

The Communications Doctor



GOAL-SETTING SUCCESS: HOW TO GET YOUR GOALS

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The doctor's diagnosis is IN: Good communication is contagious!

Susanne Gaddis, PhD, CSP, and CEO of The Communications Doctor recognizes there is an epidemic of unhealthy interactions in today's society. The good news is – she shares prescriptions – easy and engaging tips and techniques that help foster a climate for positive, diplomatic and motivational communications. As a communications professor, Certified Professional Speaker (CSP), author and member of the National Speaker's Association, Susanne Gaddis, PhD, has taught the art of successful communication since 1989. A recognized interpersonal communications expert, Susanne has appeared on nationally syndicated radio, TV and video programming and has authored articles appearing in: *The Journal of Training and Development*, *The Whole American Nurse*, *Shape Magazine*, *The Handbook of Public Relations*, *Corporate Meeting Planner*, and on *Entrepreneur.com*. Current clients, benefiting from Susanne's action-focused, solution-oriented tips, and techniques include NASA Johnson Space Center, The American Nurses Association, Oracle, SAS, Blue Cross & Blue Shield, and Bayer Corporation. For additional information on Dr. Gaddis or to subscribe to receive her FREE newsletter, call 919-933-3237, e-mail: gaddis@communicationsdoctor.com or visit: www.CommunicationsDoctor.com, Twitter: @TheCommDoctor Facebook: CommunicationsDoctor

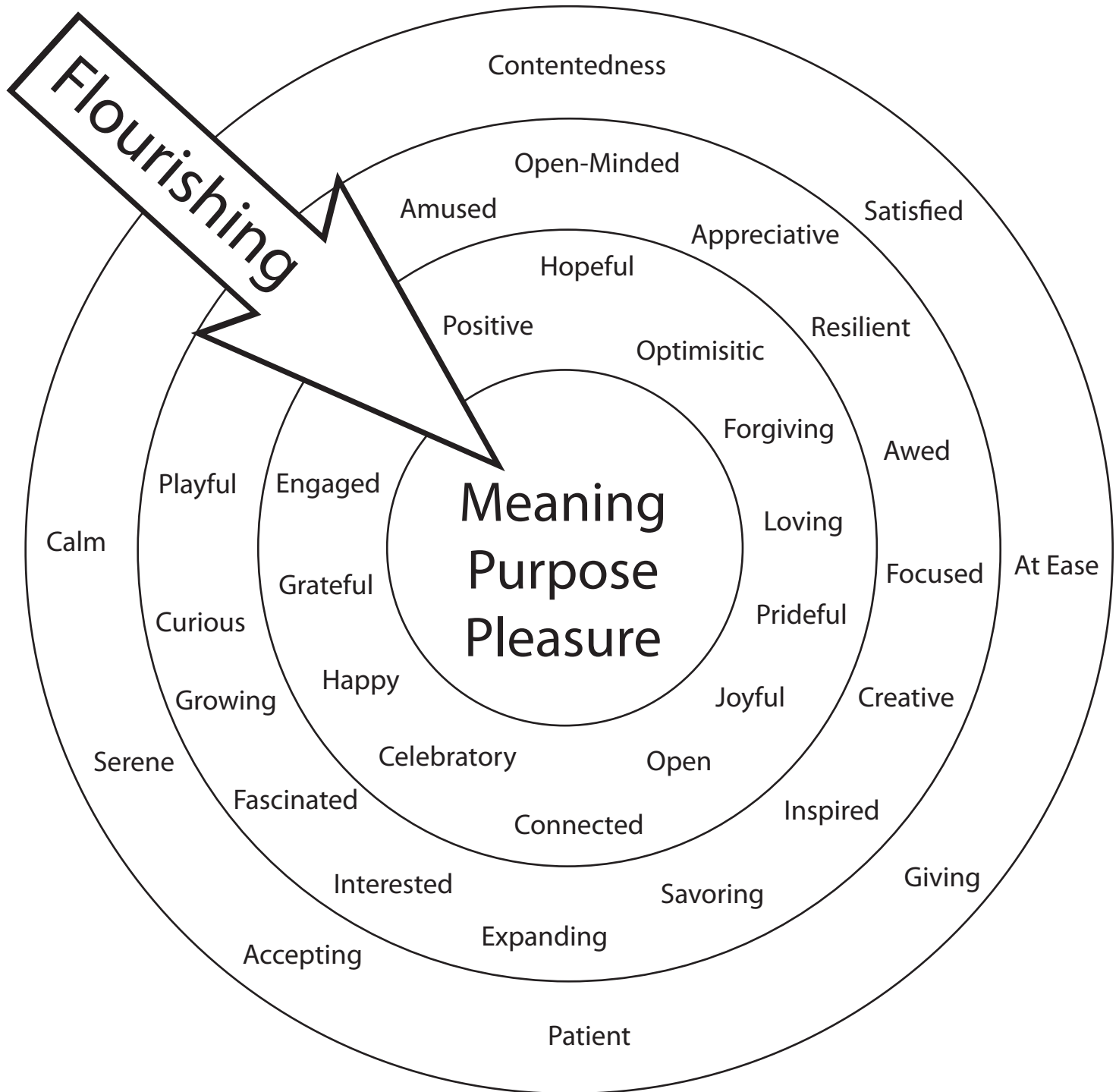
“Keepers”



