

HULL &  
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# The Corporate Communicator

www.hullonline.com August/September 2007

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### Thoughts for the Day

"When the way comes  
to an end, then change—  
having changed, you  
pass through."

"Progress always involves risk.  
You can't steal second base and  
keep your foot on first."  
—Frederick Wilson



### How to Deal With Change

Some tips to deal with change at work:

1. Put yourself in charge of dealing with the stress of change.
2. Don't indulge in self-pity.
3. Invest your energy in making quick adjustments to the change.
4. Determine how the game has changed. Reorder your priorities.
5. Be glad that you are in an organization that has the strength to withstand the change.
6. Accept what you cannot change.
7. Keep in step with the organization's intended pace of change.
8. Rethink your job.
9. Speed up.
10. Don't worry about bad things

that might happen.

11. Pick battles big enough to matter and small enough to win.

12. Love your job.

13. Stretch yourself.

14. Flex to meet the immediate demands of the situation instead of struggling to make the job adapt to you.

15. Keep a positive attitude and a sense of humor!

(Dealing With Change Seminar,  
Dr. Mimi Hull)



### Steps for Accessing Intuition

Creativity plays an important role in the workplace because of the major monthly, weekly and sometimes daily changes that are taking place in organizations today.

Intuition is a key tool in heightening creativity.

Intuition is an instinct, a gut feeling or a sixth sense. The following five steps will help you access intuitive knowledge.

**1. Focus.** Get clarity about what you

are seeking and spend time concentrating on the issue.

**2. Relax.** Get comfortable. Breathe deeply and release distracting thoughts, negative feelings and any tension you might have.

**3. Ask.** What is it that you seek? Pose questions. Believe intuition is a resource within you that you can count on. Wait receptively; avoid drawing on your rational senses to try to answer the question.

**4. Receive.** Remain alert to any and all awareness that comes to you. It may come to you as a phrase or an image.

**5. Refine.** Express any response you have. Don't censor! Be open to what your intuitive mind offers in response.

(Creativity and Innovation Seminar,  
Dr. Mimi Hull)

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## Emerald Award Winner



Mimi was named the 2006 Emerald Award winner by Inscape Publishing, Inc., an award based on qualifying purchases of instrumental learning assessments, including the DISC and support materials from Inscape. Materials focus on leadership, management, team building

and other employee development ideas. The Emerald award is the second highest award level. The top two awards are achieved by fewer than 2% of Inscape's independent consultants worldwide.

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## Did You Know?

We learn ...  
10% of what we read.  
20% of what we hear.  
30% of what we see.  
70% of what we discuss with others.  
95% of what we TEACH someone else.  
—David Lazear  
(Team Building Seminar, Dr. Mimi Hull)

## Tips to Improve Employee Relations

- 1. Follow a company mission statement.** Make sure every employee feels comfortable with what your business is about.
- 2. Conduct employee opinion surveys.** Employees want to know that their employer cares about their ideas and concerns.
- 3. Recognize employees' good performance.** Employees want to be recognized for a job well done.
- 4. Challenge employees and support them.** Presenting a challenge stimulates creativity, thinking, and excitement within the organization.
- 5. Pay your employees competitively.** It values employees' knowledge, skills and abilities.



## Test Your Intuition and Creativity!

Try solving these problems. Remember to think creatively and use your intuition.

1. A man in a restaurant complained to a waiter that there was a fly in his cup of coffee. The waiter took the cup away and promised to bring a fresh cup of coffee. He returned a few minutes later. The man tasted the coffee and complained that this was his original cup of coffee with the fly removed.

*He was correct, but how did he know?*

2. A customer in a restaurant ordered two cups of coffee and three donuts. He dunked one donut in one cup of coffee and two donuts in the other. Noticing his actions, the waitress said, "What are you doing there, sailor?"

