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Even though it's 105 degrees outside here in Arizona, the fall season is here. Vacations are but a memory, kids are back in school and businesses are refocusing their energies. This is a perfect season to reflect on the year and decide your Q4 plan to end the year strong!

Enjoy these extraordinary team tips - I hope you find them useful in building your high performance team!

Kristin

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#### **WHAT'S IN A TITLE? CREATIVE PROCESS FOR SELECTING MOTIVATING JOB TITLES**

I remember hearing a story many years ago about a receptionist who simply did her job. Came in at 9am, when home at 5pm. Did what she was asked, and not a whole lot more. Smiled at people she liked and tolerated others. Then, after some discussion about her purpose at the company, she realized she was the first point of contact.

And so by mutual agreement between the receptionist and management, they changed her job title to "Director of First Impressions" and charged her with making every visitor (and in fact, every person) who walked through the door of the office feel warm and welcome. After all, she was responsible for their first (and continued) impression of the company!

Before long, you could see an amazing transformation. In the office, she bought some plants, rearranged the furniture, and asked for the walls to be painted a brighter, more inviting color. And her personal transformation was remarkable. She started smiling more, dressed more professionally and seemed to care more about the actual people walking through the door. (BTW, through the power of Google, I discovered this story is often attributed to Chris Young, founder of The Rainmaker Group in Bismark, N.D., an employee relations company as far back as 2006.)

I figured, there must be something to this idea...especially since I have remembered this story for YEARS.

Then a recent [Harvard Business Review article](#) shows up on my radar screen. "It would be easy to dismiss retitling as a silly exercise in euphemisms. But over the past decade, London Business School professor Dan Cable has come to view it as a legitimate tool for improving workers' attitudes and boosting recruitment." He and two other researchers did a rather interesting study with Make-a-Wish and concluded: "Rather than viewing titles solely as sources and reflections of formality and rigidity or mechanisms of bureaucratic control, our research suggests that titles can be vehicles for agency, creativity, and coping." Sign me up for that! Okay, here's how he (and I...it's actually a hybrid) suggest you come up with your own method:

1. Do a fair dose of reflection:
  - What is the purpose of your job? For example, what do you do, who is served, who is affected by the quality of the work, and what value is created when you do your job well?
  - What do you, personally, do particularly well or differently from other employees or even the competition?
  - What would make your "customer" (the recipient of you doing an awesome job) get all jiggly, happy, excited and delighted - and HAVE to tell their friends, family and anyone within an earshot away about the exceptional job you did?
2. Using step one as a springboard, brainstorm potential new titles. Feel free to reach out to colleagues, friends, and family to add to the list.
3. With management's input, decide on the best job title that resonates with you, your company and your "customers"
4. Go live your title. Young says, "Whatever your title is...go live your title... That's what you'll be."

The value of this activity is not so much about declaring a new job title and ordering up new business cards, but in the creative process that leads to the creation of the title. Cable says: "The exercise causes job incumbents to ask themselves, 'What is the purpose of the work, and what is my unique connection to it? Most employees knew the answers to these questions at some point, but it is easy to forget them in the midst of day-to-day hassles."

So what's your unique job title? Josh Linkner cataloged [21 of his favorite job titles](#) and Fast Company suggested these [up-and-coming job titles](#). I've always wanted to be a Tsarina ever since I read the book, Nicholas and Alexandra....

## **GOAL SETTING: 4 MAJOR ELEMENTS TO GETTING WHAT YOU WANT by Joe Sherren**

At church this past Sunday, a lady told me her son came away from one of my events inspired and positive about his future. However, she continued to imply that my remarks about a person's ability to get anything they want was simply not true.

I had to ask "why?" She said her dream has always been to visit Nashville, but she knew deep in her heart that it would never happen. I suggested that this belief was her obstacle.

One of the most crucial parts of achieving your dream is to maintain an absolute belief that it 'will' happen. You must visualize it, write it down, and put a plan in place for it to happen. If you don't, it will never happen.

There are four major elements to achieving your dream:

1. **Want 'right' or 'good' things.** If what you want is something bad or a misfortune to happen to someone else – it is not going to work. Actually, there are people who will tell you if you wish misfortune on someone else, it will eventually come back on you. As well, you can't wish that someone else (husband, wife, friend) will change.

