



The Staff Scoop

April 2011

Next Meeting: April 1st at 10:00am (WZ 120 – Old DAR)

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'YOU REALLY LIKE ME!' HOW TO WIN SUPPORT AND SUCCESS



You can't please everybody, but in general you'll do better in life and on the job by being likable. When people enjoy your conversation and your companionship, they'll be more likely to help you achieve your goals.

Enhance your overall "likability" by focusing on these areas:

- **Listen to people.** No one likes to be ignored. Pay attention when friends and co-workers are talking to show that you're not arrogant and self-centered.
- **Give compliments.** Tell people when you like something they've done. Praise and appreciation are music to everyone's ears.
- **Speak slowly and clearly.** Make sure people can understand what you're trying to say. They'll appreciate your efforts.
- **Use people's names.** We all like the sound of our own name. Use names often to show that you know and value the person you're talking to.
- **Ask for help.** Most people want to help, and asked politely, they'll enjoy knowing you respect their talents. By the same token, always help others when they ask you.
- **Admit your weaknesses and mistakes.** Don't be afraid to show some vulnerability. No one's perfect, and pretending to be will usually alienate people. Honesty will win them over.
- **Share your passions.** Passion can be contagious. Friends and co-workers will respond to your goals if you express them sincerely and enthusiastically.
- **Keep your sense of humor.** Don't try to be a stand-up comedian, but keep some perspective and be willing to laugh at yourself and your mistakes.

HITTING PAY DIRT



Two brothers decided to dig a deep hole behind their house. As they were working, a couple of older boys stopped to watch.

"What are you doing?" asked one of the boys. "We're going to dig a hole all the way through the Earth!" said one of the brothers excitedly.

The older boys began to laugh and tease the kids, telling them that digging all the way through the Earth was impossible. After a long silence, one of the diggers picked up a jar full of spiders, worms, and a wide assortment of insects. He removed the lid and showed the contents to the scoffing visitors. Then he said, "Even if we don't dig all the way through the earth, look what we're finding along the way!"

It's important to remember as you pursue your goals that you can pick up a lot of good things in the course of the journey.

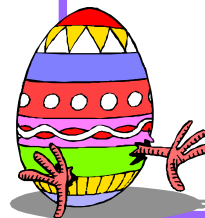
ARBOR DAY IS APRIL 29TH

Arbor Day is celebrated the last Friday in April each year for us to appreciate the beauty and majesty of trees wherever they may grow. Celebrate Arbor day this year – plant a tree!



APRIL BIRTHDAYS

- 4 Wendy Wareham
- Kay Birum
- 6 Star Johnson
- 7 Bob Ladd
- 15 Mary Jo Foster
- 19 Larry Johnson



April is Workplace Conflict Awareness Month

There is some type of conflict in every workplace. Conflicts not only affect those directly involved, but many in the organization are affected indirectly as well. How can we deal with workplace conflict? Richard Brenner of Chaco Canyon Consulting, www.chacocanyon.com/wcam.shtml, gives us the following ten insights that will help you, your co-workers and workplace come to terms with conflict.

Conflict comes in two flavors: Destructive and Creative

Destructive conflict is toxic to relationships and hurts people and organizations. Creative conflict helps us come to better solutions and create innovations. Creative conflict is the basis of healthy competitions.

Suppressing conflict makes it more destructive

When we try to suppress all conflict, even creative conflict, we drive it underground, where it can become destructive. Dealing openly and honestly with conflict – both creative and destructive – is the only safe way to manage it.

Dealing with conflict takes skill

We can all improve how we deal with conflict – it's a skill, like any other. Training helps you avoid mistakes that others already know about.

Some conflicts are so destructive that we need to help deal with them

When you're involved in a destructive conflict, or when a conflict is very destructive, special skills are required to sort things out. When we feel that we "ought" to be able to straighten out any conflict, no matter how severely destructive it has become, and especially when we're involved in it even indirectly, we're headed for trouble. Ask a specialist for help.

The problem is never the problem

Conflicts – especially destructive conflicts – often have a point at issue that everyone agrees is the topic of the conflict – the problem. For destructive conflicts, the problem is never the problem. Almost certainly, something else is going on.

There's no such thing as a "personality clash"

True, some people do have trouble getting along. But unless they are in complete isolation from everybody else, you can be certain that other people are playing a role in the conflict. Writing off the trouble to a personality clash is convenient, but it doesn't address the whole issue.

In destructive conflict, everyone plays a role

Usually, in a destructive conflict, there are a few people who play "starring" roles. Don't be fooled. These roles might not be casual – they could be symptomatic. Almost everyone involved plays a role of some kind. Sending the stars off to conflict training probably won't fix the problem. New stars will likely appear.

To resolve destructive conflict, think "system"

To really resolve a destructive conflict, everyone involved – even those you think are involved only indirectly – will have to change something. You have to change the system, not just one or two or three people. And the system includes not only the behavior of the people, but the facility, the processes and the rules that constrain how they behave.

Big changes aren't always the answer

Sometimes, the changes needed to resolve a destructive conflict are surprisingly minor. Think small first.

Celebrate resolutions

When you do resolve a destructive conflict, celebrate it. Feeling good about the accomplishment makes it easier for everyone to do the work they'll need to do for the next one.

Conflict – both creative and destructive – is part of life. How you deal with it is what makes the difference.