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Hull & Associates

225 S. Swoope Avenue
Suite 210

Maitland, Florida 32751

Phone: (407) 628-0669

Fax: (407) 539-2133

www.hullonline.com

Email: info@hullonline.com

Our Staff

Dr. Mimi Hull President

drmimi@hullonline.com

Barbara May .. Office Mgr.

info@hullonline.com

Michael Collins Intern

Casey Bowe Intern

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Thought for the Day

Remember ...

Motivate others to have confidence in themselves by showing them that you have confidence in them.



Five Effective Tips for Employee Recognition

Employee recognition is a retention tool that reinforces and rewards the actions and behaviors you most want to see people repeat. Susan Heathfield suggests that when you consider employee recognition processes, you need to develop recognition that is equally powerful for both the organization and the employee.

To do this ...

Be sure to establish criteria for what performance or contribution constitutes rewardable behavior or actions.

Allow all employees to be eligible for the recognition.

The recognition program must supply the employer and employee with specific information about what

behaviors or actions are being rewarded and recognized. The means as well as the ends are important.

Reward anyone who performs at the level or standard stated in the criteria.

Give the recognition as close to the performance of the actions as possible, so the recognition reinforces behavior you want to encourage.

(From Motivation and Retention Seminar by Dr. Mimi Hull.)



Employee Rewards Programs

Manager initiated, performance based rewards:

- No cost recognition – verbal or written thank you.
- Low cost rewards – candy (life savers, million dollar bars), traveling trophy.
- Greeting cards.
- Public recognition – newsletter, letter to family.

- Time off – early day, late arrival, longer lunch.
- Cash/gift certificates.
- Food/clothing.

Company initiated programs:

- Multi-level reward programs/point systems.
- Contests.
- Field trips/special events/travel.
- Education/personal growth/self-development.
- Advancement/responsibility/visibility.

Awards for specific achievements:

- Outstanding employee awards.
- Productivity/production/quality awards.
- Customer service awards.
- Sales goal awards.
- Group/team awards.
- Attendance and safety awards.

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Match the Reward to the Person

For Affiliation Motivated Employees (I or S on the DISC):

- Give recognition in front of others. (I)
- Personal notes from supervisor. (S)
- Banquets. (large for I's, smaller for S's)

- Assignments that involve personal interaction. (I and S)

For Achievement Motivated Employees (D or C on the DISC):

- Job assignments with increased responsibility.
- Opportunity to see how they fit into the total picture.
- Opportunity for advancement.
- Tangible awards.

For Power Motivated People (D or I on the DISC):

- On-going program or site named for them.
- Opportunity to give input into direction of organization/group.
- Having coffee/lunch with people in authority.
- Recognition that is broad-based (use of media) and can be seen by people in authority, power.

Addressing Team Conflict

Team conflict doesn't have to be destructive. If well managed, it can be both healthy and productive. What causes the team conflict?

- Poor or no communication.
- Lack of skills to get to the "root cause."
- Lack of clarity of purpose, goals, objectives, team and individual roles.
- Uncertainty about or lack of resources and sources for help and support.
- Poor time management.
- Lack of leadership and management.
- Team members lacking skills, bored or not really interested.
- Personality conflicts.
- Personal problems.
- Turnover.
- How to facilitate conflict resolution.
- Attack the problem, not the person.
- Focus on what can be done, not what can't.
- Encourage different viewpoints and honest dialogue.
- Express feelings in a way that does not blame.
- Accept your responsibility when appropriate.
- Listen to understand each person's viewpoint before giving your own.

Hire a neutral facilitator.

Call Dr. Mimi for:

- Motivation and Retention.
- Communication Dysfunctions (and how to fix them!).
- Conflict Management.
- Stress and Time Mastery.
- Organizational and Leadership Development.
- Team Building.
- Strategic Planning.





Shy People Can Be Great Networkers

Studies show that 40 to 50 percent of people describe themselves as shy, so look around and realize that half the room is feeling the same way you are. Here are five reasons why shy people can be networkers:

They are polite. Etiquette has become a bit of a lost art these days, and when someone is polite and well mannered, they are remembered and appreciated.

They ask to be introduced. There's a myth that networking is all about cold calling people and walking up to strangers and passing out cards. Often the best connections are made through

mutual acquaintances.

They listen more than they talk. People enjoy people who listen. "There's a reason you have two ears and one mouth." Shy people tend to ask questions and listen intently to the answers, only talking when they have something meaningful to add.

They bring a friend. Some networking experts frown on the idea of bringing a friend to an event since some people use this as an opportunity to stand together in the corner and avoid all other human contact, but Lyndsey Pollak believes the exact opposite. If you feel more comfortable and confident attending an event with a friend, then go for it.

They network online. While some shy people hide behind their email accounts, online networking is an important strategy. But instead of networking only online, I would encourage more introverted networkers to use online networks to introduce themselves before an in-person or on-the-phone interaction.

So, introverts fear not, you too can be an excellent networker.

(Networking Seminar by Dr. Mimi Hull)

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Guidelines for Recognizing Employees

- Match the recognition to the person.
- Match the recognition to the achievement.
- Be timely and specific.
- The programs should reflect the company's values and business strategy.
- Employees should participate in the development and execution of the programs.
- Since what is meaningful to some may not be meaningful to others, the rewards should have variety.
- The programs need to be changed frequently.

(Motivation/Retention Seminar by Dr. Mimi Hull)

A Proven Formula for Recognition and Rewards

Four informal rewards

=

A more formal reward

- (e.g., extended lunch)
- Four of those

=

A more formal reward

- (e.g., plaque or formal praise)

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drmimi@hullonline.com

by Dr. Mimi Hull



Q: I'm in a new position at a new company. I've always enjoyed working with others as a team. But my new supervisor has told me that I need to make decisions on my own and just get the job done. I'd rather gather a group to toss around ideas and have a team consensus. Am I wrong to work this way?

— *Not a Team Member*

A: You probably feel safe in a team because everyone assumes some risk for a decision. But teams aren't always the best choice for decision-making. To determine whether a team is best for a certain situation, consider the following statements about teams and then ask yourself the questions that follow to decide whether the statements are true in regards to your specific situation:

1. *Teams are always good.* When confronted with a new task, would it be faster and less complicated to delegate the work to one or two people, especially if the task is routine?

2. *Teams should always come to a consensus.* Is it possible that you just can't please everyone all of the time? Discussions and input are important, but sometimes important decisions have to be made and may not satisfy everyone.

3. *There's no "I" in team.* Are you responding to your employees' individual needs? Is each employee invested in his or her task, and does he or she understand how it relates to the whole?

4. *You must like your teammates.* Is it more important to like them or work well together? Interestingly, Jeff Palfini says, "Conflict actually helps a team stay innovative." As long as members show respect to each other, a general code of behavior can be followed.

5. *The more the merrier.* Would adding another pair of eyes, ears and hands really make work easier and more effective or will "too many cooks spoil the broth"? The larger a team gets, the harder it is to keep members informed and focused on the task.

— *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.