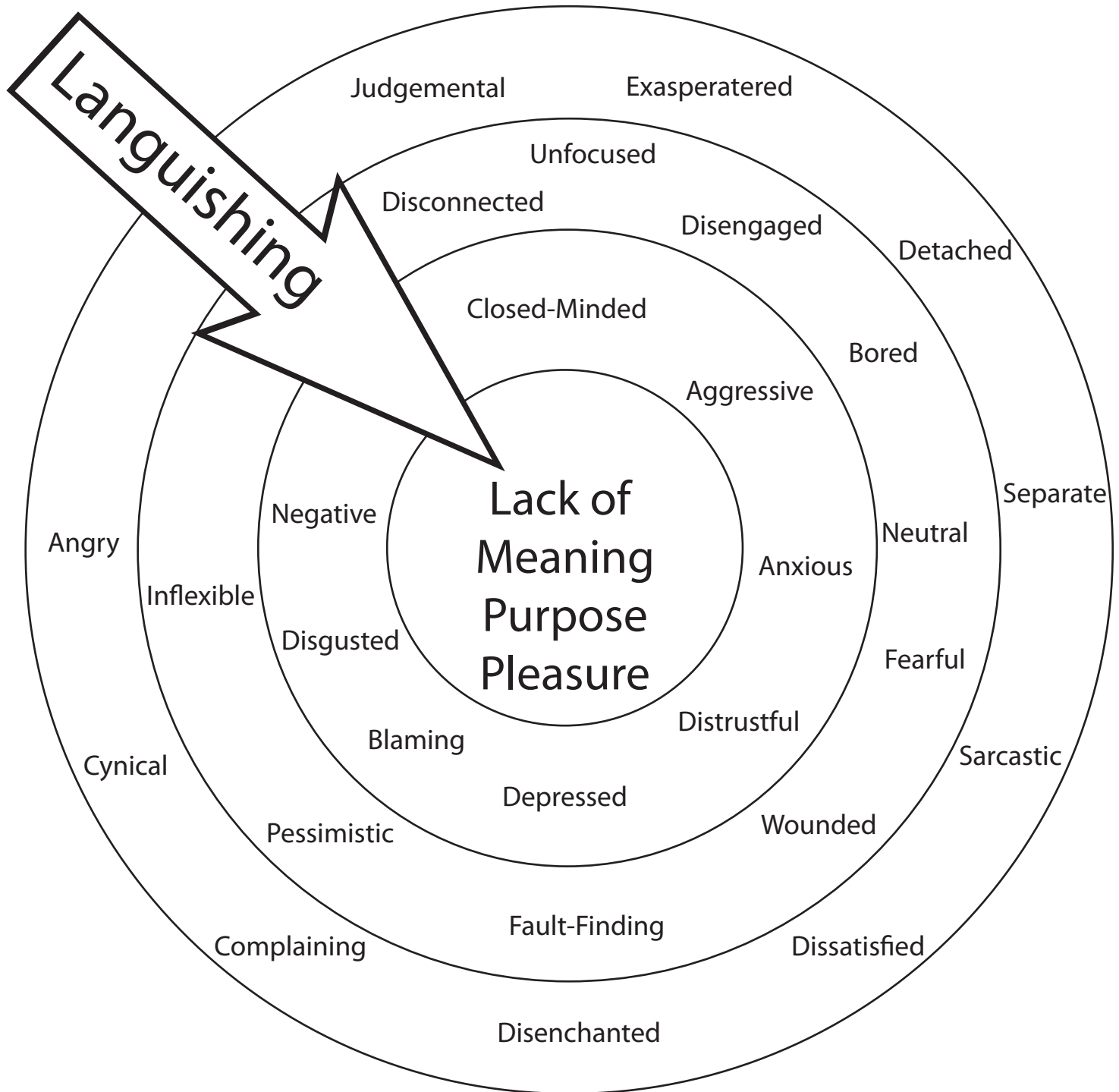
Jeepers, Creepers, Where'd you get those “Keepers’

