



## Smart Strategies Solutions for Workplace Challenges

Issue #2  
April 2008

### Greetings!

In this issue is a follow up to Bill and Joe's story, another time management tip, and a beginning of our series on TEAM communication styles.

We had a great response to our first issue. Hope you like this one as well.

Send comments and questions to me at: [alan@krsol.com](mailto:alan@krsol.com) or call me at 518-895-2939. Thanks!!

A handwritten signature in blue ink that reads 'Alan'.

Alan Krieger



Alan Krieger  
President  
Krieger Solutions,  
LLC

## Supervisory Puzzler - Creative Solutions

### Was this the best approach?

(If you missed our March issue, or don't remember the story, check out our [archives](#))

Some of you were incensed that Joe was given so much accommodation. Your comments included: *"Joe should stop whining and put the time he complains back into his work."* *"I would love to raise a red flag when I have too much work!"* *"Joe should be sent for training to learn how to use today's technology."*

Others were more empathetic, agreeing that *"it can be very interruptive when one is deep in thought and the e-mails keep coming in the fax machine is ringing, the phone is ringing and people need attention yesterday"* (See the time management tip below for strategies to limit interruptions.) Some thought the approach in the story was on target: *"I think these are good*

### In This Issue

[Supervisory Puzzler - Was this the Best Approach?](#)

[Managing Interruptions - Time Management Tip](#)

[The Secret to Working Well with People](#)

*solutions. Joe will feel he is being listened to and that what he says is valued...and Bill should see Joe become a happier and more productive person."*

If you haven't guessed by now, I come down squarely on the side of flexible management. If we can accommodate our employees' needs AND get high production, that's the ideal! It requires more work and more risk for the supervisor, but the payoff in productivity and retention more than outweighs the cost. I don't endorse accommodating or ignoring employees who don't produce... More on that in a future issue.

If you want to weigh in on this, email me: [alan@krsol.com](mailto:alan@krsol.com)

## Time Management Tip

### Managing Interruptions

Last issue we talked about Sarah, a nurse who was constantly interrupted by patients' families asking for updates. Her approach addressed their needs in a way that minimized interruptions and still satisfied them.

In response to that, a reader commented: *"I waste so much time on phone, email, cell I get no work done during day."* Read on for some suggestions about handling these interruptions more efficiently...

Like Sarah, think about what's behind the interruptions. Can you head them off? Use the FASARS strategy (the Treckies among you - set your phasers to stun):

1. **F**ocus on - who and what is interrupting you.
2. **A**nalyze - why - what value are they providing.
3. **S**top those with little value to anyone.
4. **A**nticipate repeated ones to prevent them.
5. **R**edirect - if all else fails, try to delegate.
6. **S**tructure those that can't be stopped.

Some details on the last 3 categories:

**Anticipate** - find other ways to meet needs in place of interruptions (see Sarah's story in the [March issue](#))

**Redirect** - only delegate those you can't stop or prevent. The best is to delegate the task right back to the interrupter - teach them so they don't need to interrupt you.

**Structure** - create a system for communication that builds in scheduled interruptions - specific times when you'll be willing to answer questions and other times when you are not available so you can concentrate.

### ATTENTION CAPITAL DISTRICT READERS:

**Alan Krieger is offering a four session leadership training program in May and June. It's focused on non-profit agencies, but applies equally well to other sectors - it's about leading people.**

**There are still seats available. Let us know you're a subscriber and we'll honor the early bird discount even if you missed the cut off.**

For more information [check out the flyer.](#)

### About Krieger Solutions, LLC

We are a training and consulting company dedicated to helping people work together more effectively.

We offer training, leadership coaching, and meeting facilitation services.

Visit our website [www.kriegersolutions.com](http://www.kriegersolutions.com) to find out more about our

## Communication Quotes for the Day

*"The single biggest problem in communication is the illusion that it has taken place"*

- George Bernard Shaw

*"I know you think you understand what I said, but what you heard is not what I meant."*

Robert McCloskey, U.S. State Department spokesperson during the Vietnam War

## Secret to Working Well With People

If you haven't yet experienced the [TEAM model](#), check it out. It's a powerful, yet simple view into what makes people tick. Complete the free self-assessment and read the article to find out what it means.

As I reflect on conflicts and misunderstandings I've had, they almost always include a significant difference in TEAM styles. When I'm rested and focused I can "flex" and adapt my behavior to better connect with the other person. But when I'm busy or stressed, flexibility fades and conflict ensues.

I'm working with a team that's full of conflicts. One involves Cathy and Jane. Cathy is an A style person, always looking at details and frequently lost in thought. She misses much of the emotional content of conversations and her frequent questions are taken as criticism by Jane. Jane is an M style and likes to interact on a personal level and views Cathy's distance as a put down. Jane is frequently on edge around Cathy and one or the other gets frustrated and irritated.

After talking with them about the TEAM model, they were able to see how they inadvertently created conflicts and are now able to catch themselves when they start to get irritated. When they can back off a bit and reframe the conflict as a style difference, the irritation quickly fades.

programs and services.

or call Alan Krieger at 518-895-2939

or email us at: [info@krsol.com](mailto:info@krsol.com)

-

***Subscribe to this free Newsletter!***

To find out more about this newsletter and to subscribe click below:

**[SUBSCRIBE](#)**

-

**Quick Links**

**[Information about our Training Programs](#)**

**[Find out more about us](#)**

**[Send us feedback about this newsletter](#)**

**[Find out about our Capital District Spring 2008 Leadership Program](#)**

**[Check our newsletter archives](#)**

**Fun Facts**

It's spring time and scientists recently proven what we gardeners have always known.

Friendly bacteria in soil can cause your brain to produce serotonin, a hormone that reduces stress and alleviates depression. So you do feel better if you dig in the dirt!

Spring has finally arrived up here in the frozen north and I'm looking forward to getting outside and hanging out with those bacteria... not to mention all the flowers, and organic vegetables and fruits.

© 2008 Krieger Solutions, LLC. All rights reserved.

You may reprint any of these articles as long as you include the following in the reprint and send a copy to [alan@krsol.com](mailto:alan@krsol.com):

"Reprinted from Smart Strategies - Solutions to Workplace Challenges, a newsletter from Krieger Solutions, LLC. [www.kriegersolutions.com](http://www.kriegersolutions.com)"

Krieger Solutions, LLC | 5223 Scotch Ridge Road | Duaneburg | NY | 12056

Email Marketing by

