



The Navigator



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PERFORMANCE MATRIX, LLC

Providing Direction for Individual and Organizational Performance

Talk It Up

It's been well established by behavioral science that what we say – and how we say it – has a tremendous impact on thoughts and actions. Yet, according to author Dr. Kenneth Christian, many of us go about our lives woefully unaware of the impact everyday use of language has on our attitudes and our fundamental beliefs about ourselves.

In *Your Own Worst Enemy: Breaking the Habit of Adult Underachievement* (Regan Books, 2002), Christian offers six tips for taking control of your speech patterns and talking yourself into greater achievement.

1. Stop “try”-ing.

The word “try” is a part of what Christian calls “loophole language.” By saying you will “try” to do something, you are implicitly giving yourself an out to fall short. For one week, forbid yourself from using the word “try” and see what kind of effect it has.

In addition, note the difference you feel between forbidding yourself versus simply 'trying' not to use the word.

Continued on page three – Talk It Up



Are you controlling your speech patterns?

Managing Stress

The business world is filled with many challenges and opportunities. In order for a business to take advantage of opportunities and overcome the challenges, a businessperson must be able to continuously perform at top levels of achievement. When stress is not managed this consumes much of a persons energy; therefore, not allowing great portions of that persons capabilities to be effectively used in the work or personal environment.

A Simple Stress Test

Take the Business Owners Stress Test

1. I am impatient with others at least several times a week.
2. I worry about the sustainability of my company's revenue streams.
3. I have business debt that is more than 20% of my annual revenues.
4. My spouse (or employees), just don't get how big a job this is.
5. Given the effort I am putting in, my net income is nowhere near high enough.
6. If I were not here, the place would fall apart within a month.
7. I cannot seem to attract – or keep – the right staff.

Continued on page two – Managing Stress

Inside This Issue

1. *Talk It Up*
2. *Managing Stress*
3. *The Impact Of Poor Outlook*
4. *One Minute Ideas*
5. *What Performance Matrix is up to Now*

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Continued from page one – *Managing Stress*

8. I am doing tasks that I do not like or am not very good at.
9. I am working more than 10 hours a day.
10. I am running faster and harder than I probably should be.



If you have checked off three to five then you might consider what stress points you can reduce and identify how you will go about reducing them. Consider stress management as an investment in your business no differently than any capital expense. As a small business owner, your largest single capital investment is yourself.

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The Impact of Poor ‘Outlook’

Explanation: When candidates have a poor Outlook it means that they do not feel good about some aspect of their life, including but not limited to their job, company, self, home life, financial situation or physical appearance.

Since candidates are in the process of looking for a job, it is reasonable to assume that they are not happy with their present employment, because of the company, manager, performance, lack of support, challenge or growth opportunity.

Impact: While it is normal to see an Outlook problem in a candidate, an Outlook problem that is not resolved at the time of hiring is a problem for the entire workforce. If you equate Outlook with a contagious disease, then it is safe to assume that within 90 days, everyone on your workforce would have an Outlook problem. Therefore, it's crucial to be certain that THIS Outlook problem is due to the uncertainty of the candidate's employment status.

Continued on next column –

An individual with an Outlook problem, when recommended for hiring, is someone that you can confidently hire if you are certain that the problem is related to his or her current employment situation.

Web Site Of The Month!

AnnualCreditReport.com

The federal Fair Credit Reporting Act (FCRA) requires each of the nationwide consumer reporting companies to provide you with a free copy of your credit report once every 12 months beginning in December 2004. A credit report contains information on where you live, how you pay your bills, and whether you have been sued, arrested, or filed for bankruptcy. The information is sold to creditors, insurers, employers, and other businesses that use it to evaluate your applications for credit, insurance, employment, or renting a home.

This central site allows you to request a free credit report, once every 12 months from each of the nationwide consumer credit reporting companies — Equifax, Experian, and Trans Union.