- You are only in control of your own life – nobody else's.
2. **Truly believe in your heart that it can happen.** When I hear someone say, "I really want 'X', but I don't believe that is possible," I tell them it is not because that is what you believe. Henry Ford once said: "If you think you can, or you think you can't – your right." You need to be thinking constantly about possible ways things can happen. If you are constantly thinking of road blocks and all the reasons it couldn't, then that will be the reality you will create. Please understand – what you think results in how you feel. How you feel will determine what you say. What you say is what you do, and what you consistently do becomes your habits. Your habits determine your character and your character will determine your destiny. By transforming our thinking, and therefore our actions, we can create opportunities for ourselves and change our own lives regardless of any outside forces.
  3. **Be willing to pay the price.** There is a price for every growth we experience. Usually the people who complain about not getting what they wanted in life are people who were not willing to pay the price. Think of the many Islanders - our own family, friends, and neighbors who wanted a better life that went off to work in places like Fort McMurray. They had to give up being with family and the comforts home to live in group accommodations, spend hours on airplanes, working in harsh conditions, and miss many PEI social events. So if you think you deserve what they now have, you must be willing to pay the price they paid.
  4. **Take action:** Achieving the life you want is really, really, hard. Unfortunately, we have conditioned beliefs that prevent us from doing what we need to do. Years ago, a friend said to me – if you want to be happy, wealthy, or successful, start watching what happy, wealthy, successful people did to get there. Work the hours they did, invest the way they did, buy what they buy, shop where they shop, save the way they save, and even dress the way they dress.

So to my friend at church, if you truly want that trip to Nashville, start believing it will happen and start doing the things that need to be done to make it so. Stop putting up your own mental roadblocks.

My question this week: What thinking are you engaged in to get what your heart really desires?

## TOP 10 TIMES TO INTERVENE AS A PANEL MODERATOR

Regardless of how prestigious your panelists are as well as the intense preparation you put into your panel discussion, you must intervene when a panelist:

**1. Filibusters.** For the long-winded panelists that go on and on and on and there isn't a conclusion to the thought in sight. It's good information, but they are just taking way too long to express their idea. In the preparation, you should have a pre-negotiated "signal" between you and the panelists, so hopefully, they'll take a cue from you. If not, when they take a breath, politely intervene. Cut in and shift the focus to another panelist. Start with a pre-negotiated cue.

**2. Has Diarrhea of the Mouth.** Unlike the filibusterer, you might run in to the panelist who babbles, rambles, and goes on and on and on. Unfortunately, you have no idea what they just said. If you can't follow the conversation and can't pinpoint the key message, ask, "Excuse me, that was a lot of information. Can you please headline that into one sentence?" [Mark Diamond](#) also suggests that you can tighten up the conversation by "injecting key questions at the right time: 'I hear what you are saying, but how do you really make this work in your legal department?,' [and] drawing out interesting content."

**3. Dominates.** Although you have encouraged the panelists not to dominate, the panel hog seems to always answer the questions first and have something to say, regardless if another panelist has already made the point. Watch for when they breathe and interject in a nice way. Comment on their opinion and ask a complimentary question to a panelist who hasn't had the opportunity to contribute as much. If this behavior continues, start calling on specific panelists to answer the questions. Unfortunately, that cuts down the lively banter and exchange between the panelists, but that's better than giving in to the hog!

**4. Veers Off Topic.** Although you do all the right things to set up the panel at the beginning, the conversation may veer off topic. Although this new conversation may be very stimulating, you owe it to the audience to make sure the content matches the promotional material. [Scott Stratten](#) says, "People pick which concurrent session to go to based on that write up, which means they aren't going to another....If you don't deliver on your promise, not only is there a let down, but a missed opportunity to see another session that may have been more suitable." That being said, sometimes you NEED to veer off topic. I call this a "strategic moment." Check in with the audience and if they clearly want to go off in this new direction, well then, be flexible and adapt.

**5. Interrupts Others.** It's downright annoying when one panelist constantly interrupts another. After this happens a few times, make sure the panelist finishes his contribution before you designate or allow another panelist to react. You might intervene with, "Let's let Sally finish her thought."

**6. Is Hostile.** It doesn't happen too often, but sometimes you will get a hostile panelist who blatantly doesn't want to be there - and will let everyone know. Or, they display their dismay by not answering any questions. Hopefully, you have scoped this out in your planning, but you may run into this rather awkward and uncomfortable situation. You can either ignore it (which if the panelist is ignoring you, it's not a problem until AFTER the panel when accusations will fly), or you can call a spade a spade. "I see that you're upset about this....what about this topic is so disconcerting?"

**7. Is Content Clueless.** Panelists may mention something that's startling, confusing, or controversial and then they'll just continue on as if it's common knowledge or they don't want to explain anymore. "Don't let this happen," cautions [David Spark](#). "It leaves a huge gap in the discussion. If the question popped into your head, it's probably popped into the head of everyone in the room. But don't always rely on your own judgment. As a moderator, you might not fit into the audience demographic. What you know, and what the audience knows can be drastically different." Don't be afraid to ask the question everyone in the room wants to ask!

