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The Corporate Communicator

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Hull & Associates

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Table of Contents

7 Steps to Pg. 1
Managing Conflict
Creating Workplace Resilience . Pg. 1
Building Emotional
Intelligence
DISC Profiles of Pg. 2
Biblical Men
Boomers and Pg. 3
Zoomers!
Dear Dr. Mimi: Pg. 4
Coworker repeating
stories AGAIN!
Dear Dr. Mimi: Pg. 4
Too quiet of a coworker

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**"It is not whether you get
knocked down,
It is whether you get up."**

-Vince Lombardi

7 Steps for Managing Conflict

1. Conflict is natural. Don't ignore it!

You need to acknowledge, accept, and deal with it.

2. Define the Conflict. You can't solve the problem if you don't know what it is! What are the real issues? They may be different from the presenting one. People keep grudges and you need to know any past events that may have caused the current conflict.

3. Find a Private Space for an honest, constructive conversation. No one wants to be embarrassed. Also, conflict breeds people taking sides.

4. Listen. Allow everyone to share their thoughts without being interrupted. Encourage individuals to articulate their points honestly. Do not interject or react. If you fear that you will forget

your thought, write down a trigger word. Take notes and let people see your notes.

5. Investigate Independently. After speaking with those involved, take time to do some investigative work on your own. Look for and consider the evidence on both sides.

6. Discuss Strategies for moving forward and reaching common ground. Brainstorm and agree on ideas as a group. Discuss ways that you can avoid similar conflicts going forward. There can be more than one way to resolve the conflict. Explore the options.

7. Evaluate. Keep an eye on the situation and evaluate if the solution in place has remained effective. Revisit the conflict and make changes as needed.

Creating Workplace Resilience

Set realistic goals. It is overwhelming to see a large to-do list of big things that need to be done. People feel anxious and don't know where to begin. It is useful to break down large goals and set smaller, more achievable ones. This will help the team reach the larger goals. Monitor their accomplishments and celebrate successes!

Check in. Never assume that your team is "fine." Set a time to check in so that they can ask needed questions. Ask them questions like "What questions can I answer?" Doing so helps your team think critically about their work and builds confidence.

Embrace flexibility. Teams are made up of a diverse group of people. Don't expect all team members to work in the same way. A flexible approach helps

people explore new patterns of thinking and learn new strategies. This allows for a variety of new and effective ways of working.

Learn from setbacks. When things don't go your way, you will have negative emotions. We often want to forget that it ever even happened. While this is tempting, this practice is often more harmful than helpful. Instead, revisit the situation and view it from an analytical perspective so you can move forward with a new understanding of what is effective. It can be helpful to simply pause and ask, "What can I do differently next time?"

Foster positive attitudes. Positivity matters. Fostering a space where your team feels supported and appreciated positively affects the workplace environment and the results can be spectacular!

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Emotional Intelligence - The Four Components!

Emotional Intelligence is a powerful tool to understand feelings and to manage behaviors and relationships. It is a *learned skill* that takes time to master and has **four major components**:

1. Self-awareness is the ability to know yourself as you *really* are. This is more than having a basic understanding of your preferences and desires. It means being conscious of your thoughts and feelings, including your negative ones, which are often easy to disregard. We can't properly manage ourselves or our relationships without first understanding ourselves. Feelings are not exclusively good or bad. They are more like clues that help bring ideas to our attention.

2. Self-management uses your awareness of emotions to *actively choose your behaviors so you can recognize and*

manage emotions. It is *different from* self-control. It is more than keeping your feelings in check. When you choose how to respond to your emotions, you give yourself the power to take control of situations.

3. Social Awareness helps identify and understand the moods of others. It requires *looking outward* and *carefully observing* behavior. It helps you tune into people's emotions, understand them and navigate social situations. Without Social Awareness you can't accurately assess and respond to others. This causes miscommunication and conflict.

4. Relationship Management is the *culmination of* the skillful practice of Self-Awareness, Self-Management, and Social Awareness. When you are equipped with these tools, you can manage your relationships easily and effectively!!

DISC Profiles of Biblical Men

DISC is key in employee development for organizations worldwide as it analyzes behavior and helps people understand "why they do what they do." The **D** in DISC describes someone dominant and direct. The **I** describes someone interactive and influencing. The **S** describes someone systematic and supportive, and the **C** describes someone conscientious and cautious. Knowing DISC, can help you understand how people work, both now and in Biblical times.

