

HULL &
ASSOCIATES

The Corporate Communicator

www.HullOnline.com May-June, 2019

hullonline.com

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

Mary Young

Office Manager

Ian Lukas Intern

Julian Williams Intern

Laurel Shoor Intern

Ali Wilson Intern

Table of Contents

Bad Apples Pg. 1

Downside to Board

Term Limits Pg. 1

Motivating

Volunteers Pg. 2

Change/ Resistance . Pg. 2

Why Have a Mentor... Pg. 3

Dear Dr. Mimi Pg. 4

Corporate Couch Pg. 4

Need Speaker Pg. 4

Consider this...



One Bad Apple ...and What to Do About Them

There are poor performers in your organization. They may be excessively absent. They may be constantly tardy. They may have a poor attitude or are constantly putting others down. Sadly, these people affect the bottom line. The result is lowered productivity, poor morale and increased turnover. Often, the wrong people leave. Your bad apple stays while your good ones leave! So why isn't anything done about it?

Probably because **the managers don't know what to do and no one is giving them the training and tools needed to deal with these issues.**

Managers will either ignore the problem or ultimately fire the bad apple. There is rarely an attempt to rehabilitate them,

which is actually the most cost effective route to take.

Managers need training on how to address these issues and they are not getting it! We have found that all managers, especially new ones, need to be taught how to handle difficult situations, how to give appropriate performance reviews, how to work with and counsel their employees and how to give appropriate criticism ...and, yes, how to terminate, if all else fails.

When we give this training to managers, and do the follow up training, the managers are so happy to finally have the tools they need AND they actually use them! The results are astounding. The bad apples get help and the people around them perform better as well! Talk about a win/win!!!

Downsides to Board Term Limits

Should there be a limit on how long a Board member serves? Last month, we discussed the pros of term limits, and here are some cons!

1) **Even if they are a good Board member, they'll have to step off the Board.** This means the Board is losing valuable skill sets that this member had including their knowledge of the organization and its history.

2) **The interest of the individual Board member may decrease** as their limit is approaching. This means the member may start to skip meetings and/or not put as much effort into their position since "they are on the way out."

3) **Members may leave with bad feelings.** Board members may feel 'forced' out of their positions, causing this to affect them negatively.

4) **Recruitment.** Instead of being focused on the organization, Board members will need to take time to recruit, orient and train new members. It may be hard to fill the gap left by the member who had term limited out.

5) **Board momentum may be reduced.** When new members join a Board, momentum may slow down or perhaps come to a halt. It takes time to orient new people who are not up to speed and/or needing time to get more involved and engaged.

So...Yes, there are "cons" to term limits, but *with proper planning there are ways to overcome these and still have a very positive, productive and successful Board.*

For more information on Boards, do call Dr. Mimi! 407.628.0669 or email her at drmimi@hullonline.com

HULL & ASSOCIATES

Did You Know That Hull & Associates Offers ...

- Not-for-Profit Board Development
- Team Building
- Leadership Development
- Conflict Management
- Bridging the Generation Gap
- Meeting Facilitation
- Strategic Planning
- Time and Stress Management
- Creativity and Innovation
- Organizational Development
- Conference and Convention Speaking
- DISC and The Myers-Briggs (MBTI)
- Communications Training
- Assertiveness Training
- Employee Satisfaction Surveys
- Diversity Training—Cultural Competence
- 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.

Motivating Volunteers. Remember the “ates”

Volunteers are vital and a lot of nonprofits struggle to keep their volunteers engaged. Here are some “ates” to help volunteers feel valued and motivated.

Communicate. Although you have a collective mission, volunteers may have their own motivations for contributing. Get to know your volunteers so that you can get an idea of the direction they want to go with their service.

Accommodate. Volunteers use their personal time to support your organization. Remember this when something comes up and they can't work their usual times. Being flexible shows how much you care about them.

Demonstrate and Appreciate. Train your volunteers just like you would any employees. Show them how you want things done and let them know you value

their contribution. Let them know that you are there for questions and don't expect them to know it all immediately.

Update. With regular updates and conversations, volunteers will feel more included. They want to know what is happening in your organization. Fill them in. Share the successes and seek their perspective and advice, when appropriate.

Congratulate and Celebrate. Set interim goals and checkpoints and recognize their being achieved. This helps volunteers feel like they are making a difference. When a hurdle is overcome, congratulate your volunteers. Let them know how important their efforts are to the organization. Celebrating these achievements boosts morale and keeps them coming back!

(From Volunteer Training by Dr. Mimi Hull)

Better Means Change! Change Meets With Resistance!

What works today may not in the future. You probably know that embracing change can be the difference between being successful or lagging behind and possibly even failing.

So why don't we embrace change?

It is because change is uncomfortable and we deny and resist it until things become critical. *You need to resist the resistance!* It is vital to embrace change, be creative and innovative even though you will be uncomfortable and there may be temporary chaos!

In addition, encourage your people to embrace unfamiliar situations and come up with ways to make things even better, knowing they too will be temporarily uncomfortable.

Here are some ways to prepare your people for change:

Share stories about going outside the box and experiencing change. Whether it is a personal story or just a story you've heard, share it. Hearing scenarios where someone handled a situation in a non-traditional way, and it worked for them, can inspire others to take a risk and do the same.

