

JUICY WORK NEWS

Updates from The Learning Advantage

February 2020



THE Learning Advantage

Mobley's Musings: I want it now!

These days, when I want something, I find myself expecting almost instant gratification, and I'm sure I'm not the only one. We have fast shipping, fast food, fast Internet—until we don't. Then suddenly we have to re-set expectations, as if we've been thrown back to the Stone Age without Alexa or Netflix.

Quick shipping, in particular, has made me less planful and more impatient. When I know I can get something the next day, I don't bother to make a list or plan ahead to stock up. I just wait until I run out. Of course, if delivery is delayed, I'm livid, especially if I have to go to an actual store to buy what I need.

If you're like me, you've probably caught the same "want it now" disease and it may be affecting your behavior in other areas. Do you become impatient when a repair person can't come the next day? Do you set unrealistic expectations for others when you didn't let them know ahead of time that you needed something? Perhaps if we permitted ourselves a little more time to plan we'd feel less stressed, no longer chained to the immediate and better able to be present. We might even be more pleasant to work and live with.

Sandy



Ask Sandy

How to receive positive feedback

In conducting a recent workshop on giving and receiving feedback, I suggested that a proper response to a compliment is, "Thank you." Some people, mostly women, felt the need to diminish the compliment. If someone said they looked especially well dressed they might say, "This was the only clean dress in my closet." If they thought of feedback as a gift, they had just stomped on the feedback

giver's gift.

Others said they felt the need to reciprocate and compliment the feedback giver. This is tantamount to not acknowledging the gift and rushing to give one.

Another participant felt that just saying thank you showed you were full of yourself and she was taught to be humble. If someone compliments you on your presentation skills, you can add to the thank you, "I have been working on being a better presenter. Thank you for noticing."

Positive feedback reinforces good behavior. It builds strong relationships among coworkers by noticing when things are going right. And when your leaders provide positive feedback they are helping you know what to continue to do to be effective in your job.

Learning for Leaders: Help staff take in positive feedback and not dismiss it.

Coaches Corner: Give your clients compliments and notice how they receive it. If necessary, help them accept positive feedback positively.

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



Getting the Ground Truth:

How leaders learn what's really going on
By Richard Fogelson and Sandy Mobley

The daunting pace of change continues to disrupt organizations in all sectors. Fast-moving technical and cultural trends, new approaches to data and relentless market shifts can surprise even the most well-read and networked leader. But within every organization, there is a powerful and often untapped resource that can help leaders see around corners: their employees. This is not a new concept but one that is increasingly hard to access as organizations grow more complex.

Nearly Forty Years of Wandering Around

In their 1982 book *In Search of Excellence*, Tom Peters and Robert Waterman, Jr., popularized the notion of Management by Wandering Around, the practice of randomly visiting employees to sound them out about working conditions, their understanding of corporate strategy, and what suggestions they have for improvements. Proponents of MBWA recognized that employees function like an early warning system, spotting problems and shifts in markets that leadership may be too busy to see. They are close to the raw data of the business—how well operations are flowing, where departmental siloes are causing problems, whether production goals are being met safely.

They may also have extensive networks that give them insights into what competitors are doing. Their knowledge of market changes and potential opportunities can offer first-mover advantages.

Today, however, getting to "ground truth" can be difficult—or worse, deceptively easy but likely inaccurate. Business processes are more numerous, demands on employee's time more burdensome, and incentives to volunteer feedback diminished. Thus in many organizations, by the time insights from staff are collected, analyzed, and filtered to leadership, they're about as useful as a four-week-old stock tip.

[Read More](#)



WWW.LEARNINGADVANTAGEINC.COM

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove™

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

7200 Michael Place
Falls Church, VA | 22046 US

This email was sent to .

To continue receiving our emails, add us to your address book.

[Subscribe](#) to our email list.