**8. Pitches a Product.** Your audience has spent time and money to attend this panel discussion; they don't want to hear sales pitches from the panelists. When one vendor talks about how great his company or product is, then the next panelist will feel compelled to do the same and before you know it, you have a one-hour commercial. Hopefully you have had a prevention strategy to alert your panelists that you will intervene promptly...and then do so if they dare to transgress.

**9. Too Polite.** [Scott Berken](#) says that, "For a panel to work, the panelists must be comfortable disagreeing with, or passionately support, each other in front of a crowd. Few professionals are willing to do this, especially if they just met the other panelists five minutes ago. They know that to openly criticize someone else is likely to make them seem like a jerk. Why take that risk?" Fair enough, Scott. In the prep work, encourage the panelists to voice their opinions. Audiences LOVE a little drama, contention, and dialogue, so set the panel up to deliver something they can't get elsewhere.

**10. Embarrasses Another.** It happens. I wish it didn't, but you need to be prepared when one panelist humiliates another, puts him down, says something snarky.

You have to quickly shift the focus. [Sonia Herrero](#) says, “If anyone puts a panelist on the spot, take the spotlight yourself or maneuver it onto someone else who won’t mind being center-stage for a while.”

So there you have it. The top ten things panelists could do during a panel discussion..and how the moderator can still make lemonade out of lemons!



**Fillbusters.** Start with a pre-negotiated cue. If not, when they take a breath, cut in and shift the focus to another panelist.



**Is Hostile.** You can either ignore it, or call a spade a spade. “I see that you’re upset about this...what about this topic is so disconcerting?”



**Has Diarrhea of the Mouth.** Tighten up the conversation by “injecting key questions at the right time and drawing out interesting content.”



**Assumes We Know.** Don’t be afraid to ask the question everyone in the room wants to ask!



**Dominates.** Interject by commenting on their opinion and ask a complimentary question to a panelist who hasn’t had the opportunity to contribute as much.



**Pitches a Product.** Hopefully you have had a prevention strategy to alert your panelists that you will intervene promptly...and then do so if they dare to transgress.



**Veers Off Topic.** Check in with the audience and if they clearly want to go off in this new direction, well then, be flexible and adapt. Otherwise, bring it back!



**Is Too Polite.** Audiences LOVE a little drama, contention, and dialogue, so set the panel up to deliver something they can’t get elsewhere. In the prep work, encourage the panelists to voice their opinions.



**Interrupts Others.** Make sure the panelist finishes his contribution before you designate or allow another panelist to react.



**Embarrasses Another.** Quickly shift the focus to yourself or onto someone else who won’t mind being center-stage for a while.

For more information about how to make your panel discussions more lively and informative, contact [www.PowerfulPanels.com](http://www.PowerfulPanels.com).  
Link: <http://powerfulpanels.com/top-10-times-intervene-panel-moderator/>

## **FROM THE BOOKSHELF: TED TALKS: THE OFFICIAL TED GUIDE TO PUBLIC SPEAKING**

Like it or not, TED talks have dramatically raised audience expectations of a public and professional speaker. With instant access at any time, you can learn about any "idea that spreads." And while it is important to have good content, any TED speaker knows that you have to be eloquent AND tell the story in a compelling way.

In the book, [\*TED Talks, the Official TED Guide to Public Speaking\*](#), President and Chief Curator of TED, Chris Anderson, shares his view on what makes an outstanding presentation. Much of it is obvious and/or readily apparent. But what makes this book so special is that he often shares the backstory and preparation. That's so darn interesting to me!

But what I like even more is the journey we take while we savor the ideas and techniques. As you read the book, you can pause and watch the corresponding video that he is referring to. (check out [...])

How cool is that? It's like a crash course in giving a short talk!

**UPCOMING WEBINAR** Thursday, September 29, 2016

### **A Better Alternative to the Annual Performance Review**

Ahhh... the dreaded annual performance review. Bosses hate the paperwork and employees resent "the meeting." Why wait until the end of the year to give a performance review? In this webinar, international business transformation specialist, Joe Sherren, CSP, HoF, FellowGSF, will share his alternative to the annual performance review. Dozens of his clients have implemented this process with stellar results!

If you are responsible for writing annual performance reviews OR are the direct supervisor of an employee, then this webinar is for you! [Register here](#) today at [www.ExtraordinaryTeam.com/webinar-series/](http://www.ExtraordinaryTeam.com/webinar-series/)

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