

IMPRESSION: a characteristic, trait, or feature resulting from some influence, a telling image impressed on the senses or the mind



4 Simple Steps to Help Others Succeed (Part II)

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Last month, we discussed the value of helping others succeed. It is not only a good thing to do (and does nothing to threaten your own success!), it can also help you in the long term when you least expect it. This month, I will give you some concrete methods that you can use to help others in your office perform at their very best.

1. Recognition

One of the most obvious, but under-appreciated ways of giving someone a boost is to recognize their achievements. This can be done in a number of ways. When I worked as a sales leader for 3M, I sent my employees a hand-written card every quarter to recognize their successes. The notes were short, but I made sure to point out one specific thing that each salesperson did

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well for that time period. That way, they could tell two things right off the bat: 1) I was paying attention to their work and 2) I cared. Later, I was told that those cards made a big difference when my team's confidence was low or they were feeling drained. A simple way to make a big impact!

Another way to recognize a co-worker is to honor them at a meeting. This can be done informally at anytime. Before your next meeting, think of who has done outstanding work in your office lately. When the time is right (usually when the floor is open for comments), bring up that person's achievement in a casual, off-handed way. For example:

"I want to briefly recognize Gina for helping us secure New Client X. I know she did a lot of research to help familiarize all of us with Client X's style, so I wanted to thank her for her contribution."

-OR-

"The new data tracker program looks great, Tom. I want to thank you for all your hard work on revamping the old software."

2. Let Voices Be Heard

Another way to help others succeed is to let them be *heard*. When you're at a meeting, be observant. If you notice someone giving silent cues that they would like to speak (nodding their head in agreement, shrugging, etc.), ask them for their input. Say something like: "It looks like you don't agree with the new system, Wendy. What do you think needs to be modified?"

If picking someone out from a crowd isn't your style, consider talking to the silent co-worker after the meeting. Ask them if they have something on their mind and if they would like to discuss it. Provide support and encouragement and, if you agree with the co-worker, offer to help her present the issue to her boss.

3. Recommend Others

Pay attention to the people around you and become familiar with their unique skill sets. That way, when you hear about an opportunity that fits their capabilities, you

For Working Parents...



As a working parent, sometimes life can seem simply overwhelming. Between soccer practice and dentist appointments AND working a full-time job, how do you find any "you time?" Click [HERE](#) for my advice on maintaining a balance.

The Power of Introverts



Do you tend to be a little more introverted than extroverted? Do you cherish your alone time and would rather curl up with a good book than go to a

can recommend them to others with confidence. Alternatively, if you are drowning in projects and are having trouble keeping your head above water, consider recommending a co-worker to your boss to take on some of your projects.

I have personally been the recipient of a few well-placed recommendations—one of which significantly advanced my career within my current organization. You might be surprised by the power of a personal recommendation.

4. Offer *Constructive Criticism*

This advice may seem counterintuitive, but an excellent way to give others a boost is to offer them thoughtful, constructive feedback. If a co-worker is consistently doing something that hampers his potential career progress (missing deadlines, addressing clients too informally, talking off-topic at meetings, etc.), it could be beneficial for you to go over his errors and help him correct them. Possibly, he is not even aware of his flaws and simply needs someone to point them out.

The trick to good constructive criticism is to talk in a way that does not embarrass or offend your co-worker. You might want to start the conversation by praising something that s/he did well and then move on to your feedback. Remember to make specific observations and do NOT overwhelm your co-worker with advice. Instead, offer one or two suggestions on how that person might remedy their issue. Above all: make it clear that you are an ally and will offer any support you can to help that person overcome their shortcomings.

(More on offering good constructive criticism next month!)

Remember

You are a part of a team and you should want *everyone* to succeed. By lifting others up and giving everyone an opportunity to contribute, you are sending the message that care about your organization, NOT just your personal successes. And believe me, that kind of positive attitude gets noticed.

Sincerely,

party? Use your natural tendencies to your advantage. Susan Cain tells you how [HERE](#).

Confrontation: How To Do It Effectively



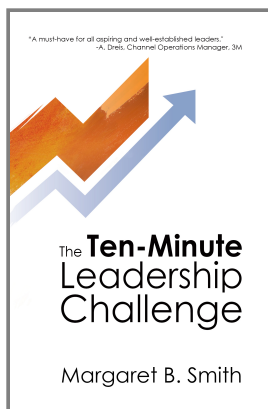
There are times when an unpleasant confrontation with someone in your business is unavoidable. As much as we'd like to sweep the issue under the rug, hoping the problem fixes itself, as a leader it's gotta be you who deals with the issue. But how to approach the individual effectively? My thoughts [HERE](#).



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