

JUICY WORK NEWS

Updates from The Learning Advantage

November 2017



Friend,

Mobley's Musings

I notice how much I have learned to adapt and sometimes tolerate things rather than find another solution. I'm reminded of the story of the boiled frog. If you have a boiling pot of water and drop a frog in, it jumps out immediately. But, if you put a frog in a pot of warm water and gradually increase the temperature, it adjusts to the higher heat and dies. We may not realize when we are about to boil to death.

People talking loudly, babies crying and airplane noise are distractions that I had grudgingly learned to accept. And then I got noise reducing headphones and I play my beach sounds on my iPhone through them - ah, peace and quiet. What took me so long??!!!

I ask clients what they are tolerating and they usually can list several things – poor employee performance, unrealistic deadlines, too much work, not enough resources, etc. Once they speak what has been bothering them, they realize that they have options. They can have performance conversations with employees who aren't performing and/or get them help. They can push back on deadlines (sometimes) or reprioritize other things so the deadlines are more realistic. And, they can ask for help. It doesn't mean they will get it, but if they don't ask, they surely won't get help.

So take a few minutes to think about what you are tolerating – there



BE YOUR BEST BRAND

Whether you're actively cultivating it or not, you have a personal brand. You and your work create an impression that colleagues and clients factor in to how they interact with you. If you are unaware of how you are perceived, ask colleagues to describe your brand. Would they offer words like trustworthy, creative, funny or positive? Might they also mention a tendency to procrastinate, argue or promote unrealistic expectations?

Learn:

- How to build your best brand
- What is your essence?
- Promote your brand

may be relief at hand. And remember, misery is optional.

Sandy



Sandy Mobley

Ask Sandy

Some clients complain about how often they run from one meeting to the next without time to reflect, prepare, or even go to the bathroom. They don't recognize that the cost of not pausing can be poor relationships, bad perceptions about their competence and missing the opportunity to have meaningful impact in their meetings.

When coaching, I ask my clients to reflect on their meetings and interactions with staff, bosses and colleagues. They always have some insights. By considering what went well, they are able to be more

intentional about putting those 'best practices' into their work style. And, in the cases where things didn't go as expected, the reflection time allows them to re-direct their behavior going forward.

Using this process with a client I will call Tom, he recognized that he was spending a lot of time re-writing his direct reports' work. After reflecting, he realized his time would be better spent helping them think through their reports. That way they learned how to think about the reports and what would make them stronger rather than being dependent on his feedback. This allowed him to raise his game on his own job. A year later he was promoted and has a much larger staff. Had he not changed his style, he might not have gotten promoted or would be overwhelmed trying to manage with his old style.

Another client I will call Pamela works for a national bank. Except for customer service, the bank shuts down between Christmas and New Year's. She had two full weeks off to enjoy the holidays, relax and re-charge. Different from going on vacation when everyone else is working, Pamela's colleagues were also off so she wasn't getting email requests during the break, nor worried about deliverables due while she was out. Pamela has always been a technical expert and a high performer who loves to solve the most complex problems. Our coaching sessions had been around inspiring and motivating staff in ways other than technical leadership. During the break she read two leadership books and came back thinking strategically and

Read more.



Upcoming Events

Webinar

December 7, 2017

12 p.m. - 1 p.m.

“Unhappy at Work? Change Your Job or Change Yourself?”

For more info, email:

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with a greater focus on developing staff.

She asked me to lead a staff retreat where we focused on building the team and recognizing each other's strengths and how to leverage them. We defined strategic issues for the coming year and what success would look like. The team left the retreat focused, engaged and more committed to working together.

You may say, "I don't have time to pause." For career success, you can't afford not to. Just like we do preventative maintenance on our cars, homes, etc., the pause provides time to listen to ourselves and learn. This way we avoid a breakdown. So now, what's your excuse?

Learning for Leaders – Build in preparation and reflection time by holding 45-minute meetings instead of 60 minutes.

Coaches Corner – Help clients find ways to build in reflection time. Don't buy their stories that they don't have time.

If you have questions you'd like Sandy to address in future newsletters, email them to sandy@learningadvantageinc.com

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