

The Quill

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PATRIOT BUSINESS COACHING CLARITY OF PURPOSE, SYNERGY OF GOALS

Stop Dragging Work Home with You

You'll find that your worklife and your homelife will be more productive and enjoyable if you can confine work to the office.

Here are some tips that will help:

- ✓ **Gripe about work for no more than 10 minutes.** If you've had a bad day, keep it from invading your evening at home. Set a timer if you have to. Return the favor by listening to the other person's gripes.
- ✓ **Tie up loose ends.** To keep your mind off work, write down any nagging, office-related matters as soon as possible after arriving at home. *Example:* "Remember to call Jones tomorrow before noon, re: contract renewal." Then forget about it until the next day.
- ✓ **Take 20 minutes to clear your mind.** Create some ritual that marks the transition from work to home. *Examples:* Take a walk, meditate, shoot baskets or read a section of the newspaper.



Source: *Manager's Edge*, as adapted from *Secrets of Executive Success*, Mark Golin, Mark Bricklin and David Diamond

INSIDE THIS ISSUE

Stop Dragging Work Home with You

Time Management Tips

One Minute Ideas

Developing Confidence

Leadership Lessons from the Ant

Optimism

Time Management Tips

Moving Paper

Paper...it comes in the mail, on the doorstep as news, in our "in" baskets. We buy magazines and books. We even find paper flying from our windshield wipers as we approach our cars in the parking lot.

One way to keep paper to a minimum is to do something with it the first time you handle it. If it's not important, throw it away right now. If it's something you need to give your attention to, put a note on it, and file it in one of your four organizing files: **Immediate, This Week, Next Week, or When I Have Time.** This way you'll be sure to take action on it later. If it is to be read and passed on, move it as quickly as possible.



Make it a habit to be systematic when going through your mail. Set aside a specific time to prioritize your mail. Touch each item only once before Delegating, Dumping, or putting it in the appropriate To Do file.

Make a decision on each piece of paper you handle. Throw things out immediately if you don't feel you have a need for them. Good examples are junk mail, catalogues, and advertising circulars. Even important papers such as meeting announcements can be tossed after you transfer the information to your daily planner and/or file system.

Source: *Time Strategies*, Resource Associates Corporation. Adapted with permission.

*When one door of happiness closes, another opens;
but often we look so long at the closed door that we
do not see the one which has been opened for us.*

~ Helen Keller



ONE MINUTE IDEAS

Be On The Lookout For Coaching Moments

Coaching isn't appropriate for every situation. Sometimes, staffers want to work on their own, uninterrupted by the boss.

To spot employees ready for coaching, pay attention to when things aren't going well or when they could use an extra hand on a tough project. That's when they'll be eager to work with you.

When To Meet

The best time to start a meeting is mid – to – late morning, when most staffers are at their best. Morning people are still energetic, and others are beginning to function effectively.

Also, the meeting is less likely to last longer than it should because lunch provides a natural stopping time.

It's all about quality of life and finding a happy balance between work and friends and family.
- Philip Greene



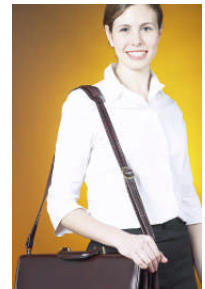
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Developing Confidence

Confidence is a critical ingredient to your growth and development. You develop self-confidence by creating success. Through your goals you can provide for frequent successes. Set short term goals in the beginning. Experience often the satisfaction of moving a “Short Term Goal” to the “Goal Accomplished” area of your daily planner or other tracking device. People who have well-defined goals in life develop confidence through achieving those goals. Thus, they are always better prepared to confront new situations, and achieve higher goals. As you achieve goals, and feel the satisfaction of achievement, your confidence in your abilities is enhanced as is your potential to achieve more and higher goals.

Lack of confidence also stems from our inability to visualize successfully doing whatever it is we want to do. Careful planning, specific action steps, and affirmations help you to clearly plan exactly how and why you can achieve your goals. It focuses your imagination on the positive rather than the negative.



Confidence is the key ingredient to any plan. It is part of the solution to every obstacle you have identified in your goal. Fortunately, confidence is a limitless resource; the more you use of it, the more there is to use. However, there is a price to be paid. To “use” confidence requires involvement: only through involvement (and consequent testing and confrontation) are boundaries pushed back and fears overcome. To take goal setting seriously guarantees that you will need to increase your confidence. To take goal setting seriously also guarantees that you will increase your confidence.

Reference source: Resource Associates Corporation, Supervisory Development Program. Copyright protected worldwide. Adapted by Sorrell Associates, LLC

Leadership Lessons from the Ant

(Proverbs 6:6-8)

Do you want to make a difference? Then pay attention to the metaphor of the ant. It's amazing that one of the smallest of God's creatures can become one of His greatest teachers. The lessons the ant teaches us can be summarized this way:



A – Attitude of Initiative: Ants don't need a commander to tell them to get started.

N – Nature of Integrity: Ants work faithfully and need no outside accountability to keep them doing right.

T – Thirst for Industry: Ants work hard and will replace their anthill when it gets ruined.

