

HULL &  
ASSOCIATES

# The Corporate Communicator



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### Hull & Associates

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### Table of Contents

Extinguishing Burnout	Pg. 1
Strengths of Introverted Leaders	Pg. 1
Reacting to Difficult Types	Pg. 2
Finding Happiness at Work	Pg. 2
HOW Do You Listen?	Pg. 3
Dear Dr. Mimi:	Pg. 4
Stress of working at home	
Underpaid in Family Business	

## Extinguishing Burnout!

Here's a common scenario. You've been working for your organization for some time and you've slowly taken on more and more tasks. Perhaps you've gone above and beyond and have frequently overextended yourself to pick up more assignments. Eventually, you find that you have so much on your plate that the last thing you want to do is think about your "To Do" list. If this sounds familiar, you may be suffering from workplace burnout. Here are three of the best ways to combat and prevent workplace burnout!

**1. Take your vacation:** This sounds like a given, but I've met too many folks who live by the "All work and no play" scenario. By skipping out on your vacation, you risk driving your

motivation, creativity, and patience into the ground.

**2. Find Your purpose:** If you're constantly doing tasks that feel less than purposeful, it could be a sign that your work doesn't align with your life goals. Find ways to find your purpose and bring it into your workday. Whether big or small, take steps toward achieving your personal goals each day.

**3. Get comfortable with "No":** Often, burnout occurs when you've taken on more than you should. Learn how to say no when asked to complete tasks for which you have not budgeted the time nor the energy. It may feel wrong to decline, especially if asked by a superior, so consider asking what their priority is, as you remind them about all that you are doing.

## Strengths of Introverted Leaders

### Introverts can be great leaders!

There is a tendency to believe that extroverts make better leaders. This is not so. Studies have shown that introverts can produce greater results because they give people more freedom to be creative, hold themselves and others accountable, and don't dominate or push for their own ideas.

### What are some other leadership strengths of introverts?

**Introverts come prepared.** They like to research and consider options before they make decisions. They want to be a positive example. They don't just talk but rather they do!

**Introverts are typically better writers.** They often prefer to write than talk. In our digital age, more and more

interactions, including social media, involve writing and they do it so well.

**Introverts are often excellent listeners.** They will schedule one-on-one conversations, set goals and objectives and hold themselves and others accountable for the promises they make.

**Introverts hold focused conversations.** They stay on point and don't ramble or tell stories that can waste time and energy. Introverts are often strategic thinkers. When they do talk, people listen.

**Introverts engender trust.** Because they are less likely to take center stage, they believe that their work needs to speak for them. They do what they say they are going to do and this instills confidence and trust in others...and isn't that what leadership is all about?

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## Reacting to Difficult Types

It would be great if everyone was easy to work with. However, that is simply not the case. Here are some helpful hints to deal with some difficult types that you might encounter.

**Dealing with the egotist** – This is the type of person who sees themselves as superior to others and thinks they “know it all.” Agree with them when you can and choose your battles. Ask questions and listen. When you know you are right, state the facts positively and assuredly, quoting any supporting sources.

**Dealing with the venter** – This is the type of person who loves to complain about people and situations. Don’t be tricked into agreeing with them. Ask them what they have done so far to alleviate the situation. If they are venting about another person, ask them what the person said when they talked with them. In most

cases, they haven’t talked with them, so suggest that they do.

**Dealing with the underminer** - This is the type of person who takes pride in putting you down and is often sarcastic. Don’t acknowledge their sarcasm. Don’t escalate the conversation, either in tone or content. Stick to the issues calmly and deliberately.

**Dealing with the non-responder** - This is the type of person who doesn’t reveal his or her ideas and is difficult to talk with. Ask open ended questions and learn to be quiet. Wait for them to speak and be patient and friendly.

**Dealing with the aggressor** – This is the type of person who is intimidating, hostile, and loves to make threatening remarks. Let them talk without responding but give them even eye contact. Be formal, concise, clear and deliberate when you do respond.

## Finding Happiness at Work

**Do you ever dread going to work or complain about your job?** Sadly, more than 50% of Americans do also. Having said that, while you may feel dissatisfied with your job, **you would be far more unhappier without one!**

Mental health issues are rising, because of the pandemic. And the longer people are unemployed, the unhappier they get.

