

# Chart Your Change Newsletter



*Chart Your Change is about knowing you're ready for your life to take on another dimension of meaning and growth: trusting yourself to achieve what is possible without yet knowing.*

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**RADIO SHOW**

*Amazing Voices Radio*

*(We are on summer hiatus)*

Join Flo and fellow coaches Ellyn Herbert and Sharron Phillips as they engage in dynamic conversations on the growth, evolution, and empowerment of women.

To hear recorded shows go to [BLOG...](#)

Vol. 3 Issue: #7

July/2008

Dear Flo,

WORKPLACE SKILLS FOR CHANGING TIMES

*" If we only have great companies, we will merely have a prosperous society, not a great one. Economic growth and power are the means, not the definition, of a great nation. "*

*-- Jim Collin*

There's a pervasive mood in some organizations where workers are feeling the stress of an economic downturn in some familiar and strange ways. The *familiar* is the *fear* of a workforce reduction. The *strange* part is the response -- bringing out our dark side.

You've heard the phrase, "she's throwing her co-worker under the bus"? When people sense they are in survival mode, the mindset then becomes "it's you or me in this lifeboat" and the choice is obvious.

But, we don't have to sacrifice our co-workers, our integrity and our well-being to keep our jobs.

Read the "Monthly Destination" article for tips on keeping your workplace a sane and life-sustaining environment.

**Do you have a question for me? Click on the new offering, [Ask Coach Flo.](#)**

MONTHLY DESTINATION:

Articles on evolving, enhancing skills and transforming



## THE GIFT OF INSPIRATION

*"To sit in judgment of those things which you perceive to be wrong or imperfect is to be one more person who is part of judgment, evil or imperfection."*

-- Wayne Dyer

*"Be kind whenever possible. It is always possible."*

-- the 13th Dalai Lama

*"One kind word can warm three winter months."*

-- Japanese Proverb

Join Our List

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## HOW TO STAY COOL IN THE WORKPLACE CAULDRON

*To paraphrase Abraham Lincoln, the difference between being miserable or happy is in what you tell your mind to think.*

It can be a struggle, an art form and a challenge to effectively negotiate a way of living that has joy, purpose, and a satisfying career and home life. With the average worker spending more time with co-workers than with his/her own family, it becomes essential to learn the skills to get along. Often, our behavior makes the difference between a promotion and staying put.

### Stay Cool Tips:

1. Many Japanese customs of politeness and saving face are based on the proximity factor of many people on little land and the need to get along. Being pleasant with those around you has a positive effect on others and will actually make you feel better. Imagine getting a big "good morning" and a smile from someone unexpected. Doesn't it change how you feel? Encourage others with your own optimistic attitude.
2. Many people work in teams. Let go of negative thoughts you may have about your team mates. Do your very best to do your part of a project even if others may not. Perhaps they are not as skilled as you or may be stressed. In what ways can you engage others to lighten the load (or lighten up)?
3. In these economic times, you may be experiencing a lot of "turf protection" behavior. Still, it's best to get to know everyone without falling into gossiping cliques. If you can appreciate that people behave badly when gripped by fear and remember a time when you were not exactly proud of your own behavior, you will be able to communicate with compassion.
4. Make a careful assessment of office politics. Think of it as an iceberg: you are only seeing 10% of game. The rest is under the surface and the dive is deep. Getting involved can have negative consequences for you.
5. Thoughtfulness is a really big plus. How many times a day do you interrupt your boss or coworkers to the point of compromising their productivity. If you appreciate thoughtfulness in others, return the favor by not interrupting.
6. Compliment others on a job well-done when they come up with good ideas or when they take the initiative or just do

good work. You might just make their day!

7. Lastly, don't throw your colleague or co-worker under the bus. This is very bad form and it won't save you by making others look bad. It's not appropriate to point out their mistakes, especially in front of others. If there is a problem, it should be handled as constructive feedback and it should be private.

Let's inject some love and a sense of well-being out there. People are working hard to make a living. Make believe, the person next to you at work is your younger brother or sister or an older parent. How would you treat them?

Do you have a question for me? Click on the new offering, [Ask Coach Flo](#).

## TRUE NORTH:

Articles on Direction and the Road Less Traveled

### SOLVING A COMMUNICATIONS PROBLEM



*"People don't remember what you say. They remember how they feel."*

*Attributed to Maya Angelou*

It's not the content of the conversation that keeps people from speaking openly. It's the perceived lack of safety. Make it safe for your co-worker or direct report to share her/his views of any given situation and you've begun the process. But before embarking on a conversation, determine if it is a "relationship" issue or a content issue. As an example, if your direct report is not communicating with you, the conversation to have is not about why s/he is withholding but rather how the two of you work together.

Continue building your skills with the following:

- **Whenever you engage someone in a conversation, consider what it is you want to accomplish and set your good intentions.**
- **Intend to talk about what is working and what's not; allow issues to come up; see where to make things better and where you can work together.**

- Begin by first sharing your good intentions -- this provides a level of safe feeling.
- Show respect by asking permission to have the conversation (simply say "would it be okay...?").
- Always start with the facts as you know them, without interpreting them.
- Share your thoughts about the facts as they pertain to the two of you
- Ask for her/his perspective.
- Listen intently and sincerely show your interest in what is being said.
- Remember, people feel safe enough to open up when they feel a sense of mutual purpose and respect. It is vitally important NOT to become defensive about anything being said.
- If the other person is not feeling safe, use your best judgment as to when to stop the conversation.
- Some issues take more time to actually engage in an effective conversation -- keep building enough safety to allow for this.

Don't play the blame game. It's a useless exercise that wipes away any trust. Be bold and sincerely express feelings and intentions. Make the outcome a shared intention. Agree on how to proceed in the future, even if just to have another conversation. Intend for a win-win each and every time.

Based on concepts from "Crucial Conversations."

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JOURNEY'S END:

Articles, thoughts on insights and taking the leap

*"If there's any message to my work, it is ultimately that it's OK to be different, that it's good to be different, that we should question ourselves before we pass judgment on someone who looks different, behaves different, talks different, is a different color."*

*-- Johnny Depp*

*FILL IN PART I of the Byron Katie  
"JUDGE YOUR NEIGHBOR" WORKSHEET*

*"For thousands of years we've been told not to judge, but we still do it all the time-how our friends should act, whom our children should care about, what our parents should feel, do, or say. In The Work, rather than suppress these judgments, we use them as*

*starting points for self-realization. By letting the judging mind have its life on paper, we discover through the mirror of those around us what we haven't yet realized about ourselves."*

Fill in the [Worksheet](#) now.

Then, answer Part II,  
[The Four Questions](#) (for a turnaround on your judgments).

*"Prejudice is a burden that confuses the past, threatens the future and renders the present inaccessible."*

*-- Maya Angelou*

**Have a joyful month.**



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