S – Source of Insight: Ants store provisions in the summer.

If we consider and learn from the ways of the ant, we can grow wise.

Individually, we are one drop. Together, we are an ocean.
~ Ryunosuke Satoro



Optimism: the Key to Living Longer & Happier



“Success is measured by your ability to maintain enthusiasm between failures.” - Sir Winston Churchill

Mahatma Gandhi, Thomas Edison, Helen Keller, and Christopher Reeves are just a few names that come to mind in a discussion about optimism and success.

People who are successful in life measure high on assessments of optimistic attitudes. It would be easy to presume they are optimistic because they are successful, but there is enough research to show that the optimism comes first.

Traditional wisdom puts forth the idea that to be successful, you must have two things:

1. Talent, aptitude or skill
2. Motivation

More recent research shows that a third element contributes strongly to success:

3. **Optimism**, particularly in the face of adversity
High scores for optimism are predictive of excellence in everything from sports to health, elections and sales. When Metropolitan Life used an assessment of optimistic attitude to select and hire salespeople, those scoring highest on the optimism scale outsold others in their first year by 27 percent.

Optimists are more resistant to infectious illness and are better at fending off chronic diseases of middle age. In a 1980 study of 96 men who had their first heart attack, 15 of the 16 most pessimistic men died of a second heart attack within eight years, but only five of the 16 most optimistic men died.

A Dynamic vs. a Passive Optimist

“Don’t ever become a pessimist; a pessimist is correct oftener than an optimist, but an optimist has more fun – and neither can stop the march of events.” - Robert A. Heinlein

On the surface, optimism may appear to be a simple case of “don’t worry, be happy.” However, an effective assessment will show that there are degrees of optimism. Not all kinds will move us forward in life.

Max More, Ph.D., has proposed two distinct kinds of optimists: those who are “dynamic” and those who are “passive.” Dynamic optimists have an active, empowering attitude which creates conditions for success by focusing and acting on possibilities and opportunities. Passive optimists simply tell themselves that all will work out just fine. They expect other people and organizations will solve the problems.

Dr. More proposes that effective optimism requires study, understanding and practice. A passive optimist, while more effective than a pessimist, sees no need to take action. They think positively but don’t know how to turn thoughts into actions. Those who are really dynamic in their optimism turn their thoughts into behaviors. They apply optimism in diverse ways to attain goals in career, finances, spirituality, health and leadership.

Optimism Can Be Learned

Pessimists, passive optimists and dynamic optimists all selectively focus their attention. Dynamic optimists interpret their experiences differently than other people. They also influence outcomes differently by translating effective thoughts into specific kinds of actions.

The differing ways in which optimists and pessimists focus their attention lead to noticing different things, experiencing different motivations, and taking different actions. The pessimist focuses on problems, pains, and pitfalls.

The passive optimist sees only what is encouraging and enjoyable, but blinds him- or herself to potential obstacles. This leads to missed opportunities or limited success.

Continued on page 4

Continued from Page 3- Optimism

The dynamic optimist dwells on the constructive and enjoyable while de-emphasizing pain, difficulty and frustration. Such a person can look at a frustrating event, fully accept its reality, and then choose to interpret the event in a way that leads to action, growth and mastery. They recognize dangers but have a wider vision open to solutions, possibilities and assisting forces.

When You Hit that Wall...

“For myself I am an optimist – It does not seem to be much use being anything else.” – Anonymous

Think about the times during the day at work that you are blocked and feel discouraged. What do you do when you hit that wall?

The optimistic individual perseveres. In the face of routine setbacks he or she persists. He or she keeps on going, particularly at the crucial juncture when the competition is also hitting the wall and starting to wilt. In the face of major failure, the optimist *persists*.

Optimism helps every time your work gets hard. It can make the difference between getting the job done well or poorly– or not at all. Even in non-competitive tasks, such as paper work or writing, an optimistic attitude can make the difference.

Procrastination is the result of not having an optimistic mindset to start and finish a task. But at the root of putting things off is the internal dialog when facing an unpleasant, routine or boring task. A pessimist thinks all sorts of negative thoughts when facing such tasks. The optimist thinks positive thoughts that actually encourage and energize.

Failure often does not stem from laziness, or from lack of talent or lack of imagination. It’s often simply ignorance of some very important tools not commonly taught in schools or in workshops.



Coaching for Optimism

When working with a coach, you can use the opportunity to work on developing the skills of optimism.

Here are three important tools for learning to cultivate an optimistic attitude:

1. **Become aware:** look at how you selectively focus on events.
2. **Examine your internal dialogue,** then change what you tell yourself.
3. **See negative events as opportunities** rather than problems.

“A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.”

- Sir Winston Churchill

Your coach can help you look at yourself in a way that can’t be done on your own.

Source: David Herdlinger; adapted with permission

Think About This

“If you do not wish a man to do a thing, you had better get him to talk about it; for the more men talk, the more likely they are to do nothing else.”

Thomas Carlyle

“You can’t build a reputation on what you’re going to do”

Henry Ford

“A good plan violently executed right now is far better than a perfect plan executed next week.”

George S. Patton

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- **Leadership**
- **Planning**
- **Team Building**