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Consider This ...

You don't
have to be
sick to get
better!



Delegation Fears and Realities!

Why don't people delegate? FEAR!

- Fear of giving up control
- Fear that the person lacks experience and/or competence
- Fear of a mistake and they are still accountable
- Fear their employees are already overworked
- Fear that the person won't like them if they expect too much of them
- Fear that it will take longer to explain than to do it themselves

Often these fears are unwarranted!

- The reality is that employees have untapped potential and competencies.
- The reality is employees want to do and learn new things.

- The reality is if the task is to be repeated, the training is an investment not a cost.
- The reality is that most employees are not overworked and welcome a challenge.
- The reality is that employees will like you more and are more likely to stay and engage.

Effective delegation means setting clear expectations, offering training and being available for questions. Share the responsibility and the authority. Build in checkpoints and last, but not least, evaluate the performance and accentuate the positive!

Your job will be easier and they will be happier!

(From Dr. Mimi Hull's
Leadership/Delegation Training)



you've had group projects and the importance of teamwork was stressed. Well guess what? The corporate world is increasingly turning into a team-driven environment. Therefore, showing off those team-player attributes in an interview will help you soar above and beyond your competitors.

EQ Over IQ: Your 4.0 GPA or where you went to school does give a measure of intelligence, but what about your EMOTIONAL intelligence. That's right; a resume doesn't show your common sense and empathy score. So do it with words and body language! Convey that you are a thoughtful coworker with a sense of personal responsibility.

Zig Ziglar said, "**Your attitude, not your aptitude, will determine your altitude,**" and that still applies today!

What to Show in an Interview

Personality Over a Resume: You got the interview because they're impressed with your skills, so why be a talking resume? Show your personality and elaborate on your integrity, creativity, adaptability, initiative and drive! Let's be honest, when everyone has the same skills, it's how you use them that matters.

Team Player Over a Teammate: All through school and in other positions,

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- Employee Satisfaction Surveys
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- Organizational Assessments
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Call us today at (407) 628-0669 to see if we can help you satisfy your talent management and organizational development needs.



Lone Rangers

Teamwork impacts performance, and building and working as a team is essential. Many believe that you need a title or an invitation to serve on a team, and/or if you are not part of the team, you can do your own thing and become a "lone ranger." WRONG!

Having lone rangers can lead to a lack of collaboration and creative contributions can get lost. As a result, there is miscommunication, misconceptions, mistakes and

misunderstandings. This causes a negative environment where feedback is poor and people don't help each other, resulting in a poorer product and lower production.

So what can you do? When we work with our clients, we train and encourage:

- Everyone to feel a part of the team
- A clear definition of roles and responsibilities
- Regular updates—so people can make informed decisions
- A climate for collaboration, where everyone is valued
- Permission to ask for help when needed
- Encouragement to cooperate and help others
- Ongoing training and development.

When lone rangers become part of a team, the teams are stronger, organizations grow and production and profits increase!



Here Comes Gen Z!

Generation Z turns 18 this year and are joining the workforce! Here is what you can expect:

Gen Zs are self-directed and individualistic.

Zs grew up with fewer constraints, creating one of the most individualistic generations thus far. Working alone, Zs are decisive and quick thinkers, but may resist teamwork. They will benefit greatly from team-building programs.

Gen Zs are always 'on.'

Zs have always had the Internet. Because they are constantly connected, checking the oddities the web provides, Zs may lack interpersonal and communication skills because of fewer face-to-face interactions.

Gen Zs have always known diversity.

Encouragingly, Zs will be more understanding of cross-cultural issues and more tolerant of a diverse workforce than

any previous generation. They will wonder why you are even talking about it. It is simply a fact of life!

Gen Zs multitask and make mistakes!

For Zs, watching TV while making status updates and "listening" to conversations is typical. Therefore, Zs' ease at multitasking and gathering information is astonishing. At work, keeping assignments well-defined and structured is important. Zs' restless mentality fosters the constant 'need' for stimuli, which lead them to become easily bored and impatient and make mistakes. Work that facilitates learning and skill-building will make Zs happy, productive employees.

Gen Zs think they are smarter!

Zs constant link to the web makes them think they are knowledgeable, but leads to a false sense of confidence since they don't question the content. Yet, the ease of gathering information through online sourcing can make Zs a valued asset ... once they learn to verify what they have found.

