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The Corporate Communicator

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Consider this...



20 Questions Servant Leaders Ask

"The **servant leader** begins with the natural feeling that one wants to serve, to serve first." Here are some questions you can ask to help you be a better servant leader.

1. How do we build the "we" rather than the "me"?
2. How can we cultivate a culture of trust?
3. How can I show that I care?
4. How can I help others to be successful?
5. How can I help successful people continue to grow?
6. How can I help others to take the lead?
7. How can I show rather than tell what I mean?
8. How can I get others to give their opinions?
9. How can I get others to share their ideas?
10. How can I get people to express diverse opinions?
11. How can we build consensus?
12. How can I be sure I understand what they are saying?
13. How can I show that I care about them as a person?
14. How can I encourage others?
15. How can we learn from the past?
16. How will the decisions we make today affect tomorrow?
17. How can I sacrifice self-interest for the good of the group?
18. How will what we do matter?
19. How will the things I do benefit others?
20. How can I be a great follower?

Training Millennials

By 2025, more than half of the workplace will be millennials! Millennials have grown up with technology and connectivity and therefore think differently than their predecessors. **We love training Millennials. Here are some tips on how to do an effective training.**

Be brief and concise. Microlearning helps Millennials absorb information by dividing info into understandable sections for a hyper-connected work environment.

Increase ongoing skills training. Ongoing training or mentoring programs are the key to motivating Millennials and allow them to grow within their positions and remain active.

eLearning appeals to Millennials because it is a learning style which is familiar to them. If you keep the training

videos current, Millennials will more likely feel they are with a cutting edge company which caters to their unique qualities.

Explain the purpose along with the process. Clearly explaining the reasoning behind the processes helps Millennials understand how the tasks they're doing contribute to the outcome of the company's future as well as their own.

Do Diversity and Soft Skill training. Use Diversity/Inclusion training programs to offer opportunities for your workforce. This helps develop interpersonal relationships in an intergenerational workplace.

Helping organizations work with the different generations is one of Dr. Mimi's strengths. Call us today! 407.628.0669

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- Bridging the Generation Gap
- Meeting Facilitation
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- 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.

Taking on the Talent Challenge

Due to unemployment being near an all-time low, many companies are facing talent shortages and have to make a decision: *Should we hire unskilled workers and train them, or should we battle for the small pool of skilled workers? Here are some options.*

Attract Talent Through Access to Leadership. Talented workers want to join companies that have easily accessible leaders, because they want to learn from these leaders. This generation of skilled workers want the ability to display their skills to someone who can help them advance within the company.

Tap into the Gig Economy: The term “gig” is slang for “a job for a specified time” and was typically used in referring to musicians. Today, the “Gig” draw is flexible schedules and work life balance. Besides tapping into a larger pool of

talent, you can hire a part-timer when you’re not sure about needing a full-timer. It also lets you try out the employee before committing your organization to a long-term, full-time job.

Increase Training. A learning environment draws in talent and helps reskill current employees. In fact, when employees were asked which attribute increased their loyalty the most, a culture of learning outweighed work-life balance, benefits, and free meals!

Reskilling workers in Soft Skills, like communication and team building, fills the talent gaps because the people skills make them more productive. This technique also solves two extra issues. It increases loyalty in current employees and decreases turnover. Additionally, it solves the talent shortages by allowing the company to bring in promising workers and arming them with necessary job skills.

Embrace Vulnerability!

Vulnerability, defined as “*uncertainty, risk, and emotional exposure*,” gets a bad rap! The word is usually synonymous with weakness and lack of strength. In reality, research shows that vulnerability and courage go hand in hand. In fact, **vulnerability, often called vulnerability trust, is a necessity when building a productive and positive workplace.**

Vulnerability trust requires effort and training. **However, these dividends make the effort and training worthwhile.**

Vulnerability boosts innovation and creativity. When someone shares an idea or questions the status quo, a risk is taken and they feel vulnerable. The idea may be questioned or even shot down and that person may feel shot down as well. To have innovation in the workplace, team members must feel safe enough to share ideas without the fear of feeling personally ridiculed or judged. Take it from Brené Brown who has researched this concept for over 10 years, “Vulnerability is the birthplace of innovation, trust, and engagement.”

