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The Corporate Communicator



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Hull & Associates

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Why Do Training NOW!

Training is not a cost. It is an investment. Whether done virtually or in person, **it is important to do training now. WHY?**

It improves skills and knowledge.

Working remotely provides fewer informal interactions and collaborative opportunities. Employees need planned and organized training to be more effective members of your organization.

It gives order to what seems like

chaos. Training gives people the opportunity to learn, be with others, and share concerns via a planned orderly program.

It shows employees that they are valued. People want to know that their employer cares about their growth and development. Investing in training shows

that you see their potential and are willing to invest in their improvement.

It improves morale and productivity.

People tend to work harder and care more about the organization when they are given the opportunity to learn and connect.

It shows they are important. Holding team building and leadership programs develops a bond that reduces turnover and increases trust.

It reduces conflict. Trainings, like DISC, help people work better together. They are less likely to have or hold on to resentments.

It builds a better environment.

Training builds trust and with trust, people care and support each other.

Let Dr. Mimi train your people and see the growth that results!

Attracting and Retaining Generation Z!

Gen Zs are between 6 and 24 years old. While new to the workforce, in the years ahead, they will **outnumber the millennials, and be roughly 40% of the workplace.** Gen Z are "digital natives." They are unaware of a world without technology at their fingertips. They are open-minded, competitive, and authentic - characteristics that you want to attract and retain. **Here are 5 tips to do just that:**

1. Keep job postings short. Because Gen Z is constantly bombarded with online information, it is important to make job postings attract their attention by keeping them short, engaging, and mobile friendly.

2. Provide growth opportunities. If there are opportunities for career

advancement, a Gen Z will grow with your organization.

3. Embrace technology. Since Gen Z grew up with mobile devices in their hands, if you embrace technology, you will attract Gen Z. Allow them to implement their knowledge and to offer suggestions on how to improve the technological side of your business.

4. Provide work-life balance. When looking for employment, Gen Z prioritizes work-life balance. Provide flex time or remote work so that they have choices on when and where they can complete their duties .

5. Foster independence. Gen Z is great at identifying and solving problems and searching for solutions on their own. They value independence. Have them work solo rather than in groups for projects.

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3 Key Factors to Improve Workplace Performance

Many factors contribute to the quality of employee performance, ranging from broad things like company culture to factors as specific as a new hire training process. *Most components that contribute to workplace performance can be condensed to these 3 factors:*

Clarifying Expectations- Employees perform best when they understand their assignments and when they are due. If employees are assigned tasks with few guidelines, it causes conflict for both the employee and the organization. Ask these basic questions when assigning tasks: "Did I provide enough instruction for you to complete the task successfully?" and "Did I provide a clear and realistic due date for the finished project?"

Training – Organizations must implement effective trainings for their

teams, **especially NOW**. Employers who invest time and money into training get a good return on their investment as their employees become happier and more motivated. There is less turnover and absenteeism. Trainings like team building and leadership need to be ongoing. Continual training proves that the employer is invested in their people. This motivates and satisfies employees and leads to increased performance.

Engagement - When employees are engaged, they take ownership of their tasks and are more productive. Engagement can be as simple as interacting with employees to get feedback on a project, recognizing even small achievements, or even hosting fun company events. Be creative or do something simple. It all helps!

Want more productive and engaged people? Do these 3 things!!

Why People Do Organizational Citizenship Behaviors (OCB)

OCB or Organizational Citizenship Behaviors refers to the voluntary employee behaviors that go above and beyond the call of duty, contributing to organizational effectiveness. OCBs are the actions and behaviors that are not required by employers. These actions and behaviors may not be particular to the job, but they benefit the team, and encourage better organization efficiency and make the work environment run smoother.

Here are five motives that explain why an individual participates in OCB.

Values Expression Motivation focuses on an act that is motivated by the concern for a particular group because of a person's values. For example, some individuals express the values of kindness, generosity, and compassion even when they aren't asked. They may go out of their way to help their co-workers who are having work problems or other issues.

