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The Corporate Communicator

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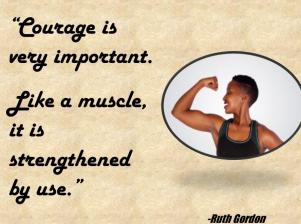
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15 Tips for Handling Angry People:

Angry people are hard to deal with. Remember, **as emotion goes up, rationality goes down!** The trick is to allow them to express themselves while not getting emotional. As they rant, breathe in and out slowly to keep yourself calm and do the following:

1. **Let them talk first.** They won't listen to you until they can express their point of view.
2. **Don't say, "Calm Down."** If they could, they would.
3. Ask if you can **take notes** while they are talking. It shows that you want to remember what they are saying.
4. **Write down** exactly what they are saying using their words.
5. **Listen intently** without interrupting.
6. **Keep thinking,** "We can work

this out."

7. **Do not accept blame** for criticisms that are not yours to own.
8. **Ask** what they want you to do. They may not want you to do anything. They may just want to be heard.
9. **Develop** respectful responses to disrespectful behavior.
10. **Stick to the issues** and behaviors.
11. **Say what you mean** in very specific and concrete terms. Avoid generalities.
12. **Establish choices.** Give people a way out.
13. Invite **critical feedback** after you speak.
14. **Avoid debate.**
15. **Use silence** to increase your calm. It's valuable to leave unsaid the wrong things at this tempting moment.

What Is DISC?

DISC is an amazing self-assessment tool that helps organizations and you identify work and leadership behavioral styles. It **gives a great description of their type... and a "prescription" about how to adjust their behavior** to better work with others to reduce conflict and increase communication...and **Dr. Mimi is an amazing trainer** who optimizes the DISC experience.

DISC can benefit every person in your organization—regardless of title or position—to build more effective relationships at work.

It teaches participants to understand themselves AND to appreciate the different priorities and preferences that each individual brings to the workplace.

With personalized insights and actionable strategies, participants learn

how to adapt to the style of others, ultimately **improving engagement, collaboration, and the overall quality of the workplace.**

it provide participants with valuable insights that enhances communication and inspires effective collaboration. **In each personalized, 20-page profile, you will:**

- **Explore the priorities that drive your behavior.**
- **Learn what comes naturally and what might be challenging** when interacting with others.
- **Gain actionable strategies** to strengthen your interpersonal interactions at all levels in the workplace.

Contact us today to learn more! email is DrMimi@Hullonline.com or call us at 407-628-0669.

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Preparing for A Virtual Interview

Virtual interviews can be frightening. Here's how to prepare and have a positive experience.

Before your interview, **test out the platform**. Doing this will allow you to know where the video, mute, chat and background functions are. A virtual interview may be held on Zoom, WebEx, Microsoft Teams, Google Meet, to name a few. *Be sure you have the right link!*

Use a reliable internet service. Be sure to have a plan B if your internet crashes. You don't want your connection breaking up.

Log on early; choose a professional background, and turn off your notifications. This will allow you to maintain focus on the interviewer and the questions that you are being asked. **Keep eye contact by looking into the camera while speaking.**

Engaging Virtual Employees

Some of the benefits of having virtual workers include that they work harder and are less stressed. They are also more comfortable, have higher productivity, a better work/life balance, and feel a greater independence, *BUT there is still a problem: That is with engagement.*

How can you engage virtual employees? Meetings are typically *not fun, whether in person or online*. Here are some ideas that can help. Create **themes** for each meeting. Themes allow people to dress up, *even if it is only from the waist up!* They will look forward to the next meeting to see what others do.

Host a **game time** to allow people to meet informally. A simple game could be a crossword or an unscramble puzzle using work-related terms, clients and/or employees' names.

While logging on, **play a high energy song:** send out the lyrics in advance and encourage people to sing, with or without being muted! This helps creates an upbeat environment. Take song suggestions for the next meeting!

Icebreakers, when used correctly, are still a good way to learn about coworkers. "Two truths and a lie" is one that still gets

Select a **quiet location**. Make sure there are no background noises, pet sounds, or any interruptions while in your interview. Use your home office, library, or any other quiet area where you feel comfortable. Notice any distractions and remove them.

