

HULL &  
ASSOCIATES

# The Corporate Communicator

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## Hull & Associates

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A diamond  
is a chunk  
of coal that  
made good  
under  
pressure.



## Are You an Adult "Mean Girl?"

**Do you remember those mean girls in high school?** They still exist! If you tend to be overly sensitive, fear being direct in conflict and inappropriately express your emotions, you may be a grown up mean girl! **To see if you are, answer these questions.**

**Do you suffer in silence?** Women tend to internalize their emotions for fear of being labeled as too sensitive or irrational. This internalization may lead to a buildup of anger and resentment, culminating in an over-reaction to the smallest of things.

**Do you pretend to vent?** Venting to a trusted friend can be a highly effective way to confront feelings. However, venting can become toxic if used to justify gossiping about someone else.

## Do you give people the silent treatment?

Do you wait for someone to notice that there is something wrong before you "say anything?" People will often ask others "What's wrong with you?" and you are left with someone else guessing what the issue is ...and they may be wrong!

**Do you use social media to let someone "have it?"** Social media is NOT the platform to use if you have an issue. Meet directly and discuss your differing opinions.

**Did you answer yes? If so, you may, in fact, be a grown up mean girl!**

**But wait, there is good news!** You can change! Our next newsletter will give you alternative methods for expressing emotion in healthy and appropriate ways!!!

## To Lead Is to Delegate!

You can't be a leader if you don't delegate. Effective leaders delegate! It is often hard to switch from "doing" to delegating because when you delegate you not only are handing off responsibility, you are also handing off control and authority. What's the difference? **Responsibility** is the assignment that you are delegating. **Authority** is giving them the power to make decisions.

Sometimes it is hard to know if a person is ready to take on a task. Here are some questions to consider:

**Can they do the job?** In other words, are they competent? Have they been properly trained? Have they done something similar before?

**Do they have time?** When is it due? What else is on their plate? Is there

someone else who is less busy?

**Do they want to do the job?** Will they feel successful doing it? Is there someone else who better enjoys the type of work the assignment requires?

**How will this help them?** Is this a stretch for them and will it help them grow? Can you invest the time to train them and give them the skills they need? Is this a skill that they can use in the future?

**What will you take as a measure of success?** What do you want the finished task to look like? How can I be sure that their picture of completion matches mine?

By answering these questions, you will pick the right person for the job and increase both your and their chances for being successful.

*To learn more about delegation, contact [drmimi@hullonline.com](mailto:drmimi@hullonline.com)*

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## Feel Accomplished by Managing Your Time!

Whether you are working from home, or back at the office, managing your time is tricky. Here are some helpful tips to stay on track and feel good at the end of the day.

**Create a daily schedule “the night before.”** This list should include not just the important tasks that have approaching deadlines but also those “loose ends” that need to be tied up. Creating your schedule in advance helps because, in the morning, your tasks are decided for you and you can start working immediately. This increases productivity and also helps you sleep better!

**Put measurable goals on your list.** For example, if you have a project with a deadline that is three months away, break it down into small quantifiable and attainable daily tasks. Doing this will mean

less stress when the deadline approaches.

### **Create time limits for tasks and schedule breaks throughout the day.**

Planning breaks throughout the day will keep your momentum up and prevent you from being overwhelmed. If an assignment takes longer than planned, take a small break, recharge and get back to your work. If possible, don’t stress your brain by doing one single task all day because that creates boredom and frustration.

**Avoid multi-tasking.** Focus on one thing at a time. Doing two things at once can cause errors. Switching between assignments is a time-killer as it uses more mental time and detours you from your goal. It is better to complete one task or a measurable part of a task, take a break... and then start another.

### **To learn more, schedule a virtual seminar with Dr. Mimi!**

## Stop the Gossip!

Leaders are responsible for discouraging gossip and counselling others who are either the gossiper or the target. **Here's how!**

**Deal with the gossip a.s.a.p.! Left unchecked, rumors grow exponentially.** They typically turn negative and sap people’s energy as well as causing a loss of focus. Each person puts their own spin on it and the gossip becomes even more hurtful. When rumors arise, deal with the participants individually and/or set up a meeting between the victims and the people spreading the rumors.

**Don't get caught in the rumor mill.** Resist the urge to listen and comment. If you do, you too will be perceived as a gossiper.

**Advise new employees to stay neutral.** New employees are prime candidates for the gossip posse! Caution them to be skeptical of people who may be overly friendly. “Helpful coworkers” will try to ingratiate themselves to them so as to get the new person “on their side.”

