



The Navigator



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PERFORMANCE MATRIX, LLC

Providing Direction for Individual and Organizational Performance

Active Listening

For some reason, many people believe that the ability to speak articulately is an important prerequisite to achievement. Without downgrading the importance of good speech habits, it would do us well to upgrade the importance and quality of our listening habits. Disreali noted that "Nature has given us two ears but only one mouth." This may be nature's way of telling us that listening is vital to our personal growth and development. Active listening is the complement to good questions.

Volumes have been written on the art of public speaking, how to deliver exciting speeches, and even how to exercise your vocal cords in order to have a pleasant voice. But little has been written or presented on "how to listen for understanding." If we agree that empathy and understanding are important traits, then we realize too, that it is impossible to find out what someone else is thinking or feeling if we are doing all of the talking.

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Are you really listening?

Have You Ever Thought About Hiring A Professional Coach?

By now you have heard of coaching for professionals. Coaching is no longer just for athletes and musicians.

But how do you know if and when you should hire a coach? Here is a quick quiz to find out if now's the time.

1. I find myself planning WEAKLY instead of WEEKLY.
2. I am efficient AND effective.
3. I sometimes feel like I'm busy working "in" instead of "on" growing my business or practice.
4. I know my goals pass the S.M.A.R.T. test. (Specific, Measurable, Attainable, Realistic and Time bound)
5. I would rather reach a goal vs. solve a problem.
6. I typically inspect what I expect from myself and from others.
7. There are 3 or more things in the last 12 months I have stopped doing due to time constraints.
8. I know I delegate effectively.
9. I share my dreams at least once a year with a valued, trusted friend or significant other.
10. I know what ONE thing in my life I am most passionate about.

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KEY: Give yourself 2 points if you answered TRUE to questions 2, 4, 5, 6, 8, and 10. Deduct one point if you answered TRUE to questions 1, 3 and 7.

If you scored 10 or higher you are in a good place in your life right now. Monitor your thoughts and feelings and if or when you feel them changing, then would be the time to take action.



If you scored between 6 and 9, *now might* be a good time to seek a professional coach to help you achieve greater balance and increase your satisfaction from life.

If you scored lower than 6, *now is* definitely the time to begin a relationship with a professional coach. This score indicates a need for assistance in identifying, developing, and implementing an action plan to enhance the behaviors, attitudes, and skills necessary for your personal and professional success.

For more information about coaching, call Grant Stewart, Performance Matrix at (304) 594-9190 or E-mail: grant@performancematrixllc.com

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A Little Humor – Management Lesson

A crow was sitting in a tree, doing nothing all day. A small rabbit saw the crow, and asked him, "Can I also sit like you and do nothing all daylong?"

The crow answered: "Sure, why not." So, the rabbit sat on the ground below the crow, and rested. All of a sudden, a fox appeared, jumped on the rabbit and ate it.

Management Lesson? To be sitting and doing nothing, you must be sitting very, very high up.



Glass Down

A lecturer was giving a demonstration to his students on stress management.

He raised a glass of water and asked the audience, "How heavy do you think this glass of water is?"

The students' answers ranged from 20g to 500gm.

"It does not matter on the absolute weight It depends on how long you hold it.

If I hold it for a minute, it is OK.

If I hold it for an hour, I will have an ache in my right arm.

If I hold it for a day, you will have to call an ambulance.

It is the exact same weight, but the longer I hold it, the heavier it becomes."

"If we carry our burdens all the time, sooner or later, we will not be able to carry on, the burden becoming increasingly heavier."

"What you have to do is to put the glass down, rest for a while before holding it up again."

We have to put down the burden periodically, so that we can be refreshed and are able to carry on. So, before you return home from work tonight, put the burden of work down. Don't carry it back home. You can pick it up tomorrow.

Whatever burdens you are having now on your shoulders, let it down for a moment if you can.

Pick it up again later when you have rested...

Rest and relax. Life is short, enjoy it!!

— Author Unknown

"The man who believes he can do something is probably right, and so is the man who believes he can't."

— Unknown

"Yesterday is a cancelled check; tomorrow is a promissory note; today is the only cash you have so spend it wisely."

— Kay Lyons



Continued from page one – **Active Listening**

Listening, then, becomes an "empathy" skill.

In order for you to integrate good listening habits into your personal communication, you must know some of the "how-to's" of listening and some of the "listen for's." The listening tips presented here will help you to sharpen your listening ability and sensitivity to the feelings of others:

1. **Take time to listen.** There are many things in life which can be heard that are not available through written sources. Your knowledge of local or national affairs may be broadened considerably by taking a moment out to listen to a conversation, a luncheon speaker, or a member of your family. When you are alone in a public place, "tuning-in" on a nearby conversation is excellent practice.
2. **Be attentive.** What people talk about is an indication of what is important to them. Whether or not you agree on the importance, any lack of attention will be perceived as a lack of respect for their thoughts, opinions, and themselves.
3. **Listen with an open mind.** When you open your mind and approach a topic from the other person's point of view, you have a good chance to round out a complete picture of the facts surrounding a situation. Once you prove yourself capable of doing this, the other person is inclined to want to be as fair and open-minded as you.
4. **Listen for feelings.** People tend to repeat those things that are important to them. Listen not only to what they say, but how they say it. Voice expresses emotion through pitch, intonation, hesitation, and speed of delivery. By listening to what people say and how they say it, you will discover the feelings behind the words.
5. **Listen for retention.** How often have you wanted to tell a good joke that you had heard, but simply couldn't remember anything but the punch line? If you do not consciously convey to your mind the thoughts that you hear, you will recall little of what is said. Advertising copy for radio and TV is read at a speed of 150 words per minute. However, advertising agencies know that the human mind can comprehend ideas much faster than that.



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"The difference between a successful person and others is not a lack of strength, not a lack of knowledge, but rather a lack of will."

— Vincent Lombardi



ONE MINUTE IDEAS

Do Not Call List For Cell Phones —

A directory of cell phone numbers will soon be published for all consumers to have access to. This will open the doors for solicitors to call you on your cell phones, using up the precious minutes that we pay lots of money for. The Federal Trade Commission has set up a "do not call" list. It is called a cell phone registry. To be included on the "do not call" list, you must call from the number you wish to register.



The number is 1-888-382-1222 or you can go to their website at www.donotcall.gov

Complimentary Issue!



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What Performance Matrix is up to Now –

Performance Matrix is holding yet *another* world class leadership development session in partnership with the West Virginia Small Business Development Center and the Mineral Counter Chamber of Commerce. The response has been so overwhelming that local business leaders have requested an additional session that begins in the middle of January, 2005. This *Leadership Roundtable II*—currently being offered in 18 separate locations across our nation—provides a structured, open-ended pragmatic approach to leadership growth. The process is designed to help individuals develop the attitudes, skills, and qualities necessary for personal, organizational, and regional leadership.



And they aren't stopping there! They're also partnering with the Local School Board to provide the same opportunity for the area's youth. Local business leaders Terry Stephens and Keith Nester are partnering with the Superintendent of Schools, Skip Hackworth and Performance Matrix to enable a selected group of teenagers to make positive life choices through *America's Rising Stars*. ARS is a self-development process modeled after the adult leadership process to prepare today's youth for a future of excellence and success. This area is no longer talking about economic development they're enhancing the critical partnerships and skills necessary to fast forward the region into the future.



America's Rising Stars has been successfully implemented in 22 states and counting. Every state that borders WV has implemented the process. Thanks to Skip, Terry, and Keith, West Virginia has just increased that number to 23... and counting.



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Performance
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Setting the Course, Charting the Progress

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