



Smart Strategies Solutions for Workplace Challenges

Issue #3
May 2008

Greetings!

Spring has finally arrived in the great Northeast! Hope you're enjoying the weather and connecting to those great bugs in the dirt (see [last issue](#)).

In the spirit of Spring, this issue has a piece on building a more positive work place. Also a couple of fun word facts, some humor, a quick time management tip and the second article on the TEAM model.

We have over 200 subscribers and have gotten lots of positive feedback about the first two issues. Hope you like this one as well.

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

Feel free to forward this to friends and colleagues using the forward button at the end.

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

Alan Krieger

Make it Positive!!



Alan Krieger
President
Krieger Solutions, LLC

In This Issue

Make it Positive!!...You can shape your workplace and your work life.

Time Management Tip...Learning how to say no

Something to Think About

The Secret to Working Well with People

Fun Word Facts...

You can shape your workplace and your work life.

"Laughter and tears are both responses to frustration and exhaustion. I, myself, prefer to laugh, since there is less cleaning up to do."-Kurt Vonnegut, Jr. (author)

Many people complain about unpleasant issues in the workplace - a tough boss, a difficult co-worker, too much work, and challenging customers.

They are often true, but as Kurt Vonnegut notes, complaining about them makes it worse! It focuses you on the negative, increases your sense of frustration, and does little to change the situation. "Venting" is helpful when you are really upset and need to let off some pressure, but complaining is rarely helpful.

Try this the next time a complaint bubbles to the surface. Think about a positive aspect of the person or situation (a tough boss usually has some, at least minor, redeeming value; too much work is a drag, but some of the work must be interesting or positive). Now think about ways you can maximize the positive.

If your tough boss is a good teacher, endeavor to learn more. If s/he is fair, focus on how good that feels. If s/he is a skilled S.O.B. see if you can learn good assertiveness skills by seeing the way s/he bulls through things, and then add on your considerate approach to merge them into healthy assertiveness. If there is nothing positive about your boss, does his/her nastiness create an esprit de corps with your colleagues? Can you build on that? (There's always a silver lining somewhere if you look hard enough.)

This works with others as well. The next time someone complains to you, acknowledge their negative feelings and then ask them if there is any good side to the situation. If they identify something, ask how they can emphasize that aspect.

If more people in the workplace focused on the positives at work, it would be a better workplace for all.

If you have an opinion on this or a positive story to share, [email me at alan@krsol.com](mailto:alan@krsol.com).

The strategy outlined above is very loosely based on a change management strategy called [Appreciative Inquiry](#).

Time Management Tip

ATTENTION CAPITAL DISTRICT READERS:

We had a good turnout at our three leadership training programs this month.

There's one more session on June 12 . Topics covered include:

Managing Change, Effective Delegation, Performance Eval. and Discipline.

There are a few seats left. The program is focused on supervisors in non-profit agencies, but applies equally well to other sectors - it's about leading people.

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 to find out more about our programs and services.

Learning how to say no.

This isn't usually a problem for the T style (see below - they have good assertiveness skills), but for others, it can be hard to say no when someone asks you for help. So here's how to do it nicely:

"I wish I could help you with that, but I'm really swamped right now.... however, I could:

- help you with that next week
- suggest that you talk to ___ who might be able to help you
- show you how to do it so you can do it yourself (or faster/easier)

Remember you have the same 168 hours in a week that everyone else has and you need time to get your work done and relax and recharge! Saying "yes" when you should say "no" doesn't do anyone a favor in the long run... you'll burn out, be grumpy or sick and won't be of use to your colleagues.

Something to Think About!

"We know that communication is a problem, but the company is not going to discuss it with the employees."

(attributed to switching supervisor, AT&T)

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 accompanying article to find out what it means.

For the rest of you - here's a quick look at an often misunderstood style - the T (Tells) style.

Here's a "T" in the making:

A Kindergarten teacher was observing her classroom of children while they were drawing. "What's this?" she asked a girl. The girl replied, "I'm drawing God." The teacher paused and said, "But no one knows what God looks like." Without hesitating, or looking up from her drawing, the girl replied, "They will in a minute."

T's like to work fast, talk in short bullets and be left alone to get their work done. From an E or M's view, a T is rude, arrogant, and mean. From an A's view, T's are sloppy workers, not doing thorough work. The poor T is just trying to crank out the work and stay out of others'

or call Alan Krieger at
518-895-2939

or email us at:
info@krsol.com

Subscribe to this free Newsletter!

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

[NEWSLETTER](#)

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 Word Facts

way!

So the next time you run into an impatient, curt person, don't assume they are arrogant or rude... they might be just trying to get their work done quickly. They may be highly task oriented and not aware of the impact of their behavior on others. (Or could they be truly rude... but check your perception carefully before reaching that conclusion.)

No word in the English language rhymes with month, orange, silver, and purple.

Clans of long ago that wanted to get rid of their unwanted people without killing them used to burn their houses down - hence the expression "to get fired."

© 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 me at alan@krsol.com:

"Reprinted from Smart Strategies - Solutions to Workplace Challenges, a newsletter from Krieger Solutions, LLC. www.kriegersolutions.com"

[Forward email](#)

✉ [SafeUnsubscribe®](#)

Email Marketing by



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