent, you may want to consider involving HR, in order to ensure everyone has the opportunity to enjoy a work environment that is stimulating and productive, rather than distracting and frustrating. Do remain positive and nonpartisan in your conversations.

—*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.