

HULL &  
ASSOCIATES

# The Corporate Communicator

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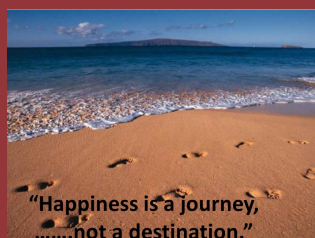
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## Consider This ...



## Spotting Great Leaders

In an organization, people and their skill sets may start to blend together. So how do you spot a great leader?

**People Oriented:** Great leaders focus on the people they are working with first, not just the task at hand. Look for people who know how to work with others and whom others seek out for information and guidance.

**Responsibility:** A real leader knows how to take responsibility, for both the good and the bad. Look for people who will own up to their mistakes and even take the blame if something goes wrong or the results weren't as planned.

**Decisive:** A leader has to be able to step up and make the call for a group even when no one else will. Look for individuals who use their best judgment and are willing to consider alternatives and make a decision for a group.

**Confidence:** As leaders all eyes are on them. If a person appears unsure or nervous about their role, others will doubt their capabilities.

**Focus:** Remaining focused and keeping their eye on the prize is essential to being a great leader. Leaders don't allow distractions to lure them in and take up valuable time that they need to lead and complete assigned tasks.

(From Dr. Mimi's Leadership Workshop)



## Be the Best You

There is one thing in the world you can do better than anybody else. Something that no matter how hard anyone tries, they won't succeed. You don't even have to practice, but you're still the best. So what is it? Being YOU.

Being a first rate version of yourself is better than a second rate version of someone else. Honing in on the best version of you is the best gift to give

yourself and others. Something to remember about being your best is that it isn't synonymous with knowing the most or being the best at particular tasks. It is simply being YOU!

Make a list of the things you think you're good at doing and take pride in them. Don't underestimate the importance of what you do well. You may think some things on your list are common or easy ... but others may see these skills as unique and enviable. Offer to help or mentor others using these skills and ask them to mentor or train you on their special and wonderful attributes. Sharing is caring, and we all want to feel cared for.

By doing this, you will not only maintain your exceptional abilities but will learn new ones as well. Thus, being not only you but also an even better you!

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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.

## The Miracle of Manners:

We were all taught phrases, such as, "If you don't have anything nice to say then don't say anything at all," and "Return something in better condition than you borrowed it." But what happens as adults? We're grown-ups with professional jobs, after all. Do we stop using these manners? The answer is NO!

The simplest gestures can make the biggest differences. Here are some tips:

- **Say please and thank you.** These short words can make all the difference.
- **When you borrow something** make sure to return it in a timely manner ... in the same condition you found it.
- **Acknowledge your coworkers;** a simple hello or good morning is all you need sometimes.

- **Be mindful of your coworkers' likes and dislikes and how you impact the environment.** If your neighbor at work can't work with music playing, don't blast songs from your cubicle.

Maintain office etiquette at all times.

This means keeping phone conversations and emails professional and holding professional standards for yourself at all times.

(From Dr. Mimi's Seminar - Executive Etiquette)



## Team Building Blunders

"Alone we can do so little; together we can do so much." —Helen Keller

Team building, when done effectively, can maximize profitability as well as create better relationships among employees. In the long run, team building can save a company time and money by having a team achieve more goals with less direction. Here are five blunders that can impede the team building process:

- **Weak communication channels.** In order to reach company goals, a team must work and communicate with each other. If a team rarely has a team meeting or solely communicates through email, messages can become lost, along with the company goals. Conducting a well-run weekly or monthly meeting with a trained facilitator can build strong communication skills with employees and get more things done.
- **Not having clear goals.** When you fail to plan, you plan to fail. Employees should know the company's goals for the week, month and even the year.

- **Not delegating tasks.** When leaders try to do all the work themselves, it hinders the team building process. Sharing the work also means sharing the recognition and building confidence within the team.
- **Publicly punishing a team member.** It is necessary to discipline employees but it can create a negative environment if done publicly. Public punishments can create feelings of distrust among employees and managers. Remember, if you work in a cubical environment, what you may consider private really is public. From our work with many, many companies, we have found that disciplining an employee is best done behind closed doors.
- **Showing favoritism.** Showing favoritism in the office can cause other workers to become discouraged and unmotivated. Favoritism can be allowing some people to leave early, while other people are required to stay, or giving some people bonuses and not others for doing the same amount and quality of work.



### You Know You Need an Outside Consultant if ...

We have often been asked these questions: "How do I know if I need you?" "I think I could use someone to consult with my team but I am not sure? Would an outside consultant be worth the investment?"

If any of these situations feel familiar, we can help!

- You have plans or decisions to make and you need an unbiased facilitator.
- You know your team has the ability, but there is not enough accountability.
- You have a bunch of great people and you want them to be better leaders.

- You want to make your team stronger but are not sure how.
- People are "behaving badly."
- You are challenged when managing your direct reports and/or dealing with your manager.
- You know there is conflict but people aren't dealing with it.
- There are cliques within your team or organization.
- There are personality conflicts that are not resolved.
- You find setting priorities difficult.
- Your team has had some setbacks lately and could use a sounding board.
- Dealing with people issues are just not your thing.

As you can see, there are lots of issues that can be helped by having someone from the outside work with you or your team. Engaging a consultant can provide the skills necessary to deal with these situations as well provide an objective viewpoint that can propel you and your organization to be even better.

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## 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!**

E-mail -

[DrMimi@Hullonline.com](mailto:DrMimi@Hullonline.com)

Phone - (407) 628-0669



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by Dr. Mimi Hull

THE corporate couch



### Dear Dr. Mimi:

My employees seem to be under an inordinate amount of stress recently. As a result, I am seeing more mistakes and lower productivity. I am trying not to say anything, but that is hard for me. Is there something I can do to help relieve their stress?

—*Stressed*

### Dear Stressed:

Your employees' stress is clearly adding to your own personal stress. Before anything else, you need to know that stress is a tamable beast, but one that you will have to confront. The first thing you can do to get your employees' stress under control is to sit down and talk with them. These one-on-one meetings can be used to set expectations, plans and time tables for

projects and tasks. Let your employees do most of the talking, while you listen and take notes.

Get to know each of your employees. What may be stressful for one may be different for another. Knowing your employees' temperaments and habits will make it easier for you to sense when something has changed in their environment and is causing additional stress. Sometimes, just the conversation alone will improve the stress levels of everyone in your work environment. Consider their suggestions, and if they are doable, invite your employees to help with the implementation process.

Last, but not least, consider bringing in someone to do a stress management program. Often employees are more honest and open with an outside person than their employer.

—*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:

One of our coworkers has been temporarily promoted to department supervisor. She has become a dictator overnight. She literally yells out orders and sets unrealistic deadlines. When I approached her, she said that she is just doing her job and that I should not take it personally. I am not taking it personally. All of us feel she is being demanding beyond the call of duty. Help!

—*Fed Up*

### Dear Fed Up:

It is obvious that she wants to show results so that her position will become permanent. However, she has not learned that she will get better results if she leads rather than pushes people. If "all of you" feel this way, then, as a group, you need to meet with your new supervisor, share your concerns, and, together, set some goals and norms of behavior. You may also want to consider using an outside consultant as a mediator. Some team building could be helpful.

—*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).