Find out when FREE reports are available in your state at www.annualcreditreport.com

Complimentary Issue!



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Continued from page one – *Talk It Up*

2. Cut out vagueness.

Phrases like “kind of” and “sort of” allow you to express ambivalence while seeming to make a statement. When you speak about goals or other definitive aspects of your life, use unequivocal language. Don’t say, “I sort of want to do this,” say, “I will do this.”

3. Take responsibility.

Decisive people, you will notice, speak simply in the present tense and in the active voice. Compare the difference between “It needs to get done” and “I need to do it.” Take greater personal responsibility with your language, and you will take greater personal responsibility with your life.

When you speak about goals or other definitive aspects of your life, use unequivocal language.

4. Negate the negative.

Catch yourself every time you use such self-defeating statements, as “I hate making presentations,” “It’s too late to take this training,” or “I can’t figure out this new computer system.” Such self-limiting talk becomes a self-fulfilling prophesy. Instead, say, “I choose to like making presentations,” “There’s still time to take the training,” and “I have yet to figure out the new training.” Ask your friends and family to help catch you whenever you use negative phrases.

5. Put things behind you.

Describe any negative traits you perceive about yourself in the past tense. So rather than saying “I’m not a good closer,” say, “I didn’t used to be a good closer.” By relegating these negative attributes to the past, you imply the possibility for change, and soon you’ll be believing it.

6. Make positives present.

Use the present tense to discuss positive attributes, even attributes you don’t feel you manifest quite yet. By using the present tense, you put pressure on yourself to make the statement a reality.



ONE MINUTE IDEAS

Lessen Crisis Management

Keep crisis management from dominating your day. After putting out a fire, routinely go one-step further by asking:

- ◆ What is the pattern here?
- ◆ Why did it occur?
- ◆ What can we do to avoid it in the future?
- ◆ Who can be trained to prevent it from happening?

Then put a plan into place to avoid the crisis next time.

— Adapted from *Don’t Oil the Squeaky Wheel ... and 19 Other Contrarian Ways to Improve Your Leadership Effectiveness*, Dr. Wolf J. Rinke, www.wolfrinke.com. One-Minute Strategy

Photographing Saves Time

Turn your digital camera into a time-saver in the office:

Photograph your whiteboard after a meeting to preserve the notes without copying them by hand.



"There is one quality which one must possess to win, and that is definiteness of purpose, the knowledge of what one wants and a burning desire to possess it."

— Ronald Reagan

What Performance Matrix is up to Now –

Performance Matrix continues to provide leadership development for the Mineral County Chamber of Commerce, community leaders, and area business leaders. We are also scheduled to bring this development process (and other development opportunities) to a variety of organizations across the State (and surrounding states) in 2005—more on this next month.

Performance Matrix has been given another opportunity to provide guidance and future development to West Virginia's youth. Recently, we developed partnerships in Mineral County to bring America's Rising Stars to West Virginia. Rising Stars is a youth development process (already implemented successfully in 22 states) designed to prepare today's youth for a future of excellence and success. Now, Performance Matrix is partnering with the Marion County Chamber and Board of Education to bring a variety of development opportunities to the *Senior Forum*. The forum is made up of selected seniors from the area's high schools.

The sessions – four in all – focus on the four critical ingredients necessary for unlimited success. They are attitude development, human relations, skill development, and goal setting. The spring session helps the participants put it all together by providing a formal mentoring process. The program invites individual leaders from the community to participate and assigns each one as a mentor. They are to provide leadership and support to their apprentice for a specified time. Performance Matrix will present a process for both the mentors and the advisees to take full advantage of the mentoring opportunity.

Performance Matrix maintains an international network of strategic partners that allows us to provide custom world-class development services with unparalleled speed and quality. While our capabilities and resources are global, our passion and focus is local.



Providing Direction for Individual and Organizational Performance!
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Performance
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Setting the Course, Charting the Progress

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