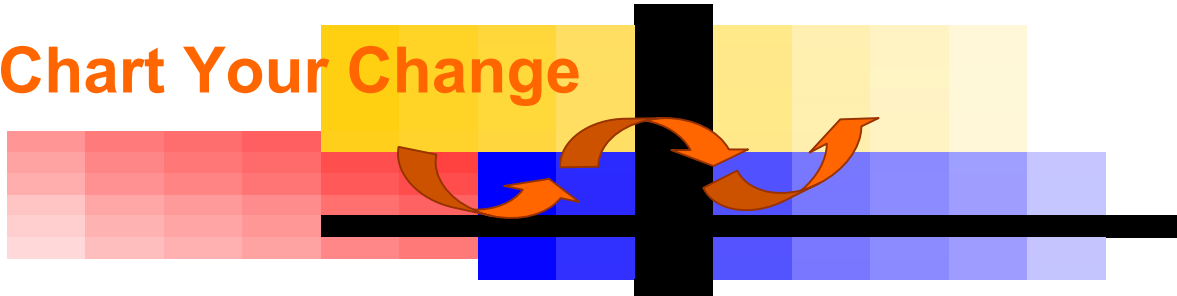


# Chart Your Change



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*“Empowerment is all about letting go so that others can get going”*

*-- Kenneth Blanchard*

**Flo Mauri – Coach, Consultant, Educator, Speaker**

**October 2006**

***Welcome to Chart Your Change***

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2. Special Issue - Women on Wall Street Conference
3. New Programs - What Bugs People the Most?
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### **1. QUOTES OF THE MONTH**

*“We never know how far reaching something we may think, say or do today will affect the lives of millions tomorrow.”*

*- B.J. Palmer*

*“The real contest is always between what you've done and what you're capable of doing. You measure yourself against yourself and nobody else.”*

*- Geoffrey Gaberino*

*“A competitive world has two possibilities for you: you can lose or, if you want to win, you can change.”*

*- Lester C. Thurow*

## 2. SPECIAL ISSUE -- “Women on Wall Street” Conference

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### If You Had Negotiated, Where Would You Be Now?

Many words of wisdom were spoken at the recent Women on Wall Street Conference. This year’s event focused on “Negotiating for What You Want,” and certainly all those fabulous speakers and panelists lit up the audience (about 2,700 participants) to inspire a mindset change. Speaker Susan Scott, CEO, Fierce, Inc., a proponent of changing our way of thinking, motivated the audience with her 7 Principles of a Fierce Conversation from her new book. Having a truly important conversation is very much in alignment with negotiating for what you want. Here are some of my take-aways, which hold true across gender lines, as well:

- 1. Master the Courage to Interrogate Reality**  
Know that reality has a way of shifting. It can be complex and changing, even as you’re learning about the other party’s reality.
- 2. Come Out from Behind Yourself and Make It Real**  
This is about showing up as yourself. How we present ourselves teaches people who we are. It’s always appropriate to have a congenial attitude.
- 3. Be in the Conversation**  
Understand that the conversation is the relationship and any single conversation can change a life, a company and perhaps much more.
- 4. Tackle Your Toughest Task Today!**  
This principle speaks to all of us, doesn’t it? Think of the conversation that you need to have that is making you a little nervous. That’s the one to have.
- 5. Obey Your Instincts**  
It is said that our radar works impeccably. Pay attention to your gut - to what your other senses are telling you and go a step further - put it on the table
- 6. Take Responsibility for Your Emotional Wake**  
In other words, you make an impact in all your business transactions - sometimes positive, sometimes not. In either case, being careful merely postpones the outcome.
- 7. Let silences Do the Heavy Lifting**  
As the saying goes, “silence is golden,” yet in our culture there is an uncomfortable-ness with long pauses in a conversation. Interestingly, pausing between words (thoughts) allows insights to occur. This is especially key when negotiating. It permits contemplation, questioning and real progress to take place.

These 7 Principles are based on insights and common sense and have meaning for everyone. Susan Scott, did however, point out some relevant and surprising information about women in the workplace. She cited some reports on the current reality:

- **Only 11 women actually run Fortune 500 companies.**  
I imagine these 11 women have a consistently positive outlook that for them reflects a world where successful women in business is the norm, not the exception, thus transforming the world of business. I would also guess that they have fine-tuned the art of negotiation, besides having the smarts and talent to run a corporation.
- **Women own 40% of entrepreneurial businesses in this country, yet only 2.3% of the available capital goes to women.**  
Women running their own businesses don't often take advantage of the financial resources afforded them. Part of the problem is a lack of awareness of programs and services and an unwillingness of women in general, to negotiate for funds, investment capital and lower rates.
- **If a man or woman fails to negotiate a starting salary (right out of school), they may lose over a half million dollars in earnings by age 60.**  
According to studies cited at the conference, a much higher percentage of men negotiate a higher starting salary. Why is it that women typically hate to negotiate and are willing to pay more for a car? What cues do women get from society about negotiating?

A shift in how women think will further their careers and business opportunities. This conference was successful in raising women's consciousness about the significance of negotiating and how to take further steps to acquire these skills.

