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The Corporate Communicator

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Consider This ...



How to Recover From a Workplace Blunder:

No matter what your field, what your position, or how much experience you have, **you will make mistakes!** This is totally normal; at the end of the day, we are all human and no one is perfect! Here are some quick tips on how to recover from workplace blunders.

Analyze what went wrong. A well-known cliché is to learn from your mistakes. Figure out what caused your mishap and determine what to do differently so as not repeat the same blunder again.

Own up to it. Don't make excuses or beat around the bush, mistakes happen! You don't grow if you don't admit what you messed up.

Fix it! Again, there is no shame in

making a mistake; however there is shame in not fixing it. Take the time to do what it takes to correct the situation. Your colleagues and managers will appreciate your efforts.

Don't take it personally. You may have "messed up," but you are not a failure. It means that you are human and sometimes make mistakes. Successful people take risks and sometimes fail in the process. It's all about bouncing back and trying again.

Share your failures. Life is a learning experience. Share the knowledge you gained with your coworkers and ask them to share their blunders with you as well. This helps grow your organization, and everyone benefits.

How to Throw a Successful Office Party

The holiday season may seem far off, but it is coming up fast! Many employees dread holiday parties but feel obligated to attend. Office parties can increase satisfaction and strengthen relationships between colleagues.

Keep It Simple. A casual event on the company grounds may beat the holiday blowout which could become awkward if employees eat and drink too much.

Consider Doing a Service Project. Get into the holiday spirit of giving with an office-wide charity event where whole families can participate.

Keep Timing in Mind. Your people will not enjoy attending if they are needing to get a project finished or if it's an

extremely busy month. You may consider scheduling your party before December or after January 1st because people are often less stressed and more willing to attend.

The day of the week and time of day are also important. Consider a breakfast buffet rather than an evening event.

Encourage Socializing. Food stations, like a waffle or sundae bar, encourage mingling and get people talking. If you hire an entertainer, people will watch the entertainment instead of interacting with each other, and it is hard to find entertainment that everyone will enjoy.

Follow the Current Trends. Check out what type of party themes and food are trending right now. Make your employees excited to take part in an office party. Food trucks along with raffles or a type of giveaway are big currently.

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How to Stay Motivated!

Motivation is the desire and energy to be continuously committed. Here are some tips to help you make positive choices and stay motivated.

1) **Have a purpose.** Whether you are working on a large project or simple daily tasks, connect your efforts to specific goals and objectives. Consider everything that you do an important piece of a bigger puzzle.

2) **Reflect on previous goals.** Think about what you have already accomplished. Think about the process you chose and the energy you exerted to reach the goal. Past feelings of success can fuel you to be more motivated.

3) **Avoid negativity and negative people.** Don't listen or spread gossip. People will stop sharing their negativity if you are not a willing recipient. Let people know that while their stories may be

interesting, you don't have time to listen to them.

4) **Take time for yourself.** It is easy to get caught up in all the work and stress you encounter daily. Schedule time to unwind or decompress each day. Be sure you eat good food and drink water. Take a walk, or go to the gym! This will help you put your best efforts forward.

5) **Have a set sleep schedule.** Going to bed and waking up at the same time everyday prepares your body and mind for success. With a consistent routine, you will feel awake and energized, plus your body will be ready to start the day.

6) **Plan ahead.** Do your "to-do" list before you leave work so it is there when you arrive. If you can, schedule your "worst" first so you can get it over with and feel accomplished. This will motivate you to stay on top of your meetings, projects, or appointments.

How to Perfect Your Presentations!

When giving presentations, people focus on the substance and delivery, while ignoring what may be the most important part of the presentation: Knowing your audience and preparing accordingly.

There are **two types of audiences, voluntary and captive.** Voluntary audiences want to listen to you, while captive audiences are mandated to be there.

Why are voluntary audiences easier?

They want you to succeed! They have an interest in what you have to say and they want you to do well. They are typically more attentive and will often positively reinforce you. Knowing that the audience is on your side helps ease your presentation anxiety.

What do you need to know about your audience?

Age: Tailoring your examples makes impactful connections. Making a reference to the 1970s to 50-year-olds is relevant. Using the same reference with 20-year-olds may not be.

