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Hull & Associates

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“Nothing is more dangerous than an idea...

.....when you only have one!”

—Emile Chartier

Feedback Is Your Friend!

Feedback helps you learn more about yourself and your organization. Hearing other’s opinions can be used to make improvements, learn from mistakes, keep customers, find new ways to improve and ... to continue things that already work! Feedback is reliable and insightful information since it comes from the people you serve. Both positive and negative feedback should be acknowledged and utilized. Listen to what is working as well as what needs work.

Some ways to collect feedback include:

Surveys: Whether yours is an online or in-person business, creating a survey with closed and open-ended questions can help you gather more information.

Retrieving feedback with open questions can help your business to fix any issues that people have had.

Emails and phone: A follow-up email is a great way to receive suggestions, details or improvements. Having a conversation will improve relationships with your people if you allow them to express any concerns or highlights of your business, without fear of retribution. *Your job is to listen, not to rebut!*

Social media: Social media, when used correctly, gives more feedback, access and opportunities. Engaging with your followers allows them to comment/review your product or service. This gives you customer feedback AND more marketing!

Reminder! Feedback is your friend ... when you use it!!

Develop Professionalism!

Professionalism is a characteristic that you should develop for the work environment. Characteristics of professionalism are knowledge, competence, respect, good communication and appropriateness. Professionalism shows that you have good judgment while exhibiting a mature and suitable behavior. **Here are some ways to achieve professionalism:**

Dress to impress: Wearing appropriate attire for work will show that you are ready to be in that professional setting. It creates a great impression on others. Dress for the job you want, as much as for the job you have. It lets people “see” you in that position. Clothes don’t have to be expensive to be appropriate and look good!

Develop good communication skills:

Being able to communicate with your peers and your boss professionally is essential. Listen more than you talk! When you do talk, use proper grammar and avoid using words or terms that might be offensive. That applies to written communication as well. How you talk with your friends may not work for your business associates. Spell correctly. Don’t rely solely on your computer’s spell check!

Be productive: Use your time wisely. Focusing on your job responsibilities instead of nonwork-related activities will show your determination and motivation to get things done and will exemplify your work ethic. Get your work done on time, efficiently and accurately.

We are often blind to our own mistakes. Check your work and/or ask a trusted colleague to check it for you.

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Becoming a Great Leader—Four Simple Reminders

Has your new leadership promotion taken you outside your comfort zone or perhaps you don't feel like you are a natural-born leader? Great leaders are not born. They are developed. They give the organization direction while inspiring people to strive toward a common vision. Here are things that separate great leaders from good ones.

1.) Great leaders own their mistakes and don't make excuses. Yes, great leaders make mistakes and they learn to recognize their weaknesses and then work to improve themselves ... and others.

2.) Great leaders are positive. They look for the good in people. Constant negativity and criticism are counterproductive. One of the best things a leader can do to improve is to be solution-oriented. Look for what can be

done, not what can't!

3.) Great leaders offer ongoing recognition and rewards. Employees, just like leaders, have the desire to feel acknowledged and appreciated. Often, simply receiving some positive recognition is the most potent reward you can give someone.

4.) Great leaders exude passion. Passion can take many forms. It does not mean you have to always be "on" but rather your people know that you care and they care that you know! You will know that you have become a great leader when people follow you and feel your passion.

These four steps can propel you to becoming a great leader. You might not feel like a great leader today, but you can always work to improve and achieve greatness tomorrow!

The Importance of Mental Health Support in the Workplace

Mental health support in the workplace is crucial. When employees are mentally and emotionally stable, they work better, manage their emotions and cope with stress. Unfortunately, mental illness issues are prevalent today, with an estimated one in five Americans experiencing a mental illness every year. In addition, every indicator of poor mental health is up. This includes divorce, drug abuse, alcohol abuse, suicide and murder.

Employers must provide their employees with a safe and mentally healthy work environment. When employers prioritize mental health, they create a more productive, engaged and loyal workforce. If not addressed, mental health issues affect an employee's ability to communicate and work with colleagues, leading to conflict, reduced teamwork and an unhealthy work environment.