Handwriting practice lines consisting of ten sets of three horizontal lines each. Each set begins with a small circle containing a vertical line, serving as a starting point for the letter 'J'.

What are you aiming for?



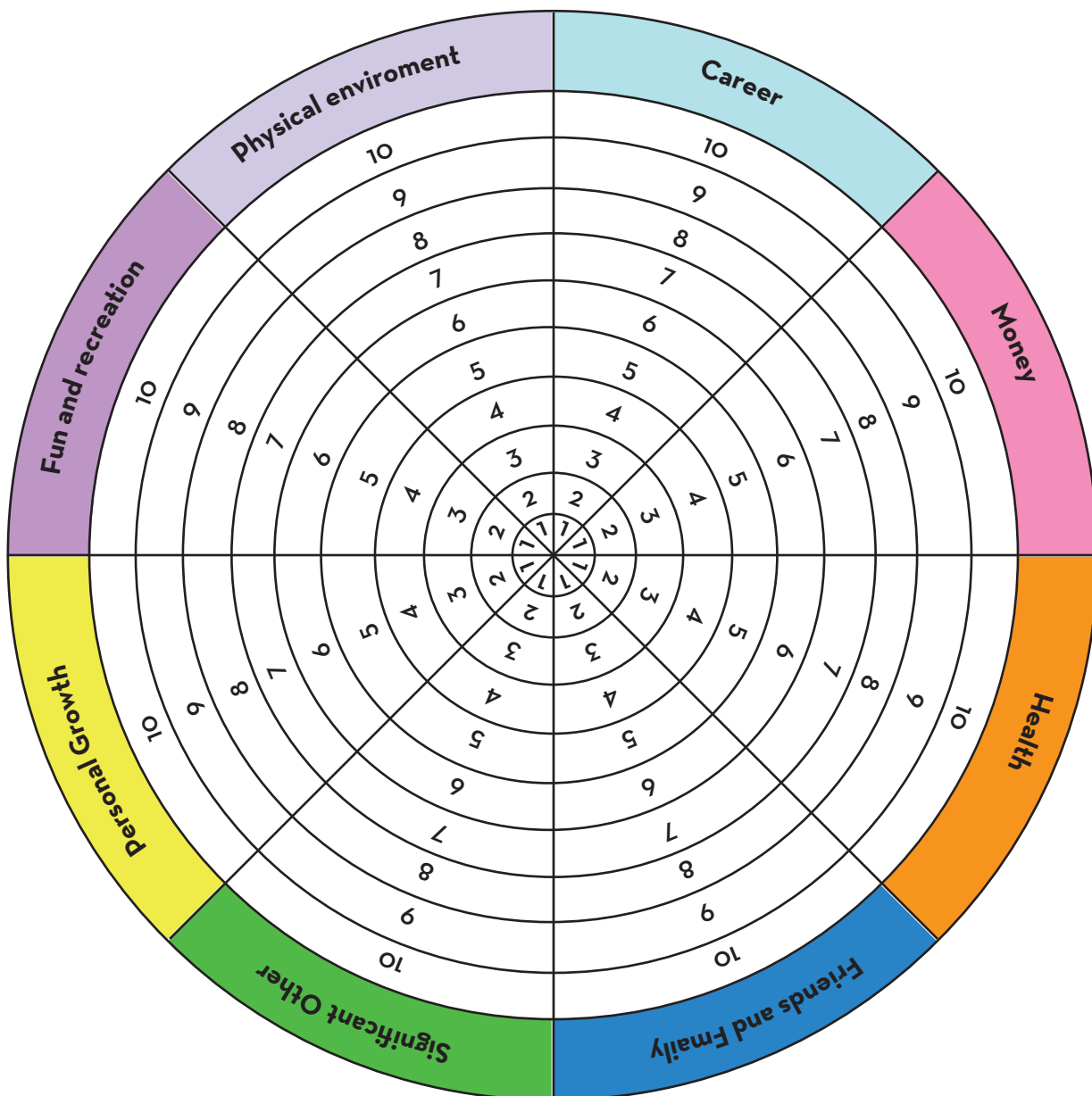
What are you aiming for?