**So how do you maintain happiness at work?**

**Find the passion in yourself** rather than in your work. Remember what made you apply for this position. Are you able to help people? Does the job have an impact on the future world? Do you have creative freedom? Once you understand your own passion, you are closer to finding more joy in your work.

**Build positive relationships with coworkers. Team building is more important now than ever.** It can be as simple as sharing a recipe and even if you are virtual, “having lunch together.” Do the DISC profile. We can do it on Zoom or any other shared platform and it resolves many “personality conflicts.”

**Value yourself.** Whether it is creating a

list of your achievements or realizing that not everyone can do what you do, it is important to have and recognize your self-worth.

**Autonomy leads to happiness.** When people have control, they are happier. Look at what you do. What aspects of your job can and do you control? You will be surprised how much power you have.

**Build a happy home life.** Studies show that people who are happier at home are also happier at work. Work and home are not separate entities. That is why it is important to spend quality time with family and friends, take vacations, have outside interests and take and enjoy leisure and holiday time.

**Lastly, start your day on a good note.** Arrive at work believing that you will have a good day. Before you arrive, do something for yourself. Whether it is working out or having that great cup of coffee, it will motivate you to be more productive throughout the day.

Studies have shown that happiness in the workplace leads to higher productivity. Find pleasure in simple things. As Walt Disney said, **“If you can dream it, you can do it”...and that includes being happy.**

## HOW Do You Listen?

**Did you know that often 70 to 90% of a message is either lost or changed by the receiver?** This causes conflict and mistakes.

Good listeners work to fully understand what is being said. There are different types of listening behaviors and we have a tool that helps you determine what type of listener you are. **Do you do...?**

**Empathic listening** - This type of listening focuses on feelings and emotions, as much as the words being said. Empathic listening is helpful when somebody needs to talk through a concern or a problem or is stressed. Often, people give suggestions without fully understanding the situation. Empathic listening increases needed understanding.

**Appreciative listening** - This type of listening focuses on listening for enjoyment and feeling a part of the experience. It is listening for sensory stimulation or pleasure. Some of the ways you can be an appreciative listener are being open-minded, optimistic, tuning into expressions and asking positive questions.

**Discerning listening** - This type of listening is one where you want to get all the details and don't want to miss a single thing. This listener usually wants to remove interruptions and distractions and will take lots of notes.

**Comprehensive listening** - This type of listening seeks understanding and taking random thoughts or ideas and mentally putting them into an order, a theme or logical format. People who use comprehensive listening are typically very logical and orderly and wish others were as well.

**Evaluative listening** - This type of listening assesses and evaluates the merits of a message. An evaluative listener tends to be skeptical, will challenge ideas and opinions, and compares new ideas to what they already know before accepting the information.

**What type of listening do you do most often?**

**If you want to find out more, call us about the Listening Profile. It is an amazing tool!!!**

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**Her most requested programs are in the areas of Communication, including Team Building, Leadership, Conflict Management, and Board Development.**

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 by  
Dr. Mimi Hull

THE  
corporate couch

**Dear Dr. Mimi:**

I am working from home and working nonstop and longer hours due to the pandemic. As a result, I am getting more and more stressed and more and more cranky. Last night I yelled at my kids, and they really did not deserve the tongue-lashing that I gave them. I did apologize, but we are all feeling the tension today. What can I do to relieve the stress that I am under?

—*Stressed to the Max*

**Dear Stressed:**

You are not alone. Your stress is real, and you need to be kinder to yourself. Start by scheduling breaks. Set a timer and walk away from your “office.” Go outside for a walk. Do some stretching exercises. Call a friend. Listen to music. In other words, get away from your work both physically and mentally. You might also use this time to write a “love letter” to your kids, telling them not only that you are sorry, but also letting them know all the good things that you appreciate about them.

—*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).

 by  
Dr. Mimi Hull

THE  
corporate couch

**Dear Dr. Mimi:**

I work in my family's business. I am married and have two children. Because of COVID, my family wants me to take a cut in my salary. I don't get the salary, nor the respect, I could earn elsewhere. In fact, I am certain that I can get at least as much working for another organization. Should I start to look?

—*Under (Underpaid and Undervalued)*

**Dear Under:**

Have you said anything to your family about your dissatisfaction, or have you been childlike and kept it to yourself? Do you get other perks that you would not get on the outside? If you see no advantage of staying where you are, then start your job search. Be sure you give your family ample notice if they need to replace you.

—*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).