A way to promote mental health and improve productivity is to offer training for managers and supervisors. Supervisors need to understand the different personalities of their people and how to best work with them. **The DISC profile can**

be just the tool to make that happen.

Employers can support mental health by promoting work-life balance.

Encourage employees to take breaks, use their vacation time and prioritize self-care to reduce stress and prevent burnout. Employers can also offer flexible work arrangements, such as telecommuting and/or flexible schedules, to accommodate employees' personal and family responsibilities. **It is important to note that when employees don't have interpersonal experiences, that may also cause stress and distress.**

Managers who understand the signs and symptoms of mental illness can also connect their people with appropriate resources. EAPs provide employees with confidential access to mental health services, such as counseling, referrals and support groups

Investing in mental health is the right thing to do and pays great dividends. Employees who feel supported and valued are more engaged, productive and less likely to miss work *and* are more likely to stay with their employer long-term, reducing turnover costs and improving overall employee morale.

The Perfect Vacation for Various DISC Types

While DISC is mainly for the workplace, knowing DISC Behavioral Styles can help in a variety of scenarios, including planning your vacation. The DISC profile measures behavior and divides it into four basic styles, **D**ominance, **I**nfluence, **S**teadiness and **C**onscientiousness. By knowing people's DISC type, you can include vacation scenarios and activities that appeal to their type.

The D (Dominance) type is direct, decisive and daring. They are less likely to preplan and are more likely to create a daily to-do list and enjoy mentally checking off activities and experiences. D's like adventure, new places and things to discover. They get bored lounging at the pool. They want options and the right to choose from them or find a whole new opportunity to explore and experience.

The I (Influencing) type is people-oriented, interactive and upbeat. Having fun is a must. They enjoy lounging on the beach *if* they can talk with others while they lounge. They are friendly,

outgoing and optimistic and make new friends wherever they go. What they do is less important to them than with whom they do it. Like the D types, they are less likely to plan beyond the basics.

The S (Steadiness) type is serene and systematic. They like a plan and want to relax and interact with people that they already know. They enjoy returning to places that they have enjoyed in the past. They want to include others in any decisions and are enjoyable, easy-going and caring travel companions.

The C (Conscientious) type is detail-oriented and analytical. They are careful checkers and their vacation is well-planned and within budget. They diligently research sights, their significance, fees and operating hours. They prefer to book hotels, attractions and restaurants in advance and will create a schedule and keep you on schedule.

Whether planning an outing or a long vacation, knowing people's DISC type will help you get along and have a good time. DO the DISC!

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 by
Dr. Mimi Hull



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:

My co-worker constantly asks me personal questions that are not appropriate for the workplace. Whenever I tell them it makes me uncomfortable, they apologize but continue to pry. What do I do? I am upset with the constant questioning.

—*Questionably Questioned*

Dear Questionably Questioned:

It's important to set clear boundaries with your co-worker and let them know that their behavior is not acceptable. Be direct and specific in your communication and let them know exactly what makes you uncomfortable. If they violate your boundaries, stop the conversation immediately by saying that you find their question inappropriate. If it continues, report their behavior to a supervisor or HR. Document the incidents or conversations that have taken place to provide evidence. Remember, it's important to prioritize your well-being and safety in the workplace.

—*Dr. Mimi*

 by
Dr. Mimi Hull



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 have been struggling to be able to advocate for myself at work. Recently, I feel like I have overcommitted myself to projects and have too many things on my plate. I am newer to the company and do not want to look bad if I speak up and ask for deadline extensions, but I feel way too overwhelmed to complete these tasks in time. What should I do?

—*Overwhelmed*

Dear Overwhelmed:

It's important to remember that advocating for yourself at work is an essential skill, and it's OK to ask for help or extensions when needed. Begin by prioritizing your tasks and communicating with your supervisor or team about the workload. Be honest and transparent about your capacity and timeline and suggest potential solutions or alternatives. Remember that asking for help or clarification is not a sign of weakness, but rather a proactive approach to ensure your work is completed effectively and efficiently.

—*Dr. Mimi*