*How did she know that he was a sailor?*

3. John, his wife, and their daughter wish to cross a river. The rowboat holds 100 kilos. John weighs 80 kilos. His wife and daughter each weigh 40 kilos.

*How do they cross the river?*

Find all the answers on page 3.

(Creativity and Innovation Seminar, Dr. Mimi Hull)

## Interview Questions You Must Ask

Asking the right questions during an interview is an effective way to learn about a prospective employee. The structure of the interview creates the framework for a good discussion and keeps the interview from going off track.

1. **"How about them Yankees?"** This type of question serves as an ice breaker and a great way for an applicant to ease nerves and feel comfortable during an interview. This will also build trust and the applicant will provide more honest responses.

2. **"Tell me about a time when you had to overcome a major obstacle."** Get a clear picture of the candidate's past performance. This question will help you see how the candidate has handled past challenges and if he or she has the ability to perform tasks necessary for the job being offered.

3. **"What motivated you to apply for this job?"** This is a great way to find out how the candidate feels about the company and the job itself. It will also give you an insight into their motivation.

4. **"How many taxi cabs are in New York City?"** Find out the applicant's ability to think on his or her feet. See how the applicant deals with surprises, approaches problems and shows the ease or difficulty he or she has coming up with a response.

5. **"How would you handle an employee who you know has the potential to do better?"** Learn about the candidate's judgment and decision-making skills. You can also determine the candidate's priorities that might be important on the job.

6. **"Why did you get into this line of work?"** This type of question measures the candidate's values with the culture of your company. You should be looking for someone who has similar values and ethics as the company's.

7. **"What do you think about our new product?"** This helps you see how knowledgeable the candidate is about your company. Let him or her ask a few questions to see their interest in the company.

(From Interviewing Skills Workshop,  
Dr. Mimi Hull)

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## Any Changes?

To keep a strong connection with you, we would like to have your current contact information. If your information has changed or will change, please let us know!

## Answers to Creativity and Intuition Problems

1. He had sweetened the original cup of coffee with sugar. He therefore knew when he tasted the coffee that it was the same cup.

2. He was wearing a sailor suit.

3. Mom and daughter cross first. Daughter gets out of the boat. Mom returns. Mom gets out of boat. Dad crosses. Dad gets out and daughter goes back to get Mom.

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**CC** by Dr. Mimi Hull

THE corporate couch



**Q:** Lately, I am unmotivated. I have lost interest in my job and feel that I should re-evaluate what I want to do with the rest of my life. I have a financial responsibility to my family and I feel that what I would like to do might not offer me the same amount of income in the short run. I do not want to decrease our income, but I also do not want to settle for the job I currently have. Do you have any suggestions for my dilemma?

—*Lost Interest*

**A:** You need to thoroughly research your desired position and your current circumstances. What are the requirements for the new position? What is the potential? How long does it typically take to reach that potential? At the same time, revisit your budget and the amount of money you need to make to pay your bills. It is also very important that you discuss these possible changes with your family. Perhaps you can set a goal of a certain amount of time and savings that will let you pursue your goal. If you plan and prepare for the change, the chances are better that you will succeed in your new endeavor. — *Dr. Mimi*

**Q:** I work for a small company with a very overworked CEO. He takes on far too many responsibilities without delegating enough, even though he has highly qualified and competent people who work for him. As a result, things tend to all get done at the last minute in an emergency mode. It also means that he often treats people very poorly. His callous and negative treatment is demoralizing the workforce. My husband happens to know our CEO's wife on a social level. Should he say something to her?

—*Afraid of the Boss*

**A:** It is not a good idea for your husband to talk to your boss' wife about what is happening at your office. It's best to keep business with business and personal with personal. However, you seem to be a very caring employee. Should your boss comment to you about other employees, you might want to suggest a facilitated team-building program so that conflicts can be managed and issues resolved. What we have found is that when we conduct these programs, no one person is singled out and resolution can occur because a safe environment is created. — *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).