The Wheel of Life

Directions: This wheel contains eight sections that, together, represent one way of describing a whole life. This exercise measures your level of satisfaction in these areas on the day you work through this exercise. Taking the center of the wheel as 0 and the outer edge as an ideal 10, rank your level of satisfaction with each life area by drawing a straight or curved line to create a new outer edge. The new perimeter represents your Wheel of Life. How bumpy would the ride be if this were a real wheel?

This tool allows you look look at areas where you want to improve your level of satisfaction and think about what you might do to accomplish that.



Gap Analysis Model

A. Current Situation
Where are we now?

B. Goal
Where do we want to be?
What is the ideal situation?

C. Action Required
What needs to be done?

The SWOT Analysis Overview



A SWOT Analysis asks you to analyze where you are now, where you want to be, and then make an action plan to get there.

S = Strengths

W = Weaknesses

O = Opportunities

T = Threats

Strengths GOOD NOW Maintain, build, leverage	Weaknesses BAD NOW Remedy, Stop
Opportunities GOOD FUTURE Priorities, optimize	Threats BAD FUTURE Opposition

In summary;

- Strengths need to be maintained, built upon or leveraged.
- Weaknesses need to be remedied or stopped.
- Opportunities need to be prioritized and optimized.
- Threats need to be countered or minimized.



A useful way of making goals more powerful is to use the SMART mnemonic. While there are plenty of variants (some of which we've included in parenthesis), SMART stands for:

- S - Specific (or Significant).
- M - Measurable (or Meaningful).
- A - Attainable (or Action-Oriented).
- R - Relevant (or Rewarding).
- T - Time-bound (or Trackable).

If-Then Planning Exercise

Below please write one goal that is important to you.

Now challenge yourself by writing 5 if/then statements to help you achieve your goal.