Lastly, be sure to include Zs in your decision-making process, open yourself to mentoring and give Zs the chance to learn, improve and grow. They want stimulation and leadership... so train them!

Building Peer Relationships

"A simple rule in dealing with someone who is hard to get along with is to remember that this person is striving to assert his superiority, and you must deal with him from that point of view." –Alfred Adler

Peer relationships are among the toughest to build in any organization. Difficulty among coworker relationships can stem from bad experiences with peers in the past, competitive behaviors, poor communication skills, and negative personality traits. Companies who actively work to build good relationships among their employees are more efficient when it comes to time as well as resources and productivity. This is because their people feel more open and comfortable and work better as a team. So, how can you personally build better relationships among your peers?

- **Be courteous to everyone.** You never know when that one person you were rude to in line at Starbucks may be your next coworker, client or even your boss.

- **Don't be negative.** No one wants to work with someone who is perceived as cold, insensitive or impersonal. Try to leave a positive impression by making an effort to put others at ease and by being a good listener and by being genuine.
- **Avoid being competitive.** While having a competitive spirit is useful when it comes to sports, at work, you want to be cooperative. Otherwise, your peers may cut you out of the loop and work to sabotage you.
- **Don't dominate a group task.** Generate a variety of options and ideas rather than suggest your way is the only option. Invite criticism and suggestions.
- **Share the credit.** Give your peers the recognition that they deserve and hopefully they will do the same for you!
- **Do team building training.** Learning to work together is always a great investment!

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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!

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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:

How do I motivate my people? I do not have a lot to spend in the budget. I know money talks, but I just can't pay any more. Do you have any other suggestions?

—*Broke But Caring*

Dear Caring:

When it comes to motivating people, there is the common misconception that money is the only driving factor, but, in fact, employee recognition and rewards are just as essential to keeping employees happy, engaged and motivated.

Saying thanks and giving positive feedback and praise simply makes people feel good, and people who feel good work harder and smarter! When someone receives praise, their brain physically ignites a "feel-good" high, which in turn reinforces the behavior. So after someone suggests an outstanding idea or finally closes a difficult top sale, recognition is in order to reinforce that success in the future.

It is important to be real and honest and specific. What was done? How did they do it that made a difference? Why was it significant? When you praise people, let them know exactly what pleased you and why. People know the difference between someone who really cares and those who are simply going through the motions.

I often suggest floating trophies. When an employee does something well, he or she gets to have the trophy, but the trophy comes with a price. They have to recognize the next person. This takes the pressure off of you to always do the rewarding and recognizing.

John Wooden said, "High performance and production are achieved only through the identification and perfection of small but relevant details—little things done well." Look for the little things that people do well and let them know you noticed. I promise this will lead to greater productivity and a happier workforce.

—*Dr. Mimi*

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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:

Exactly what is work-life balance? I know that I spend a lot of time at work, and even when I am not at work, I have my cell phone and seem to always be "on call." Is there a magic number for hours of exercise, time spent with family and friends, etc. that will balance my stressful work schedule?

—*Unbalanced*

Dear Unbalanced:

There is no magic number nor ratio for time spent at home versus time spent at the office that equates to perfect balance. The right balance varies from person to person. Some people can handle more hours working and some fewer. Some need more time to relax and some less.

We do know that the number of hours you work does not necessarily relate to your productivity. If you are stressed, your quality of work will go down and the "do over" rate will go up, which results in lower net productivity. We also know that women are still having a harder time balancing because they still have a "second shift" when they get home, even though their male counterparts are doing more as well.

So what can you do?:

1. Know exactly what your job is and what is expected of you. Constantly guessing at what your boss wants is stressful.
2. Set priorities. Determine what you will not give up for a job under any circumstance and hold yourself to it. Is the most important part of your week eating dinner with your family? Avoid taking a job where people routinely work past 6 p.m. or see if you can come in early and leave early. Think about what you need to be satisfied, and work to make that happen. Don't just stew about it.
3. Identify something that you spend time on every week or at least once a month. In other words, get a hobby. If you do not have one, find one. Not only will it make you happy, but hobbies make great conversation starters.
4. Schedule time to be with friends. Meaningful friendships will not just happen, especially when balancing a career, family and hobbies. Call your friends. Figure out dates that work for a lunch or dinner. Treat it like you would treat a client appointment.
5. You mentioned exercise. It will feel good to work yourself physically after so much mental work at the office.

—*Dr. Mimi*