

HULL &
ASSOCIATES

The Corporate Communicator

Www.HullOnline.com March-April, 2012

hullonline.com

Hull & Associates

225 S. Swoope Avenue
Suite 210

Maitland, Florida 32751

Phone: (407) 628-0669

www.hullonline.com

Email:

info@hullonline.com

Twitter: **DrMimi**

Blog:

Hullonline.wordpress.com

Our Staff

Dr. Mimi Hull President

drmimi@hullonline.com

Barbara May .. Office Mgr.

Ajla Gurda Intern

Ryan Jones Intern

Kyle Subich Intern

Ryan Spartz Intern

Table of Contents

Interviewing Bullies ... Pg. 1

Successful People Pg. 1

Spring Cleaning Pg. 2

Remote Teams Pg. 2

What Dr. Mimi Does .. Pg. 2

Encouraging Ethics .. Pg. 3

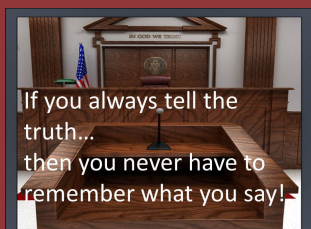
Call Dr. Mimi Pg. 3

Follow Us Online! Pg. 3

Corporate Couch Pg. 4

DISC Training Pg. 4

Consider This ...



How Not to Hire a Bully

Screen candidates for technical skills before the interview, so the interview can focus on human qualities.

Remember the natural tendency to hire people like oneself becomes dangerous when bullies are in charge of hiring. If you have a bully, use a team approach: Have each candidate talk with people who will work above, below and alongside them. Pay attention to how the candidate interacts with assistants and lower-level employees, and encourage those employees to report any rude or disrespectful behavior.

During the interview, pay attention to how much a candidate says "I" versus "we" when talking about achievements. Resist the temptation to

hire a whiz kid if it's obvious he or she is a jerk. Ask the candidate to describe a frustrating project. You can spot a potential bully if they blame incompetent people or display exasperated body language, like rolling the eyes or using a disparaging tone.

To gauge the level of consideration a manager might have in firing a worker, ask how they would handle an incompetent employee. Observe their body tension, level of compassion and tone of voice. Don't be afraid to ask candidates directly if anybody has raised issues about their ability to interact with other employees. Finally, check references carefully. While a past employer may not say anything, they just might share some important information!



What Do Successful People Do?

Research has shown what people do to become successful. By taking these ideas and applying them to your life, you too can be successful.

Successful people are persistent. They have big ideas and they work to achieve them. Decide what you want and make the time to do what is really important to you.

Successful people have passion and care about people. They are trustworthy. They do what they say they are going to do, especially when it involves other people. They see people as their allies not their competition.

Successful people don't let the situation control them but rather work to take control of their circumstances. You cannot always control what happens, but you can control your response. Always look to see what you can achieve or, at least, learn from any experience. Work to overcome obstacles and stay focused on a positive outcome.

Successful people know and adapt their talents, behaviors and abilities. They recognize their strengths and challenges. They play to their own strengths and overcome their weaknesses by capitalizing on the strengths of others. Adjust your behaviors to meet the needs of other people and the needs of the situation. Let others cover your blind spots and share your successes.

HULL & ASSOCIATES

Did You Know That Hull & Associates Offers ...

- Coaching
- Team Building
- Leadership Development
- Conflict Management
- Not-for-Profit Board Development
- Bridging the Generation Gap
- Meeting Facilitation
- Strategic Planning
- Time and Stress Management
- Creativity and Innovation
- Organizational Development
- Conference and Convention Speaking
- The Myers-Briggs (MBTI)
- Communications Training
- Assertiveness Training
- Employee Satisfaction Surveys
- Diversity Training—Cultural Competence
- Organizational Assessments
- 360/Multi-rater Feedback
- Customer Satisfaction Surveys

Call us today at
(407) 628-0669 to see if
we can help you satisfy
your human relations
and organizational
development needs.

Spring Clean Your Workplace

Spring is in the air and here are 10 tips to help spring clean your workplace:

- 1. Make a To-Do List**—List all the areas that need attention. Start with your desk, the drawers, file cabinets or a particular corner.
- 2. Work in Increments**—Take 15 minutes in a certain area, rather than tackling the whole project.
- 3. Save Space**—If unused things are taking up desk space, purge or store them someplace else.
- 4. Use or Lose It**—“A messy desk creates a messy mind.” For things you don’t need now but will in the future, create a single box labeled “Office Supplies.”
- 5. Purge Paper**—Review each sheet of paper and discard what’s unnecessary. If the item has any personal information such as a signature, or a Social Security

number, shred it!

6. Think Green—Help the environment. Recycle papers and any old technology.

7. Minimize Data—Minimize data to minimize the risk of having a privacy or security breach. Consider what kinds of information you have, and set a clear privacy policy within your organization.

8. Update Your Résumé—Review and update your résumé to include recent projects, accomplishments and skills learned.

9. Update and Back Up Your E-Space—Remove old applications on your computer or phone. Organize the files on your computer, so there is no duplication and back it up off-site.

10. Develop a Cleaning Habit—A cleaning schedule can help you stay organized.

(From Time Management workshop by Dr. Mimi Hull)



10 Ways to Keep Remote Employees Engaged

With off-site workers now representing a greater percent of the U.S. workforce, there are greater challenges of building relationships between the organization and virtual workers who may feel disenfranchised due to geography or cultural barriers. Engaging remote employees must be a strategic part of a bigger virtual employee management practice. Leaders need to actively work on integrating virtual employees into the organizational culture. How can this be done?

1. Keep your virtual employee informed! Periodically, let them be the “first to know.”
2. Use a variety of communication methods: phone calls, video, etc. Ask and use their preferred method of

communication.