If _____, then

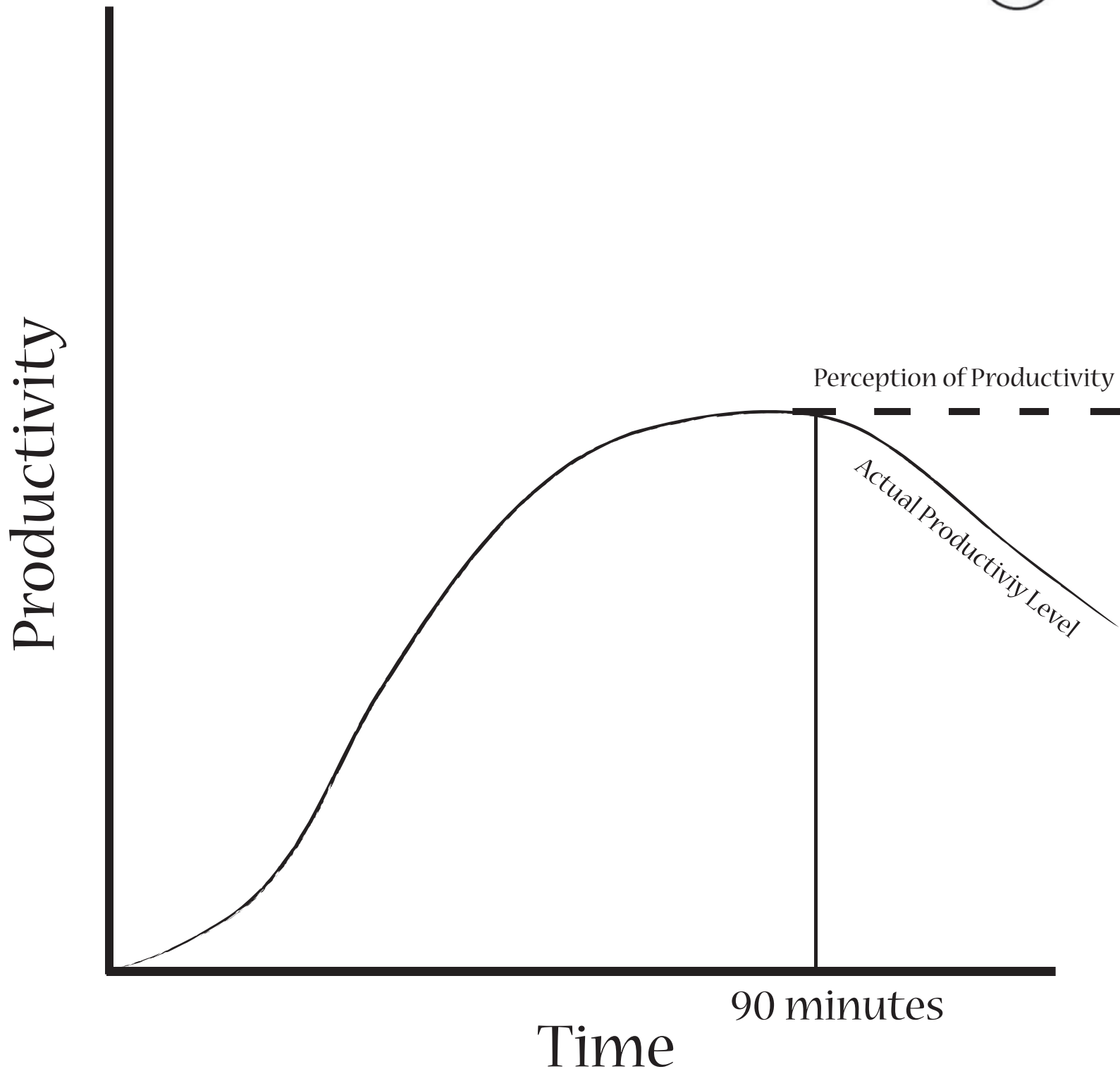
If _____, then

If _____, then

If _____, then

If _____, then

Productivity over time



Loehr, Jim, and Tony Schwartz. *The Power of Full Engagement*.
New York, NY: Free P, 2003. Print.

How to Beat Procrastination in the Digital Age:

6 Change Programs for 6 Personality Styles

Dr. Linda Sapadin

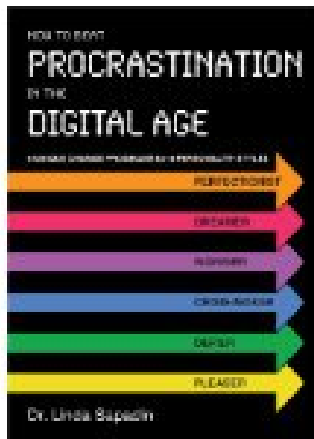
www.SixStylesofProcrastination.com

The Perfectionist Procrastinator...But I want it to be perfect!

