

# Chart Your Change Now Newsletter

Change Your Thoughts and Change Your Life

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Mastering the Workplace

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## Quick Links

**Absolutely great videos!  
(about 2 minutes each)**

[Calling a Bully a Bully](#)

[Playing Positive Office  
Politics](#)

[Confronting Your Boss /  
Dodging Landmines](#)

**Dear Reader,**

*"If you have a job without any  
aggravations, you don't have a job."  
~Malcolm S. Forbes*

**Tell Me Your (Workplace) Issues...**

**And I'll Show You How to Master  
Them!**

Here are the three "how to's" to  
resolve the most prevalent problems in the workplace:

- **Adjust expectations**
- **Understand the attitudes of other generations**
- **Choose the appropriate leadership style**



**Mastering the workplace is  
about adjusting your  
expectations.** Do you expect your  
team and co-workers to behave  
the way you want them to behave?  
If so, ask yourself, "what is it I  
really need to achieve right now?" Take the focus away from  
the individual. One of the most powerful and effective  
interaction skills is learning to shift your perspective from  
"they're being difficult" to "what need is not being met." In  
other words, what is causing their behavior?  
Imagine being that person, and then ask, "What are they  
feeling? What scares them? How are they viewing the world  
and what do they need?" Notice how the difference in  
perspective changes how you will manage the situation. Also,  
allow for their different view of the situation and meet them  
where they are. You cannot communicate effectively if both of  
you are using a different language. You will need a translator.  
This translator is your ability to be as mindful of what is going  
on with the other person as you are with your own emotions  
and behavior. If you are aware of your own motives, you can  
become aware of others' motives without knowing their  
"language."

**Mastering the workplace is also about understanding  
generational attitudes.** According to Phyllis Weiss Haserot,  
creator of "Next Generation, Next Destination," the differences  
in how communication styles are perceived between the



*different generations may cause friction. As an example, many Gen Yers don't realize that others (not their generation) actually see meaning and interpret such non-verbal behavior as checking e-mail during a meeting or not looking at the person talking to them because they are multi-tasking - as rude behavior. It may help to realize that this behavior is not intentionally rude but rather, it is how they have learned to act and it is a behavior accepted among their peers. However, this leaves Gen Y at a deficit when it comes to the nuances of relationship, influence, negotiation or the dynamics of office politics. Becoming well-versed in the attitudes and values of each generation is an enviable skill that will serve you well in providing those teachable moments as they present themselves. To learn more about generational issues, go to [www.nextgeneration-nextdestination.com](http://www.nextgeneration-nextdestination.com)*

**Mastering the workplace is about choosing the appropriate leadership style.** Whether you are a "need to control" or a collaborative, people-oriented leader, you will need to be flexible enough to know which approach to use, given the situation - that is, if you want results. There are many styles of leadership. Some leaders cultivate relationships and build support structures to influence change. Some leaders have more of an interest in being in charge and there are many instances when this style is appropriate. There is no one way to lead and the leader who can adapt his/her style to meet new challenges will be more satisfied with results and expand their leadership abilities. Wise words I once heard: "You cannot command commitment, you can only inspire it."

**SPECIAL OFFER: F'FREE GET ACQUANTED TELE-CLASS ON MONDAY, SEPTEMBER 28 AT 7 TO 8 PM EASTERN:**

**On Mastering the Workplace -- Bring your concerns, pesky interpersonal, inter-generational skirmishes and get valuable tips and coaching in a group setting.**

**To take advantage of this offer, [click here.](#)**

**To learn more about the benefits of Flo's new fall program, click on [find joy in the workplace, really!](#)**

**Would you like to experience a complimentary coaching session? Click on [Coach Me.](#)**

## **Master the Workplace For Managers and Professionals**

What if you found a way to make the workplace joyful?

What if you were offered an easy step-by-step approach to master the following?

- Handle those pesky interpersonal, inter-generational skirmishes with ease, poise and success
- Hone and apply your innate practical intelligence to steer a clear course through political mind-fields and live to enjoy it
- Effectively manage the overwhelm, the stressors, the daily interruptions and feel more energy and joy

**Learn to:**

- Create your own struggle-free zone and enjoy ease and calm in the workplace.
- Connect with your core confidence and get to know, love and apply your personal power.
- Achieve the level of success you desire!

To learn more about this life-changing program, why you should join, what people are saying, and to find starting dates click on [What If You Found A Way...](#)

Registration is limited to 8 participants. To sign up now, [click join here.](#)

*"Desire is the starting point of all achievement, not a hope, not a wish, but a keen pulsating desire which transcends everything."*

*-- Napoleon Hill*

Have a Joyful Month,

Flo Mauri  
Thinking Well Consulting  
Coach/Consultant to Emerging Leaders  
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