3. When contacting a remote employee, limit interruptions and distractions.

4. Have periodic face-to-face contact. It is worth the investment.

5. Confirm an employee’s importance by replying and providing feedback in timely way.

6. Understand the employees’ situation and what is happening at their site and that includes a person working from home.

7. Balance informality with structure, policies and guidelines. If the employee knows what is expected, they feel more secure.

8. Provide adequate support for the technology used. Technology is wonderful ... when it works!

9. Consider an internal social networking approach to connect people via information sharing, photos, recognizing birthdays, etc.

10. Promote a sense of pride and recognition. Remind people of what your remote employee is doing and what they have accomplished. If you are ordering a pizza for your local employees, you can send them a gift card for a pizza as well!

Doing the Right Thing ... 5 Ways to Encourage Ethics!

Avoid overemphasizing "the bottom-line." Production earns money, but telling employees to "just get their work done and be profitable" sends a message devoid of ethical considerations. Remember "how" they get work done is as important as "how much" work they get done.

Promote and reward ethical behavior. We have found that simply mentioning the importance of ethical behavior is not enough. Follow up by rewarding those who exemplify ethical behavior. For example, let people know that while a particular transaction may not have earned you as much money now, doing the right thing earned you a loyal customer.

Recruit and hire smart! Do thorough research to be sure potential employees have of both wisdom AND integrity. We encourage our clients to ask interview questions like "tell me about a time when you demonstrated your trustworthiness and integrity either in school or at work."

Create a culture where managers and direct reports can communicate comfortably. We find that unethical behavior often goes unreported because people don't know what to do and/or feel uncomfortable sharing the issue with their boss. Having a policy and a procedure as well as maintaining flexible lines of communication reduces the risk of unethical conduct.

Train, train, train! We are constantly amazed that many people don't understand what unethical behavior is, and how costly it can be to both themselves and the organization. Ethics training is a key that will both improve your workforce as well as your bottom line. Call us for more information!



JOIN US!!!!

Visit our **NEW WEBSITE** AT www.hullonline.com

Read articles, comment, ask questions and access archived newsletters.

Follow us on **TWITTER** to receive updates and ask your most pressing workplace questions. twitter.com/drmimi

Become a **fan** on **FACEBOOK** facebook.com/hullandassociates.

HULL & ASSOCIATES

Call Dr. Mimi!

Have you ever said, "but I told them ..." You probably did, but the message you sent was not the message they received. Call Dr. Mimi to help improve communications!!!

Dr. Mimi Hull is a fully licensed psychologist who has helped many organizations improve communication, leadership and team building. She can help you, your organization, your board and/or your staff.

Her most requested programs are in the areas of Communication, including Team Building, Leadership, Conflict Management and Board Development.

Contact her for a FREE consultation!

E-mail -

DrMimi@Hullonline.com

Phone - (407) 628-0669



DrMimi



Hull & Associates



hullonline

www.hullonline.com

page 3

Your Company's Newsletter Can Look This Good, too!

Illustratus is the nation's leading, premier provider of full-color, fully customized newsletters. Our unique, full-color newsletter service can transform your corporate or employee newsletter from a frustrating burden into a powerful marketing and communications tool—all at an amazingly affordable price.

- Online Editing
- Full-Color Logos
- Custom Photos
- Article Library
- Online Issue Archive



Illustratus™

Visit www.illustratus.com or call (877) 781-8290 to learn more about the unprecedented features offered only by **Illustratus**.



Illustratus®
www.illustratus.com

Copyright © 2012 by Uhlig LLC

NEW DISC!! - Info and Certification

Building a Team? We can help! Our **NEW DISC** profiles

are **PRESCRIPTIVE**, productive and affordable.

If you have not done a **NEW DISC** profile recently, you need to do it now.

ALSO ... Next NEW DISC Certification is Thursday, April 26!

Contact us:

Phone: (407) 628-0669

E-mail us at:

drmimi@hullonline.com

by Dr. Mimi Hull



Dear Dr. Mimi:

My son has asked if he can work at my office. He is a bright high school student and definitely could use the extra money. I see how this could cause resentment because one of my employees has a daughter about the same age as my son and I know I could not use both of them. What would you suggest?

—*Mom*

Dear Mom:

I realize that it is not a great economy for high school students, but having said that, it would be better for both you and your son for him to find employment elsewhere. Help him to assess his needs and his talents. Help him to determine his options. If he thinks he knows what type of work he would eventually like to do, point him to the appropriate industry. Remind him that he cannot expect to start at the top. Feel free to let people know that he is available and use your contacts to help him get an interview. If he is a potentially good employee, he will be able to find something outside of your office.

—*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 or DrMimi@HullOnline.com.

by Dr. Mimi Hull



Dear Dr. Mimi:

When does something on Facebook or Twitter become detrimental to me or my organization? Specifically, vacation photos that I posted on my Facebook page show me in a bikini and drinking a cocktail. I have also learned that coworkers were concerned about some of my Twitter posts, where I expressed grief over the end of a relationship. I am a woman in a Human Resources leadership position, but I also have a personal life after work. I don't want to create tension at work or be viewed as a hypocrite. Our organization does not have a social media policy. How do I walk the social media tightrope?

—*Facebook Fearful*

Dear Fearful:

My first thought is to tell you not to put anything on Facebook or Twitter that you would not like everyone to see. Having said that, another option is to look at your Facebook settings and change your security and privacy options. Who do you want to be able to see what? Everyone does not need to know everything, and you can be selective about what you share with whom. You may also want to have more than one Twitter account and select who you let follow each account based on your relationship.

In reality, it is hard to have privacy in today's online world, so I will reiterate my first suggestion: Be careful what you post!

—*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 or DrMimi@HullOnline.com.