- Do I have difficulty starting or completing tasks because my standards are too high?
- Am I reluctant to delegate tasks or work with others unless they do things my way?
- Do I get preoccupied with details, rules or schedules that others don't care about?

The Dreamer Procrastinator...But I hate dealing with all those bothersome details!

- Do I think a lot about what I'd like to accomplish but rarely get projects off the ground?
- Do I wait for opportunities to drop into my lap rather than take an active "go-get-'em" approach?
- Do I long to be able to go from "A" to "Z" without having to deal with all the stuff in between?



The Worrier Procrastinator...But I'm afraid to make a change!

- Do I hesitate to leave my comfort zone, avoiding situations that cause stress or anxiety?
- Do I paralyze myself before starting work on a project, wondering about "what ifs"?
- Do I maximize the difficulty of tasks while minimizing my ability to deal with them?

The Crisis-Maker Procrastinator...But I only get motivated at the last minute!

- Do I ignore important tasks, then, at the last minute work

frantically to get them done?

- Do I believe I can only get motivated when I'm under pressure?
- Do I enjoy – or pride myself on – a lifestyle of taking risks or living on the edge?

The Pleaser (Overdoer) Procrastinator...But I have so much to do!

- Do I have difficulty saying "No" to people who ask for help but feel resentful later on?
- Do I often complain about being too busy or having too much to do?
- Does my attention easily get diverted from what I'm doing to satisfy others' needs?

The Defier Procrastinator...But why should I do it?

- Do I become irritable or argumentative when asked to do something I don't want to do?
- Do I feel that others make unreasonable demands on me?
- Do I avoid obligations by claiming that I've forgotten them or that they're not important?



How to Beat Procrastination in the Digital Age

Dr. Linda Sapadin

Available at Amazon in print and digital form

<http://tinyurl.com/cgpqrdw>

Here's a brief description of each style and its hallmark "BUT" rationalization..

1. The Perfectionist: "... BUT it's not perfect!"

As a perfectionist, you may find it difficult to begin - or complete - a task because you don't want to do anything less than a perfect job. You may worry about failing the high expectations that you believe (rightly or wrongly) others have of you or you are intimidated by your own impossibly high standards. Once you've started a task, you may expend far more time and energy on it than is needed. Overworking, paradoxically, is an unrecognized form of procrastination. Though you may not drag your heels on doing the work, you do have trouble completing the work.

2. The Dreamer: "... BUT I hate all those bothersome details!"

As a dreamer, you often have creative ideas but fall short on making them a reality. You may be adept at hatching - and then championing - big plans, but turning these plans into full blown realities is another matter. Tough challenges quickly provoke resistance. "That's hard to do" becomes "It's too tough to do." Soaring thinking but no ground level doing is a prescription for failure and frustration.

3. The Worrier: "... BUT I'm afraid to make a change!"

As a worrier, you hate to leave your familiar comfort zone. You proceed through life with caution, worrying about the unknown and about 'what might happen'. You often

maximize a problem you face while minimizing your ability to cope with whatever comes your way. When faced with change, you become increasingly anxious. Hence, you like things to stay the way they are. It's often difficult for you to make decisions and to trust the decisions you do make.

4. The Crisis-Maker: "... BUT I can't get motivated till the last minute!"

As a crisis-maker, you crave living on the edge. Addicted to the rush of high emotion, imminent danger, and emergency activity, you secretly love pulling things off at the final moment. For you, a last minute crisis is a road to adventure and possibly a pathway to prove yourself a hero. Yet despite the marathon last minute rush, you know your end result is not as outstanding as it could have been.

5. The Defier: "... BUT why should I have to do it?"

As a defier, you may be either openly rebellious or passive-aggressive. If you have an openly rebellious style, you defy authority by giving little importance to what is expected of you. By procrastinating, you set your own idiosyncratic time schedule - one that nobody else can control. As a passive-aggressive procrastinator, you are not so blatant or smug about your defiance. You simply say you'll do things, but don't. Whichever type of defier you are, you see routine tasks as impositions on your time rather than as obligations that need to get done.