Education and Background: Your message needs to be clear for your audience. Knowing their education and

background helps you use the proper materials and vocabulary to get the message across. *Don't use fancy terms when simple ones will do!*

Use idioms, acronyms and/or abbreviations sparingly. If your audience does not know what these initials or words mean, they will miss important points.

Where are they from? If English is a **second language** for your audience, and you tend to talk rapidly, purposely talk slower so that they can make the language transition easier. Also, people from **different regions of the United States** may have a different meaning for the same phrase. In the South, "waiting **on** someone" means the same as "waiting **for** them." In the North, "waiting **on**" means "to serve."

Values: Learn about your audience so you don't accidentally offend or insult them. **Always err on the side of caution.**

Avoid cuss words. Be careful using humor. If you are going to poke fun at someone, make sure that you are the brunt of the joke and not someone in the audience, as that can be a turn-off.

Researching your audience is as important as researching your topic. Do it and your presentation will be even better!

How to Be Emotionally Intelligent!

Emotional intelligence is the ability to recognize your emotions, understand what they're telling you, and realize and control how your emotions affect the people around you. **So how can Emotional Intelligence be developed?**

Focus on your feelings. When you feel your emotions taking over, pause, note your feelings and reconsider them. This process lowers stress levels and puts you in better control of the situation.

Raise your relationship awareness. Deliberately, note and choose how you come across to others. For example, if you had a tough phone call with person A, recognize it and, intentionally, be sure not to take it out on person B.

See criticism as beneficial. Choose **not** to take offense if you are criticized or questioned. Choose to view the criticism as helpful, valuable and a motivation to do even better. If you take criticism in an open unemotional way, others will see you as someone who can listen and act, rather than someone who simply reacts.

Really Listen. Rather than just sitting and nodding when hearing someone's story, work to remember the details and then reflect back what you heard. The speaker will appreciate your attentiveness!

Be empathetic and compassionate. Let others know that you care about them and that you are there for them. In turn, people may do the same for you.

Be adaptable and flexible. Instead of rejecting people's requests immediately, listen and consider what they are saying and try to make them work.

Send detailed invoices. When you bill your clients/customers, take the opportunity to explain exactly the effort you put in. They will appreciate seeing the extent of work that you and your team did on their behalf.

Here is the bonus! If you practice emotional intelligence by tuning into feelings, showing empathy, practicing adaptability and flexibility as well as accepting criticism, you will feel better about yourself and **you will be more profitable and productive.**

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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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 by
Dr. Mimi Hull

THE
Corporate couch

**Dear Dr. Mimi:**

I'm having a hard time focusing at work, as the co-worker who sits across from me is very noisy. He talks in a loud voice and bangs things around! I don't want to be rude and confront him, but I'm having a hard time getting things done, and I can see my productivity suffering. What can I do?

—*Distracted*

Dear Distracted:

You're absolutely right that you don't want to come across as rude in resolving this issue. If there's a chance you may be sensitive to noise, address this first. A good pair of noise-canceling headphones should do the trick!

Your co-worker may not be aware of how loud he is. So, if you address the co-worker, find ways to shift the blame away from him. Note that the openness of the office space could be contributing to noise carrying. Ask how you can help him, as well.

If you address the issue with management, do so without accusation. You can request a designated quiet space for work, or suggest an office etiquette meeting for everyone.

Ensure that mutual respect is the foundation for resolving the problem, and you'll be in good shape!

—*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:**

Recently, I have been losing motivation for my job. I do the same tasks over and over, which makes the work seem mundane and pointless. I have seen my performance slow down as a result, and I am not sure what to do! How can I get excited about a job that is beginning to bore me?

—*Bored Badly*

Dear Bored:

Keep in mind the importance of the contributions you make, and how you add value.

See if there are things that you can improve on, like working faster, making fewer mistakes or helping a co-worker improve their skills. If this doesn't get you more excited about your work, you could approach a manager and see if there are any additional tasks or areas that you could take on.

Keep a positive attitude throughout this by not repeating to yourself how bored you are, or you will get worse rather than better. Someone who is fulfilled with their job is more productive and a greater asset.

—*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.