Encourage people to talk about the changes that are happening, the good, the bad and even the ugly! Encourage everyone to ask questions, share their individual experiences and air out any issues. Doing so will result in increased trust and satisfaction and maybe even some shared solutions.

Don't blame or shame. When a scenario arises where something didn't go as planned, use the occasion to talk about all the aspects of the issue. Don't waste time blaming the people who messed up. Dissect what happened at each juncture and see what could be improved in the future. You will find that more people will be willing to admit their mistakes rather than “covering them up.”

Dream big and start small. It's easy to stick to what worked in the past, and, honestly, you should. Take calculated risks. Be open to multiple perspectives. You don't have to change everything at once. Sometimes small changes can yield big results!

So do embrace change! If you have versatility and flexibility as core values, you will be prepared when outside forces create an unexpected change.

Why You Need a Mentor!

A mentor is typically someone with more experience than you, seen more than you, and/or has done more than you. A mentor is an individual you look up to and who can coach you through their real-life experiences. Having a mentor will benefit you in many ways including:

1) **Success:** It's statistically proven that you have a greater chance of being successful with a mentor. Over 80% of CEO's had some sort of mentorship and credit the mentor for helping them become successful. Over 93% of startup companies did as well and both say that having a mentor was pivotal to their accomplishments. Mentors want you to succeed and will encourage you to do so.

2) **Networking:** Someone who has more experience is typically more connected in the community. Knowing the person who knows everyone can help you make connections and build business relationships that will propel your career.

3) **Perspective:** By yourself, it can be difficult to see scenarios from different angles and/or to be unbiased. Alone, you

might struggle seeing the perspective of a customer or even your employees. A mentor is someone who can be objective and can guide you to a better viewpoint, which can help you make better decisions.

4) **Asking questions:** All your life you were able to ask questions or get advice. Whether it was asking your parents, your teachers, or your professors, you've had access to guidance. Why should that suddenly change? A mentor is an individual to whom you can vent, ask questions and get advice without the fear of looking stupid.

5) **A Friend:** Yes, you have other friends but work can be a lonely place. Sometimes you just need someone to listen and support you. Having a mentor, can share your joy as well as reduce your burdens. They are "there" for you.

So... Take the time and find someone who can be your mentor! You will be surprised at people's willingness to be a mentor. AND the good news is that both you and your mentor will be enriched by this relationship.

JOIN US!!!

Visit our **WEBSITE** AT www.hullonline.com.

Read articles, comment, ask questions and access archived newsletters.

Follow us on **TWITTER** to receive updates and ask your most pressing workplace questions. twitter.com/drmimi

Become a **fan** on **FACEBOOK** facebook.com/hullandassociates.

Your Company's Newsletter Can Look This Good, too!

Illustratus is the nation's leading, premier provider of full-color, fully customized newsletters. Our unique, full-color newsletter service can transform your corporate or employee newsletter from a frustrating burden into a powerful marketing and communications tool—all at an amazingly affordable price.

- Online Editing
- Full-Color Logos
- Custom Photos
- Article Library
- Online Issue Archive

Illustratus™

Visit www.illustratus.com or call (877) 781-8290 to learn more about the unprecedented features offered only by Illustratus.

HULL & ASSOCIATES

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!

E-mail -

DrMimi@Hullonline.com

Phone - (407) 628-0669



DrMimi



Hull & Associates



hullonline

www.hullonline.com

NEED HELP?

**Communication?
Leadership? Team Building?
Board Training?
Contact us!!!**

Do you need your Board to be more engaged? For an interactive, productive program, call Dr. Mimi - 407-628-0669.

Dr. Mimi will customize the program to meet your specific needs and invigorate your Board!

Our Contact Information.

Email -
DrMimi@HullOnline.com
Phone - (407) 628-0669
www.HullOnline.com

CC by Dr. Mimi Hull

THE corporate couch

**Dear Dr. Mimi:**

My regional manager is very intimidating. He is constantly picking on me and yelling at me. When I am in the office, I feel uncomfortable around him. How do I address this issue without being terminated? It almost feels like he wants to get into a fight. I don't!

—*Intimidated*

Dear Intimidated:

Remember that the problem is him and not you, so focus on his behavior instead of arguing. Take a step back and tell him, in a soft tone, that you want to have a professional conversation and do not want to continue the discussion if he is raising his voice or cursing.

Stay cool. Don't take the bait when he is trying to pick a fight. Put safety first.

If having a one-on-one conversation doesn't work, go to his superior or bring in HR to discuss the issue.

—*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.

CC by Dr. Mimi Hull

THE corporate couch

**Dear Dr. Mimi:**

Lately I have been feeling very isolated from everybody at work. It seems like they each have their own groups, and I am not a part of them. What steps would you suggest I take to feel more included?

—*Isolated*

Dear Isolated:

My advice to you is to be accessible and proactive. Don't hesitate to check in with your co-workers and ask how things are or if they need help with something. Ask questions about what's happening in the office and/or with them and be a good listener. Start impromptu conversations around the workplace and invite people to go to lunch with you.

In other words, you need to make the effort to get to know people and, most likely, they will respond positively!

—*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.