Dominance-Apostle Paul. Paul was direct and assertive when preaching the Gospel and knew his mission. He spoke boldly even in the face of opposition. He demonstrated D traits by establishing many churches, in different regions, and providing instruction via his letters, that make up most of the New Testament. Paul was adept at confronting others as we can see when he confronts Cephas in Galatians 2:11-14.

Influence-King David. David was outgoing and charismatic. In 1 Samuel 17, David's success continued as he rose in the chain of command, and people from all the towns of Israel created chants about him. We also see his social ability in

the example of Jonathan and David's friendship where their strong and influential connection averted David from death, in 1 Samuel 18-20.

Steadiness-Abraham. Abraham was very patient, loyal and reliable even when times got tough and situations got difficult. In Genesis 12, God told him to leave his homeland and go to the land that God has shown him. He did! This shows his sense of loyalty. He also shows patience by waiting for God to give him a son, despite his and Sarah's age. Genesis 12-21.

Conscientiousness-Matthew. As the tax collector, Matthew was a detail-oriented individual. We see this translated in his scripture writings which are structured and include the genealogy of Jesus. His precise and detailed information, provides additional context not found in other Synoptic Gospels (Mark and Luke). We also see this in his writing of the Sermon on the Mount, Matthew 5-7.

To summarize, the Bible provides excellent examples of men showing the different DISC behaviors. Learning these DISC styles helps us better understand them and ourselves. *Do you know your DISC Style? We can help!!!*

Boomers and Zoomers

Baby Boomers and Generation Z, affectionately dubbed "Zoomers," have a unique collaboration that leverages the strengths of both generations.

Encouraging open dialogue and fostering an environment where both generations feel heard and valued builds a stronger, more cohesive team.

Experience Meets Innovation. Boomers have industry knowledge and expertise, offer practical insights and a deep understanding of organizational history. Their experience in navigating complex professional landscapes and their offering of mentorships are invaluable assets.

Zoomers, born between the late 1990s and early 2010s, bring fresh perspectives and technological prowess, using the latest digital tools and platforms. Their comfort with rapid technological change and social media is beneficial in today's fast-paced, tech-driven world.

Mutual Learning and Mentorship.

Boomers guide professional development and effective communication, helping **Zoomers** navigate the early stages of their

careers. **Zoomers** help Boomers with new technologies and digital trends, fostering a culture of continuous improvement.

Collaboration and Teamwork.

Boomers' strong work ethic and dedication complement the **Zoomers'** enthusiasm and creativity. Together, they tackle projects with a balanced approach, combining tried-and-true methods with innovative techniques.

Bridging the Communication Gap.

While **Boomers** favor face-to-face meetings and phone calls, **Zoomers** prefer instant messaging and video conferences. Hybrid communication strategies that incorporate both traditional and digital methods are best!

The collaboration between Boomers and Zoomers is a testament to the power of diversity in the workplace. As Boomers and Zoomers work together, they are not only bridging the generational gap but also driving their organizations toward greater success. This dynamic partnership is proof that when different generations come together, the possibilities are endless.

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 by Dr. Mimi Hull

THE corporate couch



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 a colleague at work who I really like, but she repeats the same stories over and over again. How can I politely let her know that I don't need to hear it for the third or fourth time? Sometimes her storytelling keeps me from completing my work. Other than that, she is a great co-worker and friend.

—*Ear-itated*

Dear Ear,

It is hard to listen to the same story repeatedly. When she starts to repeat her story, stop her and say, "Is this the time when ...?" and repeat back what you think the story will be. If she continues to talk, you may have to let her know that you don't have time to listen now as you have work to get done.

—*Dr. Mimi*

 by Dr. Mimi Hull

THE corporate couch



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 a colleague who continues to be rude to me. She never says hello or goodbye, and when I do, she doesn't respond. What should I do?

—*Snubbed*

Dear Snubbed,

If these are the only indicators of rudeness, I suggest living with it! She may be a quiet person who doesn't need to exchange pleasantries. If it affects your work, let her know the impact it is having and what you need from her to get your work done.

—*Dr. Mimi*