While negotiating skills may not be an issue in the male psyche, there are other concerns that may resonate with men -- not that I want to separate issues and make them gender-based. Yet, there may be concerns which speak more to men than women: The social/emotional factors of daily interactions or accommodating different perspectives; awareness of and leveraging their own personal style. I invite all my readers to identify their own workplace concerns and the impact these issues have on their effectiveness. Send me an email at [flomauri@aol.com](mailto:flomauri@aol.com)

### 3. NEW PROGRAMS

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## WORKPLACE SURVEY

### What Bugs People The Most?

A recent survey conducted by TalentSmart (the folks at "Crucial Skills") cited the top three issues that concern people the most are:

- Bureaucracy - obstacles that make it hard to get work done.
- Ethical Conflicts - lost trust
- Conflicts With Coworkers

**62%** say that at least one of these problems causes them a great level of frustration and concern.

**48%** can imagine transferring or leaving within a year because of one of these problems.

25% of these are already seriously considering such a move.

Only a third of all these respondents have discussed the full depth of their concerns with the person(s) who could fix it.

Could employee retention, productivity and work relationships be significantly improved by holding the right conversation?

## **New Workplace Seminar**

### **Embrace Difficult Conversations With Confidence**

It takes a level of self-awareness and skill to confront others safely and conduct a difficult conversation, especially in the workplace where the outcome will impact relationships and political climate.

In this seminar, participants will explore their ideas related to holding difficult conversations. Here are some examples:

- *Difficult conversations bring out defensive behaviors*
- *Difficult conversations usually elicit denial on the part of the other person*
- *There is a large amount of tension between the two people in a serious conversation*
- *Broken promises usually result in difficult conversations*

Participants will be shown vignettes of difficult conversations and interact in the process of discovering solutions. They will role play workplace situations and gain knowledge and insight from feedback.

As you evaluate your progress in your company and consider how you and your organization can develop and expand, think about what skills and training might be valuable to you and your organization.

**For additional information on seminars, workshops and coaching call me at 718-478-7015, or email me at [flomauri@aol.com](mailto:flomauri@aol.com).**

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### **INDIVIDUAL COACHING**

Coaching is a customized and forward movement process, addressing individual needs and goals. The approach is strength-based emphasizing self-discovery, managing emotions and learning to engage in transformative conversations. In addition, as issues of boundaries, blocks, resistance, and fear come up, the process addresses clarity of purpose, visualizing the change the client wants and experiencing a shift in how they use their energy, which often results in behavioral changes. This process helps the individual arrive at the core of their centered-self by defining and taking the path that naturally emerges from the newly discovered self-confidence.

Call me at 718-478-7015 or email me at [flomauri@aol.com](mailto:flomauri@aol.com) for a conversation about coaching and how it can help you be great at what you do and achieve a higher level of success in the workplace and personal life.

**Complimentary competencies assessment:**

Go to <http://www.thinkingwellconsulting.com/files/staffexcellence.pdf> to match up your competencies with the 100 skills, behaviors and styles of highly effective managers. To move forward with your success and provide exceptional influence to your organization, call or email me and arrange for a consultation.

#### 4. COACH'S TIP # 10 - A SIMPLE FRAMEWORK FOR CONFLICTING EMOTIONS

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##### **Remedy for Black and White Thinking:**

Black and white thinking is about either/or, win/lose. It is a polarized way of thinking that narrows choices.

1. Make a list of what you don't want and yet have.
2. What is the payoff for being in the "don't want zone?"
3. Make a list of what you do want.

##### **Mindset Change:**

You are a directive, take charge leader and have the strength to lead change and are ready to use a collaborative approach.

##### **Framework:**

1. Describe what is going on now. Does it matter?
2. What do you really want?
  - a. Quick results?
  - b. To involve employees?
3. What is the true motive behind what you are doing or not doing? Tips:
  - a. Avoid black and white thinking
  - b. Don't eliminate the possibility of creating options

**Have a Joyful Month**



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Request Flo for your next event. In addition to being the founder of Thinking Well Consulting, Ms. Mauri is an Executive Coach and Educator at NYU, teaching Organizational Behavior,

Emotionally Intelligent Leadership and Management Styles. She is certified in Conflict Resolution and Organization Development. Ms. Mauri specializes in assessment tools and self-awareness techniques for maximizing human potential. Are you getting in your own way toward advancing your true aspirations and talents? Are you experiencing challenges in your business relationships and want to breakthrough repetitive no-win cycles? Are you ready to define and lead with your strengths? A coach can help you take action to achieve your goals. Contact Flo today for a conversation.

*Chart Your Change* is your select source for inspiration, coaching tips and personal development. We share the very best of essays, research studies and success tools for taking your human potential to the top of Maslow's pyramid: self-actualization and transformation.

If you enjoyed this issue we'd love it if you'd spread the word. If you receive this newsletter as a forwarded message and would like to opt-in on the list, send an email to: [flo@thinkingwellconsulting.com](mailto:flo@thinkingwellconsulting.com) and type "Add me in," in the subject line. If this email address has been mistakenly added to our list and you want to be removed, please type "unsubscribe." Your e-mail address is never shared with anyone without your permission.

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