6. The Pleaser (Overdoer): "... BUT I have so much to do!"

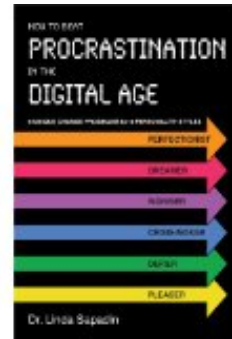
As a pleaser, it's not easy for you to say "no" to others. Hence, procrastination becomes your indirect way of saying "no". You haven't yet mastered the art of creating priorities and setting limits. Hence, you end up with way too much to do. As you attempt to accomplish it all, you become a prime candidate for early burnout.



Changing Procrastination Patterns

Adapted from
How to Beat Procrastination in the Digital Age
by Dr. Linda Sapadin

www.SixStylesofProcrastination.com



The Perfectionist Procrastinator...But I want it to be perfect!

- Strive for **excellence**, not perfection; avoid **all or nothing** thinking.
- Change your “shoulds” to “**coulds**”.
- Set **time limits** for yourself to **complete** tasks.

The Dreamer Procrastinator...But I hate dealing with all those bothersome details!

- Differentiate between **dreams** (ideas) and **goals** (what you’re willing to work toward).
- Empower yourself by changing “try to” to “**will**”; “someday” to a **specific date**.
- Use a **time line** for each project you have committed to do.

The Worrier Procrastinator...But I’m afraid to make a change!

- **Avoid** maximizing the difficulty of tasks & **undermining your ability** to do them.
- Change “**I can’t** _____” to “**I can’t** _____ **but one thing I can do is**_____.”
- Break down large intimidating projects into **smaller, easier-to-do tasks**.

The Crisis-Maker Procrastinator...But I only get motivated at the last minute!

- Know that you may not feel motivated to do a task until **after** you get involved in it.
- Use **more “thinking”** words, fewer “feeling” and highly dramatic words.
- Create **personal motivators** to change a boring task into a more interesting one.

The Defier (Passive-Aggressive)Procrastinator...But why should I do it?

- Think of **multiple response options**, not just comply, defy, or passive-aggressive.
- **Mean what you say** and say what you mean.
- **Act with your team** rather than *reacting against* your team.

The Pleaser (Overdoer) Procrastinator...But I have so much to do!

- Consciously **create priorities**, giving importance to your needs as well as others.
- **Learn many ways to say “no”**, from polite and gracious to blunt and curt.
- Avoid burnout by **creating time for “want tos”** in addition to “have tos”.

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go to www.PsychWisdom.com/subscribe.php

How to Ask For Help and Increase Your Odds of Getting It

By Susanne Gaddis, PhD
The Communications Doctor

Whether you are a new or seasoned professional knowing when, how, and who to ask for help can prove to be extremely beneficial.

By learning how to ask for help and enlisting the support of others, you and your organization will see an increase in motivation and productivity. By mastering the skill of asking for help you will see an increase in your self-esteem, and self-confidence.

Asking for help is beneficial:

You save time. When you ask for help, a natural synergy is created. So why spend precious time spinning your wheels trying to come up with a solution on your own? By asking for help, you can reduce the amount of time needed to complete any task.

Tasks are more enjoyable. With the support of others, tasks will seem less tedious and more enjoyable. This is especially true when you receive help with mundane tasks such as filling out paperwork, sorting, collating, filing, etc.

You save money. When you know you need help and you ask for it, you can often avoid costly mistakes; thereby saving you and your organization money.

You save your sanity. When you need help and don't ask for it, you're likely to experience stress and frustration. Therefore, by reaching out and asking for assistance early on, you can reduce unnecessary aggravation. Rather than thinking that good things happen to those who wait, identifying what you need early on, and then asking for it will save your sanity.

You avoid procrastination. By asking for help, you can spark the enthusiasm needed to get started or continue working towards a specific goal. With help, you're likely to find yourself being more accountable to yourself and others. After all, knowing that you'll need to keep your part of a bargain keeps you on task and on time.

