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The Corporate Communicator

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Building Confidence

Confidence is a key to getting better results and feeling better about ourselves. Lack of confidence often stems from having less experience than your peers or simply feeling inadequate in your position. Use these tips to increase your workplace confidence:

Reflect on your weaknesses and celebrate your strengths- First, identify your strengths and how they benefit you and your work. Then identify your weaknesses **and** start to determine what you can do to improve.

Challenge yourself- Stop beating up on yourself and start challenging yourself. Yes, challenging yourself can be scary at times, but it will put you ahead in the future. So, silence that fear by seeking new projects. Once you

complete them, you're going to start to feel invincible.

Find a momentary mentor- You don't have to be the expert on everything. Stop questioning yourself and start questioning others. People are often delighted that you chose them to be your "momentary mentor."

Sit up straight – Start looking like you are confident and you will feel more confident as well. Really!!!

Speak your confidence into existence- Yes, fake it until you make it!!! Your thoughts have a great impact on the work you produce. If you use negative self-talk, chances are you aren't going to achieve much. Instead, tell yourself that you will succeed. Face every challenge with a positive outlook and it will improve the outcomes.

Coworkers With Disabilities

When working with a colleague with a disability, it is important to learn how best to work with them. Start by talking to the person about their disabilities and how they want you to work with them. *Accommodation is not the same as special treatment.* It is meant to help the employee work to the best of their abilities and optimize performance.

Mandate diversity and inclusion training. Diversity is not just about race and gender. Inclusion training needs to include mental and/or physical disorders so that people can understand their coworkers regardless of whether it is psychological, physical or mental.

Use a variety of communication styles. If you work with a blind person, tap them lightly, identify yourself and

address them by their name to start a conversation. If coworkers have visual or auditory issues, presentations need to include larger font sizes and bigger drawings. Speakers need to enunciate and project. If you work with someone with a speech impairment, concentrate on what they are saying and if you can't understand them, it is okay to ask them to repeat themselves.

Give clear and direct instructions with few acronyms and slang. If an employee has a processing disability, it is more difficult for them to interpret social cues or understand gestures.

Give objective feedback. If an employee with a disability is not doing well, don't be afraid to tell them because of their disability. Objective feedback provides useful guidance to maximize their productivity. You can't fix what you don't know!

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Working With a “C” Boss

You’ve done the DISC profile and your boss is a strong “C” which means they are **Conscientious, Cautious, Careful Checkers and Compliant** to rules, policies and procedures. “C” bosses tend to set high standards and respond best to people who work for high quality outcomes. They tend to be skeptical of statements that are not backed up with facts and research. **How can you work better with a “C” Boss?**

Avoid “small talk” – A “C” boss does not have a need to chat, and they don’t show a lot of emotion when they do talk. Too much enthusiasm will also turn them off. Don’t get insulted or think that they are mad at you, if they don’t ask about your personal life. They simply are more fact-oriented than people-oriented.

Be specific – Back up your stated facts with detailed research. Don’t use

generalities or sweeping statements. Let them know how you logically came to your conclusion.

Answer their many questions – C’s ask a lot of questions because they really want to know the answers. They are not trying to trip you up! If you don’t know the answer to a question, research it and get back with the correct answer. Don’t guess because if you guess wrong, your credibility will plummet.

Dealing with conflict – C’s view conflict as a disagreement over who is correct. A “C” boss will avoid aggression and be objective. Support your opinions with logic and facts. Don’t get emotional as a “C” may withdraw and refuse to discuss it any further. If a decision is needed, be prepared to wait until the C has thought it over and is comfortable with their choice.

Haven’t done the DISC, call us - 407-628-0669!

Accountability Matters

I often hear the complaint that people just aren’t accountable. Accountability in the workplace involves creating an atmosphere of responsibility and integrity where people do what they say they are going to do when they say they are going to do it. Often leaders struggle with “Should I say something if an employee is late or misses a deadline?” Yes!!! That fosters accountability and it needs to be done at all levels of the organization. If not, there can be negative effects like low team morale, perceptions of favoritism, high turnover and/or low engagement.

