

SPARKING IDEAS AND ACTION IN YOU AND YOUR BUSINESS
HARMONY COACHING & CONSULTING

Seven Timeless Steps To Build Successful Working Relationships

Here are some great foundations for creating lasting relationships in any area of business, no matter what your position is:

- 1. Never criticize, complain, or condemn.** Be as positive and cheerful as possible. Never share negative things about your personal life in a business setting, and never criticize anything political or religious in your workplace. Appear open and easygoing.
- 2. Aim for acceptance.** Respectfully accept others' viewpoints and opinions. People crave acceptance, and those who feel accepted by you personally will want to do business with you.
- 3. Offer approval.** Give praise and approval to people for practically anything they do. Coworkers will gravitate toward you and you'll be welcome wherever you go.

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“Time Is The One Resource That Doesn’t Expand!”

Tick, Tick, Tick

Thinking Successfully™

by Eric A. Sohn

Is the demand for your products outstripping the supply? Well, you can always hire more staff. Do you want to purchase capital equipment or expand your office...if only you had some money? Bankers will probably fall all over themselves trying to extend you credit.

Are you working 20 hours a day, 7 days a week? Oops!

With apologies to Albert Einstein, time is the one resource that doesn't expand. Yet, the efficiency focus in small businesses is on cutting costs and headcount.

It's quite curious, really. Imagine what could happen if we could save 10% of a standard 7-hour workday. We'd have 42 more minutes available each day. What could we do with that? Well, we could do 11% more of what we already do in the same time, for starters. According to the book *Knock Your Socks Off Selling*, by Jeffrey Gitomer and Ron Zemke, the difference between an average sales person and the top 20% of sales people is, on average, 1/2 extra sales call per day. What could the time to put in that extra effort mean for our bottom line?

Another possibility is, with that extra 1/2 day per week, we might be able to work on all those non-urgent initiatives we want to get to "someday." To paraphrase the old aphorism, it could let us work "on" our business more and "in" our business less. Building a bigger, more competitive business is supposed to be the goal, not merely keeping our heads above water.

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4. **Show your appreciation.** Make others feel more valuable and important by acknowledging their actions and presence graciously.
5. **Admire the achievements of others.** Avoid jealousy and make admiration your goal.
6. **Be straightforward.** Disagree or agree with others when appropriate. Be frank with your opinions and avoid gossip. People will feel comfortable in your presence when they know where you stand and what you genuinely believe.
7. **Give loads of attention to others.** You can pay anyone a great compliment simply by focusing your attention on them. Nothing can make a human being feel more special than to be seen and heard.

Adapted from *Advanced Selling Strategies*, by Brian Tracy (Simon & Schuster)

Supervisors – Managers - Leaders

Include Learners In Training And Development Planning

The learner will get the most out of the plan if he or she feels strong ownership in the plan. Ownership comes from taking part in developing the plan. Also, professional development rarely includes only gaining knowledge and skills about a job role. Professional development often includes self-development as well, e.g., admitting one's limits and capabilities. Learners are often the best experts at realizing their own needs for self-development. Therefore, learners should be involved as much as possible in developing the plan.

"Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity."

- George S. Patton

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So, if we want to stop keeping up with the Joneses, and become the Joneses, we have to find better ways to spend our time.

We're not looking to cut corners that jeopardize our professional reputations – we're just trying to not waste time, the one thing we just can't get back.



So, how do we stop wasting time?

Well, there are lots of ways – it's going to take a number of these columns to go through some of the more common (and not so common) things we can do. Let's lay some groundwork before we plunge in to the details.

Here are some basic realizations about time that we need to make in order to be more efficient.

The first is that time really is money. If we look at the time that we waste on a regular basis in terms of what our time would be worth if we were using it to generate income, we can put a dollar figure on our inefficiency. If we could actually use that time productively, our bottom lines would look a lot healthier.

Next, not all work is created equal. If our activity produces revenue, then it's productive. Other work activities, even if they're not "wastes" of time, may still be "unproductive" if we could be doing something else that would have a more direct impact in our bank account.

Tying these first two ideas together leads us to another realization. Like I alluded to at the start of this column, we can usually get more money and staff. It may be a good idea to trade money for time, if the costs of having someone else do our "unproductive" work is less than the cost of doing it ourselves.

Fourthly, time is not like a box of crayons, it's more like a box of chocolates. Each block is a different size, and there's always some sort of gap between tasks. Learning to use those "spaces" represents a huge opportunity for us.

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Lastly, multitasking is evil. It saps our energies, wastes our time and lowers the general quality of the work we produce. Every time we switch tasks, whether it's switching between work activities or responding to instant messages, we spend a certain amount of time "cleaning up" the task we're temporarily abandoning. When we return to that task, we spend more time finding our place again. The ideas I'll share in future columns will help you multitask better, but the tradeoffs are always there; it's just a matter of degree.

One final note: Another thing we can do with time saved is have a life. Three and one-half hours is dinner and a movie. It's a baseball game with the kids. If I played golf, I could even tell you how many holes that represents. When our business runs on Internet time, would it be nice to slow down and recharge just a little more?

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Power Words

Temerity (tuh MER uh tee) n. - boldness; recklessness; audacity

Example: Our waiter at the restaurant had the temerity to tell me he thought my table manners were atrocious.

Verbose (vur BOHS) adj. - using too many words;
not succinct; circumlocutory

Example: Someone who is verbose uses too many words when fewer words would suffice.



ONE MINUTE IDEAS

Look for Privacy Policies

If a web site asks you for personal information, like mailing address, E-mail address, etc. be sure to look for a privacy policy on the site that explains what they will or will not do with your information. Privacy concerns are somewhat over-hyped in the media, but it's a good idea to know who you're giving your information to, and what will be done with it.

Lurking on Discussion Forums & Newsgroups

There are a great many discussion forums and newsgroups where you can participate in a wide variety of discussions about every topic imaginable. While it's tempting to jump right into the conversation, it's best to sit back and read for a while (this is called "lurking") to get an idea of what is acceptable decorum in that forum, and who the knowledgeable posters are. Doing this before your first post should help you participate with greater acceptance by the group as a whole.



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On The Lighter Side

The Boss Moral

A Sales rep, an Administration clerk and their Manager are walking to lunch when they find an antique oil lamp. They rub it and a Genie comes out in a puff of smoke. The Genie says, "I usually only grant three wishes, so I'll give each of you just one."

"Me first! Me first!" says the admin clerk. "I want to be in the Bahamas, driving a speedboat, with out a care in the world." Poof! She's gone.

In astonishment, "Me next! Me next!" says the sales rep. "I want to be in Hawaii, relaxing on the beach with my personal masseuse, an endless supply of pina coladas and the love of my life." Poof! He's gone.

"OK, you're up," the Genie says to the manager. The manager says, "I want those two back in the office after lunch."



Moral of the story: Always let your boss have the first say.

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MAXIMIZING HUMAN TALENT