**Don't you do anything to generate gossip!** This may sound obvious, but it is easy to get caught up in the moment and share confidential information. Stay off the

negative grapevine. If someone is not performing, talk **with** them, not about them!

**Take a direct approach.** If there is a persistent gossiper who tries to engage you in the gossip, you have several options.

**Remove yourself.** Walk away, literally. Don’t lecture or admonish; just leave the arena. If you stay, you will be forced to listen and tempted to comment.

**Shut it down.** Say things like “I don’t want to talk about this,” or “I am uncomfortable with this conversation.” Let people know when they are spreading lies by saying, “That simply is not true and I don’t want it discussed any further.”

**Let people know you are uncomfortable gossiping.** You might politely say, “I’m sure you don’t mean to gossip, but that’s what this sounds like.” Then, walk away.

**Expose the gossiper.** In most cases, the gossiper prefers to talk about someone rather than with the person. If they haven’t spoken to the person they are talking about, let them know that is what they need to do. Nothing changes unless people know what they are doing wrong.

## Diversity and Racism: What It Is and Why It Matters in the Workplace

Diversity means "a range of different things" and can apply to race, ethnicity, sex, religion, education, and more. **Racism** is defined as prejudice, discrimination, or antagonism toward people because of their racial group. When people don't realize that they hold a bias toward race, they may have *unconscious bias, which is an automatic way of thinking that creates discriminatory behavior.*

### How does this impact the workplace?

People bring their unique experiences to work, and this impacts relationships. The workplace should encourage, not avoid, discussing these differences. To do this well, you need training to uncover unconscious bias, deal with racism and discover how to turn stumbling blocks into stepping stones.

**Why bother with training?** Our diversity training provides the tools needed to reverse automatic thinking and works toward eliminating discriminatory behavior without shaming or blaming.

### Our training:

#### **Increases Feelings of Belonging:**

Embracing diversity helps people become and feel a part of the team. Everyone is more likely to enjoy work, be more engaged, work harder and stay longer.

**Increases Creativity:** Having an accepting diverse workforce means that each person brings something unique to the table **and** they enjoy sharing their unique perspectives and ideas.

**Increases Sales:** To appeal to a wide range of audiences, it makes sense to have a wide range of perspectives. When people feel valued, they share what appeals to the group they represent. You then can see your product and/or service through various lenses and better relate to your clients and customers.

**Ending discrimination and racism will not happen overnight, but it can happen.** Deep-seeded biases, even when dormant, take work to eradicate. When we facilitate difficult conversations and conduct appropriate exercises, real change happens and negative feelings are turned into positive outcomes.

# 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!

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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](http://www.HullOnline.com) or [DrMimi@HullOnline.com](mailto:DrMimi@HullOnline.com).

**Dear Dr. Mimi:**

I am having a difficult time with the employees in my office because of our conflicting personalities. Small arguments suddenly become large disputes. I am ready to take everyone to a shrink and get them all on drugs. Can I do that?!? How can we figure out what kinds of personalities we each have?

—*Sybil*

**Dear Sybil:**

Psychologist ... yes, drugs ... no! It sounds like your office does need training on personalities and how to work with the different ones. While different personalities are always going to exist, it is important to capitalize on each person's positive attributes and make an effort to accept each other's differences. Two assessments that we use with our clients and have found very effective are the Myers-Briggs Type Indicator (MBTI) and the DISC. Once the different personalities are appropriately revealed, these differences become opportunities rather than liabilities!

—*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](http://www.HullOnline.com) or [DrMimi@HullOnline.com](mailto:DrMimi@HullOnline.com).

**Dear Dr. Mimi:**

I have been promoted, and my new job entails helping to hire new employees for one of the managers. How do I go about hiring an employee when there isn't even a job description? Do I just hire someone and hope they can do what is asked at the time?

—*Clueless*

**Dear Clueless:**

You definitely need a job description! The No. 1 reason that the wrong person is hired is that the position is not clearly defined. Also, we often find that there are great people working for organizations but in the wrong positions. Before attempting to fill the position, have an in-depth discussion with the manager and the person doing the job about the requirements. Get a sense of the roles and responsibilities of the position and what attributes are necessary to do this job well.

You can also conduct task analyses where the successful employees are shadowed, in order to identify in precise detail the skills, knowledge, tools, conditions and requirements needed to perform the job. We also find that what people think they do and what they actually do may not be the same thing!

—*Dr. Mimi*