Be on time! Log in at least 5 minutes before the interview; retest your sound and your camera.

Dress professionally. Although this is a virtual interview it is still best and most professional to wear office clothes and follow the dress code of their company. *Dress for the job you want, not the job you have.*

Lastly, just as you would in person, **do not read your cheat sheet or notes!** Be able to relate relevant examples of your previous work experiences. Make sure you have thought about questions to ask, and stay engaged.

people thinking. You can share how you started working here, if you have any pets, or any fun fact about yourself! Sharing bits of information allows people to find commonalities, feel united, and less isolated.

At the end of a meeting, have people **share a simple work or personal goal.** It does not have to be a lofty goal. It could be cleaning out the "junk drawer." Sharing simple goals allow everyone to feel more connected and human.

Hold a "Yappy Hour." Include animals and family members in an after-hour event. This encourages everyone to be more comfortable and confident.

Hold a virtual dance party! Start a song that allows everyone to get up (or stay seated) and dance. This is a great way to end the meeting with a good laugh and have people feel positive and engaged!

Name an employee of the week or month. The twist is to have the person who won it, name the next one! This helps people get to know and appreciate each other. Have a created certificate that can be emailed with the new person's name on it.

You don't have to do everything listed here...just be sure to do something!!!

Eight Communication Tips

Communicating, whether verbally, via email, or text, is hard. You can look unprofessional or feel embarrassed if your message does not come across the way it was intended, and there may be unintended consequences. **Below are 8 communication tips:**

1 Edit your texts and emails. If there are spelling or grammatical mistakes, it may make you seem like a careless person. Spell checkers aren't enough, since they do not catch certain words or phrases that could be spelled correctly but are used in the wrong context. This includes words such as affect and effect.

2 Don't deliver bad news in writing. Because written communication does not allow you to express tone, you can't provide the same nonverbal cues in writing as you would in person or even over the phone. Tune into the other person's feelings as you speak.

3 Don't avoid difficult conversations. It is hard to provide someone with negative feedback. However, putting off these conversations can cause the problems to

fester and become even harder to address.

4 Be assertive. Do what needs to be done while also considering the needs of others. Being assertive also means saying "no" when necessary and doing so in a polite but definite manner so as to maintain positive relationships.

5 Don't overreact. Take time to think about what you want to say before saying or writing it. This will allow you to respond calmly and appropriately.

6 Do not use a "one-size-fits-all" approach. Not everyone perceives communication in the same way, so consider people's different personalities. Work to communicate in a way that they will understand and appreciate, which may be different from your approach.

7 Keep an open mind when meeting new people. There are so many different people one can come across in terms of religion, ethnicity, age, sexual orientation, etc. Avoid stereotyping!

8 Don't assume that your message was understood. Ask them what they thought you meant. Encourage questions.

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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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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 heard talk that several co-workers received raises in the past couple of months. I haven't been approached about a raise, yet I do double the work. I stay later and arrive earlier than my co-workers and am one of the only employees to always submit my reviews on time. My boss says he appreciates my hard work, but it ends there. I want to negotiate a raise, but I am afraid that it'll make me come off as money-obsessed. What should I do?

—*Raise Needed*

Dear Raise:

Technically, you don't know for sure if your co-workers got raises or not. Having said that, many organizations are considering raises this year to keep their good employees. You know that you bring quality, on-time work, but what about any weaknesses? Approach your boss, kindly but firmly, and ask to discuss a raise. Focus on the strengths you bring and why you deserve that raise. If you can show how you make or save money for the organization, that can be a big plus!

—*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.

Dear Dr. Mimi:

My co-worker and I and our husbands have been friends for years, and we go out to dinner together weekly. Last week, my husband and I canceled. She seemed fine until I saw her in the office. When I asked if everything was all right, she blew up on me about canceling at the last minute. Today, she sort of apologized. I think her apology was insincere. Should I confront her about the apology?

—*Hurt*

Dear Hurt:

Friendships are hard enough, but adding the layer of being co-workers makes them even trickier. I am afraid that a confrontation about the apology will only make things worse. Let it go. A bigger question is whether you want to continue the weekly dinners.

—*Dr. Mimi*