

PACS Announcements:

THE Paraclete

A monthly leadership newsletter

"The ability to bounce back from failure is a quality every successful leader holds. Failure is only a precursor to success."

—Tom Peters

How to Praise an Employee

From www.organizedexecutive.com

- **Make it timely.** The sooner you provide recognition, the more it reinforces the work he/she did.
- **Make it sincere.** Look them in the eye, smile, and say his/her name when you deliver praise. That makes your comments more personal and believable.
- **Make it specific.** General compliments will lose their meaning if you use them too often; instead, tie your praise directly to the job well done.
- **Make it public.** Single out excellent employees in staff meetings and other group gatherings.

Go Solo for Brainstorming

By Jared Sandberg

Draw out more quality ideas by:

- Limiting group sessions to no more than 7 people.
- Asking participants to write down ideas beforehand and bring them to the meeting.
- Encouraging members to continue brainstorming alone after the session ends
- Getting an outside facilitator to lead

Managing Conflict

By Pat Williams

1. Welcome disagreements. They stimulate change.
2. Listen carefully. Hear the other person out and repeat what they said in your own words.
3. Keep your cool. Don't blow up.
4. Focus first on areas of agreement. Look for things you can affirm before launching into your counterarguments.
5. When you're wrong, admit it. You'll gain respect.
6. Weigh concerns and criticism of others honestly, objectively, and fairly. They might be right!
7. Praise in public; reprimand in private.
8. Absorb the gripes and grievances of your organization. Great leaders encourage and accept criticism. It's healthy for people to air their gripes.

Navigate the Thinking Styles of Others

By Peg Neuhauser

- **Machine gun thinkers**
Logical/fast-paced Analytical Rational
End results Factual Key points only
"Get to the point."
 - **Dreamers**
Visual/fast-paced Creative Synthesizer
Visual/spatial Intuitive/ideas Future-oriented
"Enter the artist."
 - **Detailed-thinkers**
Logical/slow-paced Methodical Procedural
Controlled Detailed Present-oriented
"Know the sequence."
 - **Storytellers**
Visual/slow-paced Verbal Intuitive/people
Emotional Spiritual Past-oriented
"Listen to gut."
- Fast-pacers need summaries; slow-pacers need details. It doesn't come naturally to work with another style; give yourself recovery time.

Ways to Deny Your True Self and Weaken Your Emotional Boundaries

- *Pretending to agree when you disagree.*
- *Concealing your true feelings: "I wasn't hurt."*
- *Going along with an activity that you really don't want to do and never stating your preference.*
- *Declining to join an activity you really want to do*
- *Pushing yourself beyond your limits.*
- *Working too hard.*
- *Working too long.*
- *Doing too much for others.*
- *Not resting when tired.*
- *Ignoring your needs.*
- *Not eating regular, healthy meals.*
- *Insufficient sleep*
- *Too little or too much alone time*
- *Too much or too little exercise*
- *Insufficient contact with people who truly care about you*
- *Insufficient or too many leisure activities*
- *Using chemicals to avoid yourself: alcohol, caffeine, sugar*
- *Using compulsions to avoid yourself: eating, starving, exercise, work, shopping, spending, TV, sex, games, sports*

First 4 Minutes of Public Speaking

By Cyndi Maxey and Kevin O'Connor

- *Present your credentials. Provide a written intro in advance. Work in subtle references of your knowledge depth.*
- *Don't waste your introduction. Tell a story that will stir emotions, ask a question, or make a definitive statement.*
- *Prepare the audience. Pique interest.*
- *Never apologize for what goes wrong*

Coaching Questions for Your Staff

By Eddie Hammett

1. What metaphor would you use to describe where you are now?
2. Tell me more about the metaphor and how it relates to your situation.
3. Where do you relate most in this metaphor?
4. If we discovered another perspective/metaphor for our situation, what would it be?
5. How does the situation we're in look from the new perspective?
6. What's true for you in this perspective?
7. How does it feel when looking at things from this new perspective?
8. What options do you see now that we didn't see before?
9. Which of these options do you want to pursue further now?
10. Take that option and ask: What can be done now from that perspective?
11. What are you willing to do now?
12. How will we know when this has been done?

Tips for Idea Acceptance from www.employer-employee.com

1. *Are you translating your idea into how it will help the organization? You must break through all the background noise.*
2. *Have you prepared for meetings by getting verbal support ahead of time?*
3. *Gain support in stages.*
4. *Portray confidence that your idea will work.*
5. *Timing is everything. It is better to discuss last if you have a choice.*
6. *A good idea always has a plan B attached to it.*