Vulnerability facilitates getting out of silos. To collaborate with ease, team members need to share their strengths,

goals, fears, and weaknesses. This creates a level of confidence in the team, and people work better together. It is easier to rely on someone to finish or check your work when you trust them both professionally and personally. It is more comfortable to take criticism when you know it isn’t personal. Vulnerability trust unconsciously indicates that your team members are competent and secure enough to share critiques, and not feel scorned on a personal level.

Vulnerability increases productivity and accountability. Taking the risk out of being honest deepens bonds between co-workers, managers, and employees. When co-workers connect on an individual level, they form a team. Being part of a team boosts accountability and gives people the motivation to do outstanding work and get better results. This bond creates accountability because they don’t want to let their associates down!

If you want to have vulnerability trust, it is an investment but, as you can see, there is a great return on your investment! Let us show you how!!!

The Importance 360 Feedback

We have been facilitating 360 Feedback reports for years. *When done right*, 360 feedback promotes openness and engagement which leads to a more productive and satisfying environment. 360-Degree Feedback ensures that people have the opportunity to develop and improve. But who should give you this feedback? Everyone around you! Your direct reports, your boss, your peers and maybe even your customers and clients. That's 360 feedback!

When it's done right....

360 focuses on what is said, NOT who said what! Confidentiality is preserved and the focus is on "how can this person be better."

People can't fix what they don't know!

It is impossible to do everything perfectly. 360 Feedback allows individuals to learn the different ways they might struggle, as well as recognizing the strengths that they may also have and may not recognize! With this knowledge, they can grow as professionals, team members, leaders and individuals.

360 Feedback allows different viewpoints: People may be seen one way by direct reports and may be seen differently by peers! Because 360 gives multiple perspectives, it helps people recognize blind spots and encourages improvement.

360 creates a collaborative culture:

360 Feedback helps create a culture that puts an emphasis on collaboration. Working as a team ultimately leads to delivering the best product possible. *People will then **talk with** each other **not about** each other!*

Reduces Employee Turnover:

360 Feedback puts an emphasis on open communication. In return, everyone from frontline employees to executives have their thoughts and opinions heard more frequently. This brings to light hidden issues and makes employees feel valued and heard.

There are 360 Feedback options. One 360 tool does not satisfy all. We are certified in a variety of 360 programs. *Let us share some 360 options with you!*

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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.

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 -

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Phone - (407) 628-0669



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NEED HELP?

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Our Contact Information.

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CC 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 a physical disability, and I constantly hear my co-workers discuss this behind my back. They tend to talk about how I do less work and how I am not responsible for as much as they are. This really hurts my morale and has me thinking of quitting. The truth is that I have met and exceeded all my goals. I want to talk to my co-workers, but I don't want to cause a scene and make matters worse.

—*Low Morale*

Dear Low Morale:

It is clearly making you uncomfortable if you are thinking of quitting your job. If you overhear their comments, politely let them know that you have overheard them. Then, politely set the record straight about meeting and exceeding your goals.

If this continues, ask your supervisor to speak with your co-workers about their comments. If the problem does not stop or continues to escalate, talk with your HR department. These kinds of comments are inappropriate, and there should be policies forbidding them.

—*Dr. Mimi*

CC 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:

A co-worker of mine, with the same ranking and job title as I have, has a tendency to tell me what to do for her and often leaves her excess work on my desk for me to do, some of which I don't even know how to handle. I want to discuss this with my manager, but I don't want to make anybody upset or get anybody fired.

—*Overworked*

Dear Overworked:

Respond to her request with a simple, "I'd love to help, but I have to take care of my work first. If my schedule clears up, I will let you know when I can pitch in." This type of message has the tendency to go a long way because you are reminding her that you also have a lot to get done.

If you are asked to do something that you are unfamiliar with and are open to the learning process, you can say, "I'd love to help, if you are willing to show me how you want it done."

If she continues to just put work on your desk, take it back to her and ask for an explanation and also ask if your supervisor is aware that she is delegating those tasks to you. If not, suggest that you need supervisor approval.

—*Dr. Mimi*