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June 2015
Volume 3 - Issue 6

Newsletter Highlights:

Reflection

Accelerating Organizational Effectiveness

Clearing the Fog



Contact Kathy

Welcome to the June 2015 edition of **Corporate Clarity® Insights** newsletter is dedicated to the friends, colleagues and clients of Katherine Hart and ClearVision Consulting. Within you will find sh pithy and easy-to-apply insights for how to boost your business an personal effectiveness. As always, your feedback and ideas for improvement are appreciated.

Reflection

My mother recently broke her arm. When it first happened, she ne a lot of help and support from a variety of caregivers. As the heal has progressed, her needs have begun to diminish. Recently she a "How do I get my caregivers to hear my voice and accommodate w my needs are right now?" When queried, she observed that everyo was so busy with the routine established when she was first hurt t they weren't recognizing that she is healing and can do more activ on her own. She still needs some help, but not to level it was a fe weeks ago. She continued, "I try to let them know my needs, but I are so focused on getting the job done some of them don't seem t hear or understand me. What do I do?" Has this ever happened to The project is moving quickly along, everyone is aligned with wha they are supposed to do, and then something changes (positively c negatively). Suddenly, everything is out of sync, you feel like your voice is lost in the swirl of progress, and what you have to say is f on deaf ears. The simple answer is that, akin to finding the pause button on the remote, you have to find the right person (or peopl that can support you to halt the progress long enough to share the change and communicate the new needs. In my mother's case, it v



Where will Kathy be in June?

Attending the [Children's Fairyland](#) gala fundraising event themed *A Cinderella Story* on Thursday, June 4

Attending the [Bay Area Society for Organizational Learning \(BASOL\)](#) event "Organizational Dynamics Constellation" at The Hub on Friday, June 5

Teaching two classes, one on coaching and the other on decision making, at the [ASSE Professional Development Conference](#) in Dallas, TX on Thursday-Friday, June 11 - 12

Attending the [OD Network](#) webinar on "Metacognition and You" presented by Matt Minahan on Thursday, June 18 at 9:00 am (PDT)

Attending the [San Francisco Symphony's](#) performance of *Beethoven's Fidelio* on Friday, June 26

Attending the *Oakland A's* game with *Oakland Rotary* on Sunday, June 28

If you are interested in attending Sam Kaner's *Organizational Diagnosis* course on July 13 - 17, contact the [Community at Work](#) offices by phone (415) 282-9876 or email frank@communityatwork.com for registration information.

New Opportunities to Connect with

her daughter talking with the care lead to re-evaluate her progress then communicate those needs to the caregiving team. Who is the person you need to influence to ensure your voice is heard?

Accelerating Organizational Effectiveness

Ensuring People Are Listened To Above the Noise: Leaders are in an unenviable position. They are bombarded with noise every day in form of requests and information from their boss, colleagues, direct reports, stakeholders, and a whole host of others. These requests come fast and furiously electronically, verbally, one-on-one, in group meetings, by phone, text, email, etc. Keeping on top of just receiving the information is one big juggling act. In the midst of this maelstrom how do you as a leader rise above the noise to ensure that people are listened to and being heard for the benefit of others? It's so easy to get caught in the "hamster wheel," preventing you from adroitly pushing beyond anything that appears to impede progress. When in reality you create space for people to be listened to, they will share invaluable information that can significantly accelerate the project work forward. A couple of ideas to consider:

- Your job is not to know everything. Rather, it is to create the opportunities for others to come together in a safe space to contribute their knowledge and learn from each other.
- People emulate how you behave. If you want others to demonstrate good listening behaviors, then you must be clear on what those are and at all times model them for people to witness.
- Continually scan among the noise for dissonance or deviation and, instead of cringing or ignoring, ask yourself, "Is this an anomaly or a pattern?" A fluke is a lucky or improbable occurrence, such as one person making a request. An anomaly is a deviation from the standard, such as two people making the same request. A pattern means that there is a problem, whether three or more are asking for the same thing. Ignore the flukes, investigate the anomalies, and take immediate action on the patterns.

Clearing the Fog - Personal Actions for Being Heard Above the Noise

- **Be Clear and Succinct in Your Message:** When sharing a valuable piece of information, be clear on what you want to convey for immediate impact. Determine the key points (three to five maximum retention), and have facts (not assumptions) to back them up. Roleplay delivery with someone else to ensure the message is crisp and succinct.
- **Give People Time to Absorb New Information:** When you are sharing valuable information with someone, especially when it is significant, you must allow time for them to absorb the

Kathy and Ideas to Accelerate Organizational Effectiveness

Check out Kathy's twice weekly [Blog](#) posts every Tuesday and Friday. If you have information you would like to share, [let us know](#).

Kathy will share a mid-month white paper with our loyal readers as a special thank you to those who have encouraged these in-depth articles on topics of organizational effectiveness.

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information. This does not mean telling them again, but rather asking a provocative question such as, "Based on what I've shared, how might you see that changing the outcomes of a project?" When people have to verbalize what they have heard they can then apply meaning to the information received.

- **Deliver Your Message to an Influencer or Decision Maker:** Sharing your message with someone who is not an influencer or decision maker is pointless, unless you are looking for more support or empathy. Get creative in finding others who can deliver your message (influencers). Be specific in how they help you and how it will benefit them. Ask for clarification who is the ultimate decision maker, and be open that it may be the person you originally envisioned.

June Reading List:

Influence: The Psychology of Persuasion by Robert Cialdini

For me, Dr. Cialdini is the seminal thought leader on how to influence people and get them to act on behalf of others. There is quite a science to this idea of influence. The good news is that Cialdini made it readily accessible to all through research-based literature that's informative, easy to absorb, and even easier to apply. This book introduces six principles that, when applied, can propel you toward being a master in the persuasion of others. Most of them are principles you put into practice every day, but you may not be cognizant of either what you are doing or how to capitalize upon them. The six principles are: reciprocity, commitment and consistency, social proof, liking, authority, and scarcity. Plucking out only the first or two (the rest you can read about!), reciprocity, Dr. Cialdini outlines clearly. Reciprocity, also known as the rule of obligation or indebtedness, pervades every known society to some extent. He provides a plethora of examples of how this plays out in historical and current-day anecdotes. You can use reciprocity in a variety of ways to get people involved, such as the old phrase of "you scratch my back and I'll scratch yours," or to capitalize when someone says no. As an example, if you receive negative response to a larger request, always have a smaller request at the ready. Once someone refuses a larger request, they will often feel obligated to oblige and comply with a smaller request.

Our goal is to provide you with simple and clear actions to accelerate effectiveness in your life and organization. You now have a choice: if you don't want to receive future issues, follow the information below to unsubscribe. If you liked what you read, share the information with a friend or colleague.

Kathy Hart
President of ClearVision Consulting

Be sure to check out ClearVision's

[Free Resources](#) page on the [website](#). Come back periodically as we will continue to post articles and topics of interest.

Kathy Is a Member of:



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ClearVision Consulting was founded in 2005 with the express purpose of promoting the potential of people wit business environments. Key consulting services offered to accelerate organizational effectiveness and improve hu performance include:

- [Strategic Planning](#) that jump-starts strategic thinking and long-term planning
- [Organizational Improvement](#) that identifies efficiencies and increases the speed of execution
- [Leadership Coaching and Team Development](#) that boosts leader and team performance

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