Career Related Motivation focuses on people who are motivated to participate in OCBs to attain career-related benefits. Some career-related reasons that encourages OCBs are training

opportunities, expansion of contacts and exposure to decision makers, which they see as enhancing their opportunities to advance and grow.

Learning and understanding focuses on people engaging in OCB who want opportunities to study new things, gain unique perspectives, and utilize unique skills/abilities. This type of OCB helps the employee understand what their goals are through education, training and understanding.

Social focuses on the idea that interactions with other employees can fulfill interpersonal needs. This type of OCB can be seen in the form of an employee being comfortable initiating interactions between immediate, nearby co-workers. They socialize more than others in the organization.

Ego Enhancement focuses on the idea that employees will engage in activities that enhance their positive self-image. Engaging in activities like serving on committees contribute to feelings of importance especially if it is noted. This type of OCB demonstrates that if one can provide opportunities to help others solve problems, their ego is enhanced.

Use DISC to Optimize All Meetings

There are many guides for running meetings, even virtual ones...but nothing beats the detailed knowledge of knowing the DISC style of your participants.

Who needs to be talkative? Who's questioning? Who will jump in and offer solutions? Who's more circumspect and needs to be drawn out? DISC helps everyone understand each other's priorities, capitalize on their strengths, and minimize less useful tendencies. Knowing DISC styles enables you to adapt your communication style—and your meeting structure—to work better with everyone.

For example:

D's prefer meetings that are short, direct with minimal small talk or side chatter. They appreciate a timed agenda and push to make decisions. They tune out if the subject doesn't affect them directly.

I's love to express their personal opinions and want time to socialize before and after (during?!?) the meeting. They enjoy open dialogue and utilize the chat feature.

S's want a meeting outline in advance to plan what they are going to say. They prefer meetings where everyone has a chance to be heard and there is little conflict.

C's want to be sure that the presenter has "done their homework!" They are quiet and don't want to be rushed or pressured until they recheck the facts. C's appreciate privacy and often have their webcams disabled on virtual meetings.

People also have blended DISC styles, DI, SC, etc. Each DISC profile is personalized, resulting in a completely authentic, positive user experience. You will better understand, appreciate and work better with your co-workers in ways you hadn't before.

Today, culture is more important than ever and relieving pain points (often in meetings!!) can help! Leveraging a tool like **DISC identifies and fixes these pain points**, leading to a more desirable work environment for all.

To learn more, contact us:
DrMimi@hullonline.com or 407-628-0669.

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 by Dr. Mimi Hull

THE corporate couch

**Dear Dr. Mimi:**

The new person in the cubicle next to me is loud. When she is on the phone, I can hear everything she is saying, and quite frankly, it is distracting. In fact, I find myself waiting to make a call until she is off the phone. We must work together and there is nowhere else either one of us can relocate in the office.

Help!

—*Quiet*

Dear Quiet:

Have you said anything to her? If not, you need to. The next time she gets loud, wait until she gets finished and walk around to her desk and let her know. Feel free to say that you have hesitated to say anything, and that she needs to talk more quietly. Let her know that you are not getting your work done because you can't compete with the sound coming from her cubicle. If she has a hearing problem, her phone can be adjusted to account for that. If it continues, let your supervisor know.

—*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:**

Our office is a mess. I mean literally!!! I don't remember the last time anyone cleaned, dusted or vacuumed. Stuff is piled everywhere. My fellow employees know it, but the owners, who work here as well, don't seem to notice. What should we do?

—*Forever Filthy*

Dear Forever:

It's time to let the owners know that it's time to do a cleanup. Get a couple of other employees to join you in having a meeting with them. Before you meet, make a list of all that needs to be done. Be precise. In addition, find out if you and your fellow employees are willing to help and what specifically you are willing to do. Share that with your owners. Let them know that a clean office will motivate employees, reduce absenteeism, and boost morale!

—*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.