



*Accelerating Organizational Effectiveness*

CORPORATE CLARITY® INSIGHTS

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**August 2015**  
**Volume 3 - Issue 8**

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**Contact Kathy**



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

*Reflection*

So, how many of you watched all or parts of the GOP debate this past week? Regardless of which party you affiliate with, it was an opportunity to listen to potential future leaders talk about what they imagine regarding the future of this country. Even current President Barack Obama urged Democrats to view the debates to learn what people thought. Again, I don't care about party alignment. What I do care about is the empathy and compassion expressed by the debaters. Numerous books have been written on various leadership traits, but more and more research is emerging regarding the importance of leaders who possess these particular traits.

Empathy, as I define it, is the ability to understand the world from someone else's perspective; to literally walk in their shoes. According to an article [Can You Teach People to Have Empathy?](#), neuroscience research reveals that 98% of humans (except those with psychopathic tendencies) have the ability to empathize wired into their brains. But, just as our muscles will atrophy through lack of use, so will our ability to empathize if we don't exercise it on a regular basis. Compassion moves beyond empathy in that it requires taking action to support another person. As an example, you may empathize that your direct report has too much work to do. If you are a compassionate leader however, you will take action to learn why the extra work is occurring and either re-allocate the workload, coach on prioritization or time management, or take some other appropriate action. As a leader, how are you exhibiting empathy and compassion at work?

Where will Kathy be in August -

Speaking at the [ASSE Safety Consultants Virtual Symposium: Business Skills for Internal and External Consultants](#) on the topic of **Networking and Client Retention** on Tuesday, August 11

Traveling with her family to Ireland to attend niece Lauren Beadleston's graduation at Limerick University, and spending several days in London to haunt the theater district from August 20 - 30

## New Opportunities to Connect with 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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## Accelerating Organizational Effectiveness

**A Compassionate Leader in Action:** I've worked with several leaders over the course of my career who personify compassionate leadership. Here are some of those observed behaviors in action:

- Made time, even when they were exceedingly busy, to sit down and deeply listen to what I had to share. They asked thought provoking questions, made suggestions for different actions to take, and let me chose which ones would work for me. Following the conversation, usually within a week or so, would follow up with me to see what resolution had transpired.
- Proactively came to my office or called me on the phone to ask questions regarding what I was working on, what I was having success with, and how they could further support me.
- When I felt overwhelmed with the workload, provided insights as to how to deprioritize certain activities or postpone others. Contacted a senior leader to obtain their agreement to delay rollout so that reasonable time could be spent doing the needed work.
- When I was preparing for a significant presentation, roleplayed out some of the questions that would be asked and provided input regarding how to respond to different leader personalities for buy-in.
- Asked to attend meetings I was facilitating to watch me in action, offer input for improvement, and share praise for actions taken or decisions made.

## Clearing the Fog - Personal Actions for Exhibiting Empathy and Compassion

- **Be curious and ask questions:** This sounds so simple, but is so difficult to do in practice. Be honest, often when you are interacting with someone else and they present a problem to you, don't you just want to solve it then and there? The interesting phenomenon is that many times what the other person actually wants is someone to really listen. To ask them questions and to help them view the situation from a different perspective. When you do that, they often have the answers or actions they need to take for resolution. Being curious and asking questions does take more time than directing but know that, when you do, the other person will feel so appreciated.
- **Share the why in "Thank You":** If you are not currently taking the time to say "Thank You," certainly insert that into your daily ritual. But being compassionate moves beyond just a simple "Thank You" to actually tipping when the service is warranted, sharing with people what they did that made a difference, and taking the time to put into writing the action taken and sharing it with their boss or employer.
- **Offer yourself self-compassion:** While you are offering compassion to others, don't forget yourself. How many times have I felt guilt associated with actions not done or mistakes made? It is okay to mess up. In fact, making mistakes is a key part of learning. Acknowledge what you could do differently, and then let it go and move on. Beating yourself up does neither you nor anyone else any favors.



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**August Reading List:**

**Break Your Own Rules: How to Change the Patterns of Thinking that Block Women's Paths to Power** *Jill Flynn, Kathryn Heath, Mary Davis Holt*

Over the past several months I have been working with several women leaders, and consequently my reading list in July encompassed several books on women and leadership. While I enjoyed **Sheryl Sandberg's Lean In**, I thought **Break Your Own Rules** offered much more practical advice for actually changing long-held behavioral patterns. The book identifies several myths or "old rules" that have been culturally inculcated into women, and how to take practical steps to replace them with new behaviors. Here are some of the stumbling blocks depicted in the book:

- **Focus on Others vs Taking Center Stage**
- **Seek Approval vs Proceeding Until Apprehended**
- **Be Modest vs Projecting Personal Power**
- **Work Harder vs Being Politically Savvy**
- **Play It Safe vs Playing to Win**
- **It's All or Nothing vs Both-And**

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 within business environments. Key consulting services offered to accelerate organizational effectiveness and improve human 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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