



PowerUp

Welcome to PowerUp monthly newsletter

Volume 1, Issue 2

April, 2008

Jokes for the month:

Thought these Dilbert-isms would give you a smile...

"What I need is a list of specific unknown problems we will encounter." (Lykes Lines Shipping)

"E-mail is not to be used to pass on information or data. It should be used only for company business." (Accounting manager, Electric Boat Company)

"We know that communication is a problem, but the company is not going to discuss it with the employees." (Switching supervisor, AT & T Long Lines division.)



Inside this issue:

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Bet you know someone who is in the soup at the moment—either at work or in their personal life!

Why not offer them a life-line and get a great "kick-back" yourself?

Join Progressions' referral scheme NOW and start to benefit from helping your family, friends, employees and colleagues.

Whenever someone you refer books and pays for three or more sessions with a mentor you will receive a gift voucher worth \$50.

Visit [Progressions](http://Progressions.co.nz)
www.progressions.co.nz

And check out the **Mentors Notes** for details.

Or call me on

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Janett@progressions.co.nz

To discuss personal mentoring

Wow, it is April already, 2008 is getting serious now! For many of you (and those around you) the realities of another year will have certainly begun to kick in.

About now is when I begin to hear from people whose best intentions have fallen by the way-side. They are usually deep into the minutia of everyday life with busy work and home schedules. Stress levels have again become uncomfortable despite having determined NOT to get into this situation again this year!

I have decided to introduce a referral programme so now you can help family, friends, employees or colleagues while getting a boost yourself. You can even gift the benefit back to the person you refer, or

Are you listening to me?

It was said of Gladstone, a 19th century British Prime Minister, that if you had dinner with him, you came away believing that he was the most intelligent person in the country. However, if you had dinner with Disraeli, a peer who also became Prime Minister, you came away believing that you were the most intelligent person in the country! Clearly Disraeli knew how to listen.

use it for a free coaching session yourself.

Once you are in the thick of life and the pressure builds up there is nothing like an objective, clear head to talk things through and to help you plan a way out of the "mire". Sometimes it can be as simple as being able to hear yourself speak — having a moment when someone listens fully and reflects back what you are saying so that you can find your own way out.

This month the focus of the newsletter is COMMUNICATION. Remember that old adage, we have two ears and one mouth so we should listen twice as much as we speak? Do we really listen enough, and listen fully when we are trying to communicate?

Listening is an extremely important communication skill. Listening is more than just being polite, knowing how to listen and practicing good listening skills will add a great deal to you as the listener.

Through well developed listening skills you will gain trust, build confidence in others, and gain valuable information. You will also find that others are more inclined to listen

And what about that other adage, "Actions speak louder than words?" What does our behavior really say?

Groundbreaking research by Professor Albert Mehrabian of UCLA showed that only 7% of meaning is communicated by spoken words.

In this edition we are looking at some useful resources on communicating through email and through listening.

Have a smile about workplace communications in our jokes column.

Remember, poor communication equals stress!

You might consider having some workplace training on communication—ask me about creating a seminar for your organization.

to you.

It may surprise you to know that there are many different types of listening, there are different levels or depths of listening and there are listening styles and preferences.

ChangingMinds.org is a interesting website focused on the skills needed to get others to change what they think, feel, believe and do. It is worth a visit.



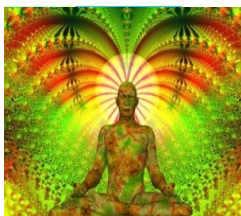
So you think E-mail is “E-zee”?



Member of the International Coach Federation (ICF).

Member of New Zealand Association for Training and Development (NZATD).

“Despite the sense of ease that email portrays, as a core form of communication it deserves a great deal more attention...”



“Communicate your dream or wish, welcome help and wisdom, make that wisdom your own, and turn around and help another.”

Katrina Wynne

In 2002 Statistics NZ reported that 4 out of 5 NZ businesses used email. They found that 87% used email to communicate with customers and suppliers. In 2005 David Friedman reported international statistics showing that the average office worker received between 60 and 200 emails per day! These volumes will have grown in the ensuing three years. There is no doubt that email has become an immensely important medium for communication between and within organizations.

Email is a deceptively easy form of communication. It takes only a few moments to type a message, even less to hit the send button. At the receiving end, theoretically it is the same – a moment or two to read the email and respond! But with 60–200 emails a day who can read and respond in a timely fashion to every message with equal care and attention?

Despite the sense of ease that email portrays, as a core form of communication it deserves a great deal more attention when we decide to send a missive to a

Client’s Dilemma

One young client recently presented me with an interesting challenge.

His employers and his family told me that he was less than reliable. When I discussed his values with him however he claimed reliability was one of his core values! This was creating quite a dilemma for my client as he genuinely saw himself as being unfairly accused and suffering from being seen as unreliable – in fact this had cost him at least one job!

I soon discovered the real issue when two weeks in a row my client cancelled his appointment with me – being

colleague, client or competitor!

David Friedman is Vice President and General Manager of Telephone Doctor, a US company that helps organizations improve the way they communicate with customers. In a brief [article](#) he offers eight key tips for effective email communication.

Every communication carries latent messages i.e. information about ourselves, our organization and our attitude, that are not in the words spoken or written but in the way these are delivered.

Before you take the apparently easy way and start hitting the keys, remind yourself that your email will be one of up to 200 received by that person today! Would a phone call or quick visit be more effective and courteous?

If you decide to send an e-mail put some thought and effort into crafting that message, other people’s time is valuable and when you send a poorly thought-out email you waste

very conscientious to let me know he would not make it – but on each occasion notifying me barely half an hour before we were due to meet. Naturally I was not pleased as it was too late for me to book an alternative client in that time. I wasted an hour of productive time and lost my session fees to boot!

He was somewhat surprised when I indicated that communication – no matter how good – is not always enough! Making sure people know what we are doing is one thing, being reliable is quite another. Being reliable involves being able to be relied upon, if you let someone know

their time and communicate a lack of respect for them.

The same is true when your message is full of spelling and grammatical errors, jargon and abbreviations, or is otherwise unclear. You also risk having the recipient ignore your message!

You should NEVER forward viral messages, jokes etc. These are one reason why office workers are getting up to 200 email messages a day – how do you wade through the rubbish to get to the important messages?

Finally, be aware, email is DANGEROUS if you are upset and angry. You cannot recall an email once the send button is hit. If you would not say these things to a person face-to-face DON’T say them AT ALL!

David Friedman’s article “*Tips for more effective email communication.*” can be accessed online at:

www.connections magazine.com

Remember, make every communication count in what you do and how you do it.

you cannot be there for them when they are relying upon you to help, then you have actually let them down by not being there - no matter how well you communicated this to them!

We can fall into the trap of thinking it is OK so long as we tell someone i.e. communication alone is enough. We can also fool ourselves into thinking that if we communicate to others then it becomes *their* responsibility.

Our actions are as important as our words. Are you as good as your word? Communication is also about being what we say we are going to be and doing what we say we are going to do.