It can be very motivating to know that others are contributing toward a project.

You avoid being viewed as a martyr. If you're a person who always handles everything on your own without ever enlisting the support of others, BEWARE! This may have a negative impact on how you are viewed. Research has shown that co-workers value collaboration and teamwork. Therefore, by asking for help, you will be viewed as less of a solo act and more of a team player.

You empower others. People get a big boost to their self-esteem and self-confidence when they know they are able to help. This is because they are able to use their strengths, talents, knowledge, and abilities to help others. Asking for someone's help can be a big morale boost.

Additionally, when people are not given enough responsibility in an organization, they begin to question their value and whether or not they are needed at all.

You develop future leaders. Imagine if you were never given the opportunity to apply your knowledge, strengths and abilities. Where would you be professionally? The answer: exactly where you started. Typically, people won't progress in their profession unless they are given opportunities to advance. By asking others to take on new challenges and then coach and mentor them to success, you will allow them to develop the knowledge and skills necessary to become the leaders of tomorrow.

DIRECT VS. INDIRECT ASKING

Depending on the situation, there are two ways you can ask for help: directly or indirectly. A direct approach is best when:

- 1) You know exactly what you want and need.
- 2) You're short on time.

DIRECT WAYS TO ASK FOR HELP

When using a direct approach use phrases such as:

I need for you to help me with...

I'd like to get your input on . . .

It would really help me/the team, if you would . . .

Here's what I need for you to do . . .

I'd like for you to do the following . . .

Please show me how to . . .

INDIRECT ASKING

An indirect approach is best used with individuals who have a solid understanding of what needs to be done. Using an indirect approach gives the person being asked for help the opportunity to give input regarding how they can best contribute.

An indirect approach is best when you want to promote collaboration and teamwork.

INDIRECT WAYS TO ASK FOR HELP

When using an indirect approach consider using the following phrases:

How do you think you could help me with . . .

So what aspect of this would you like to handle?

What ideas do you have with regard to?

What contribution would you like to make . . .

Based upon your experience, how does this all fit together and what part of this would you like to take on?

PHRASES TO LOSE WHEN ASKING FOR HELP . . .

If you really want someone's help, it's best to avoid the following phrases:

"If it's not too much of an imposition, could you . . ."

"I'm having trouble with _____, could you . . .

I really hate to bother you, but . . .

I was just wondering, could you . . .

Since you're not doing anything right now, could you . . .

I don't have time to . . .

Could you just do this for me . . .

LET OTHERS KNOW WHAT YOUR CONTRIBUTIONS ARE

People often resist helping you if they think that you are passing off your own responsibilities to them. Therefore, you can increase the likelihood that others will cooperate by informing them of how you will be spending your time.

For example:

- While I'm completing this report, I need for you to call the main office to see whether or not the forms have arrived.

Or

- During the next half hour while I'm in the meeting, I need for you to keep an eye on the phones. Should John Smith call, please come and get me.

ESTABLISH A TIME LINE

No one likes it when he or she is given something to do at the last minute. Therefore, when asking for help, it's best to ask early – giving ample time for the task to be completed.

It's also best to establish a timeline.

For example:

- By the end of the week we need to notify all of the local schools about the internship and job opportunities we'll have this summer. By the middle of the week I'd like for you to have an updated list of all of the local school's addresses and phone numbers.

THANKS FOR THE HELP!

There's nothing worse than helping someone and not being acknowledged for it. So, make it a rule to recognize the contributions of others by saying, "Thanks!"

When offering praise, consider using all three of the following steps:

1. Say thank you.
2. Tell them specifically what they did to help you. Here, include the specific behaviors that made a positive difference for you.
3. Tell them how their help impacted you, the team, the organization, etc.

For example:

- Thank you so much for tracking down Earnest earlier. I really needed to know if he would be able to meet with us. Now that we know we can begin to plan the meeting.
- I really appreciate you staying late tonight. This will help us to get the report in by Friday. This will really make us look good.