Leaders need to set expectations for all employees and follow up to be sure these expectations are met. This can actually be comforting for your staff because not knowing expectations is confusing and upsetting...especially for your exceptional people. The word “discipline” means “to teach” and as a leader, teaching and mentoring are a large part of your job. Take the time to discipline.

Being accountable should represent the organization’s values. All levels of employees need to be encouraged to be creative and to follow the established

rules and values. Fostering a creative work environment by sharing more responsibility helps create a productive work environment.

You should set the standard and be an example for the employees to follow. If you hold yourself accountable for any infractions, and then correct the issues, others will follow the example you have set and hold you in high regard. Show accountability by meeting deadlines, checking your work for errors, respecting other people’s time, and praising efforts on projects.

Give honest feedback and be direct with others so they can understand and correct their infractions. If someone is not corrected on a poorly done job, they will not learn how to fix the problem. Minor issues can become major ones and are much harder to fix in the future.

Accountability is not a one-time action. It’s a habit. Set reminders for deadlines, conduct progress/feedback meetings, and prompt employees about the core values of the organization. Continually ask the team and yourself how to improve working with each other. Each little improvement counts and everyone ultimately benefits.

Stop Searching...Start Training!

When scouting candidates for a position, you probably have an image in mind. However, could your expectations be too restrictive? It is normal to have expectations, and you don't want to hire just any candidate. If you can't find the perfect person, you need to put effort into spotting rising stars and helping them grow into the position. It is easier to train skills than personality attributes!

Identify the Necessary Basic Attributes-

Consider what attributes a person needs to be successful for the vacant position. These are the non-negotiable qualities that you expect from a candidate, focusing more on personality and learning skills. Do they need to work well on a team? Do they need to be self-motivated? Once you determine your non-negotiable talents, use that as a guideline to recognize your candidate pool.

Focus on Potential- Maybe your candidate doesn't have all the certifications or skills that you expect them to have, but they've shown that they

have promise via past experiences. For example, a candidate hasn't worked in a managerial position, but they've taken on special projects and managed those independently demonstrating their ability to take responsibility and ownership of a task and its people. These experiences show you their familiarity with the needed skills and may suggest how trainable they are. Invest in developing them!

Look beyond the resume - This is arguably the most important thing when it comes to scouting candidates. A person cannot fit their entire lifetime of experiences and acquired skills on a single sheet of paper. Pay attention to how the person appears during their interview. Are they engaged? Eager? Do they present good communication skills? Often, the interview can be more telling than the resume itself, so keep an open mind and take note of how they handle their interview. They may be the person that you need!

If you are looking for Leadership Development, don't hesitate to give us a call. 407.628.0669

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 by
Dr. Mimi Hull

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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 am the only man in my office and have been in my current position for almost a year. I love my work, but I feel lonely. Don't get me wrong. People are polite. They ask me how my weekend went and things like that, but no one asks me to join them for lunch. When I ask others if they want to go to lunch, they already "have plans." I end up eating at my desk or going by myself. Any suggestions?

—*Lonely*

Dear Lonely:

I would give it another try. Let someone who does go out to lunch know that you would love to join them on occasion, and ask when might it be a good time. If you continue to get refusals, go to your manager and ask them if there is anything that you can do or stop doing to build stronger relationships in the office. If you still get excluded, and it bothers you, this may not be the best work environment for you.

—*Dr. Mimi*

 by
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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:

We have a new person, and she is slow. She knows what she is doing. She doesn't make mistakes, but she is so slow. How can I get her to speed up, or do I need to let her continue at her own pace?

—*Impatient*

Dear Impatient:

When everyone is working to capacity, a slow co-worker can be demotivating. So yes, you need to address it. First, you need to determine why your employee is slow. So ask her! If she gives you a reason, and you can repair it, do what you can to make it work. Tell her that her work is excellent and that she simply needs to pick up the pace. Give her clear deadlines and let her know how much is expected from her by that time.

It is important that she knows the expectations and that you hold her accountable.

—*Dr. Mimi*