

# Coach Sam's News

May 2003

Volume 2 Issue 5

## HUMAN DYNAMICS RESOURCES

*Nurturing Your Success - One Person At A Time*

### Letting Go

Look at your appointment calendar. See any "white space?"

If you're like most busy CEOs and business professionals, you are booked non-stop for meetings, luncheons, dinner meetings, charity functions, planning sessions and...

Well, you get the idea. In between the bookings, you scramble to keep up with projects, reviews, financial reports, investors, staff, customers and suppliers.

Tired yet? This weariness can wreak havoc on your business. Consider the symptoms of fatigue: lack of innovation, irritability, reduced productivity, and stress. The list goes on. And we are frequently unaware of how run down we are getting.

We are moving away from the industrial age into the information age, yet the work ethic that most of us grew up with taught us to maximize work time - time at the factory or the office.

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*Not only resolve the problem, but also actually build loyalty with your co-workers and customers!*

### Five Tips For Dealing With Angry Customers And Co-Workers

In every business, mistakes happen and co-workers or customers get angry. But when a problem is fixed properly and stays fixed – loyalty actually increases!

Here are five steps you can take to not only resolve the problem but also actually build loyalty with your co-workers and customers. In fact, you can use these steps to deal with anger and build positive relationships in all areas of your life.

**1. Listen** carefully to the person who is angry. Active listening requires a lot of effort and cannot be accomplished when we're distracted. You need to stop everything you are doing and give the individual 100% of your attention.

**2. Empathize** with the other person's concerns. Let him or her know that you sincerely care about the problem even if you don't agree with their comments. One way to show you care is to thank the person for bringing the problem to your attention.

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### Motivational Quotes

*Never give in, never give in, never, never, never, never – in nothing, great or small, large or petty – never give in except to convictions of honor and good sense.*

– Winston Churchill

*A problem well stated is a problem half solved.*

– John Dewey

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Even our language reflects the inherent value judgment of time away from work. We call non-work time “off-time” or “down-time.”

The emergence of creativity, ideas, and information as our most valuable resources, and the pervasiveness of the global, 24-hour business world have changed our concept of “time equals money.” Now, it’s “results equals money.” And we all know that more time at the office does not mean more results. In fact, it often means fewer results and more mistakes.

Build some "white space" in your life. Build reserves of time. Create more-than-enough time to do the things you want and need to do.



Let's get something straight first. Building a reserve of something you need in your life is only one part of the puzzle. The other piece is to identify what is draining your reserves. If you're pouring into the top of a leaky bucket, you won't make much progress.

Let's look at how to create reserves of time. Many of my new coaching clients complain of having too little time. Their "time tank" is running on empty, so they feel uptight, frustrated, flustered, pulled in every direction, and tired. Often, this is the first thing we work on together. Clearly, a reserve of time would reduce the stress. So, how do you do it?

Start by plugging the leaks. Let go of some of the activities that are consuming your time. Many of today's high performers seem to have a common thread: the "Superman/Superwoman" ideal; i.e., taking on everything and trying to get it done by tomorrow.

Success or failure often seems to be measured by the state of "busyness." Face it; you can't do justice to everything at once and you often don't have perspective of all you have going on.

It's like tossing another ball to the juggler...33 at once for the average busy executive. Focus on what counts. Take aggressive action to let go.

*Continued on next column —*

### **Here are some possibilities:**

◇ Let go of tasks that someone else can do - Good delegation is a key skill for managers, yet the average manager spends 45% of his or her time on tasks that could be done by a staffer. "I can do it better and faster", you say. Sure you can, but ultimately, you are judged on what you can cause to happen, not just what you can do on your own. As a general rule of thumb, in non-critical cases, if another person can accomplish a task 80% as well as you, delegate.

◇ Let go of your need to say, "Yes" to every request. Those around you will give you all the work you are willing to take. This is true in both our business and personal lives. Some of the most stressed people around can't say no to the next fundraiser, the next committee, the Little League, the church, etc., etc., etc. Politely, but firmly say "No." Examine all the organizations where you spend your time. Which ones can you "let go?"

◇ Let go of some meetings - The typical manager spends 17 hours each week in meetings plus 6.3 hours getting ready for those meetings. Nearly a third of that time in meetings is wasted. That works out to be about six full weeks of the year of useless meeting time. You've seen the symptoms: hastily called meetings, no ending time stated, no agenda, no official record of what was done or said, no follow-up. If even one hour per week is saved, it could mean two additional effective workdays per year! Skip some of the meetings or send someone else.

Most of this is really caused by losing focus of true priorities. Learn to tell the difference between "urgent" and "important." Bottom line...Many people pay a heavy price for their success - poor health, failed marriages, neglected friendships, no self-development in any area except business. Start today to plug the leaks and create ample reserves of time for yourself. **Let go!**



Adapted with permission from Gary Lockwood, (800) 272-1575, [www.BizSuccess.com](http://www.BizSuccess.com)

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**3. Apologize** even if you are not the cause of the problem. When said sincerely, the words "I'm sorry" can remove as much as 95% of most people's anger.

**4. Resolve** the problem. Show your co-worker or customer that you are on his or her side and will do everything you can to help them get the problem resolved. If an employee in another department can fix it, help make the transition smooth by explaining the problem so they don't have to tell their story more than once.

**5. Now** is the time to address the problem. When a problem is addressed quickly and with care, loyalty actually goes up.

The best way to handle a situation in which a co-worker is angry or upset is to remember the acronym **LEARN** and apply the five steps listed above. Then feel great about the positive difference you made in that individual's day!

## Web Site Of The Month!

INSURANCE CONSUMER GUIDE

home

Empowering the Insurance Consumer

Today, there are more types of health insurance, and more choices, than ever before. You may be buying health insurance for the first time, or you may already have health insurance but want to consider changing plans. Information on this site will help you find out how to choose a health insurance plan that best meets your needs and your pocketbook.

Check it out at: [www.insuranceconsumerguide.com/health\\_insurance/](http://www.insuranceconsumerguide.com/health_insurance/)

*Don't miss next month's issue. Subscribe now!*

### **Coach Sam's News**

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### **Staff Coaching**

You can find a coaching opportunity in the most ordinary task or interaction. Each is a chance to improve the performance and morale of your staff. Superior coaching brings out the best in people, and even your top performers can benefit. Help your staff grow by providing a quality-coaching program.

### **Increase Business With Referrals**

One way to help increase business is to ask for a referral from an existing customer. Referrals are one of the most effective and inexpensive ways to market. Referrals have more impact than any other marketing strategy or advertising because prospective customers rely on the confidence and trust that your existing customers have for you. A satisfied customer is usually glad to help you and can provide a strong testimonial for your company. This can open doors quickly for new customers.





## **How Full Is Your Inbox?**

Do you keep every E-Mail message you receive in your inbox folder? Most E-Mail programs allow you to organize messages into folders, which help you to find them later and it keeps your inbox less cluttered. Some also provide filters that can automatically place messages into folders for unattended sorting. Check the on-line help menu or operating manual for more information to help you become more efficient with your e-mail.

Government's view of the company could be summed up in a few short phrases: If it moves, tax it. If it keeps moving, regulate it. And if it stops moving, subsidize it.

– Ronald Reagan

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## ***Coach Sam's Newsletter – Update*** ***Nurturing Your Success – One Person at a Time***

**“Plan your work . . . Work your plan . . . Manage your assets” . . . Coach C. Sam Benson**

### **Plan your work . . .**

- 1. Make a list of the “results” that you must produce tomorrow**
- 2. Prioritize your list of “results” . . . #1 is your highest priority**
- 3. Leave in your work area only the “stuff” to produce the “results” for your #1 priority**

**A plan is crucial! If you don't know where you are going, any road will get you there!**

### **Work your plan . . .**

- 1. Begin on the “results” for your #1 priority**
- 2. Diligently continue on the “results” for your #1 priority**
- 3. Successfully complete the “results” for your #1 priority**



**Peter Drucker in the Effective Executive says . . . “If there is any one “secret” of effectiveness, it is concentration. Effective executives do first things first and they do one thing at a time.”**

### **Manage your assets . . .**

- 1. You have 1,440 “assets” (minutes) to effectively “manage” each day**
- 2. Effectively spend your “assets” to produce the “results” for your #1 priority**
- 3. Diligently protect your “assets” . . . distractions can quickly gobble up your “assets”**

**Peter Drucker in the Effective Executive says . . . “The less an organization has to do to produce results, the better it does its job.” Effectively manage your “assets” to improve your productivity.**

***A Free Success Coaching Interview – You can experience my “Nurturing!”***

**Please contact me to schedule an appointment! 419-424-0248 or [Sam@CoachWithSam.com](mailto:Sam@CoachWithSam.com)**

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**Human Dynamics Resources**  
***Nurturing Your Success – One Person At A Time***  
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