

Alpha Business Coaching Newsletter

"Things Not To Do"

Dear Small Business Owner:

Generally in these newsletters, I talk about things we should be doing to improve our workplaces. I'm going to depart from that in this newsletter to talk about behaviors that make people difficult to work with, hence, things we shouldn't be doing.

Below are some of the flaws that happen during interpersonal interactions:

- 1. Telling the world how smart we are.** We have this need to show people we're smarter than they think. But it usually backfires by turning others off.
- 2. Speaking when angry.** This shows emotional volatility and makes people think you're out of control. The hothead image is tough to ever live down and can make people afraid of talking to you.
- 3. Withholding information.** We believe by not sharing what we know, it will give us an advantage over others. We think it will give us power and show how dumb others are.
- 4. Claiming credit we don't deserve.** We think overestimating our contributions will help promote us. But what do the people think who really should have gotten the credit?
- 5. Not listening.** This is a passive-aggressive form of disrespect for others. It sends the message that you don't care or respect the other person.



Things Not To Do

6. **Passing the buck.** We can always find an excuse for why we didn't do the right thing. That's avoiding responsibility. It looks like we're afraid to say we made a mistake.
7. **An excessive need to be "me."** We like to justify or exalt our faults simply because it's just "who I am." Do you justify not praising people because you don't want to be phony? Maybe you're focused on you and not on what others might need?
8. **Passing judgment.** We feel the need to rate others or put them down because they didn't meet our standards or expectations. When people offer you advice, do you dismiss what they say because they are in a lower position than you?

I hope you saw yourself somewhere in this list of flaws because these are all common. Human-nature too often pushes us to do things that don't help our relationships. If you didn't see yourself, you might be in need of some direct feedback!

After noticing your tendency to fall into any of these, the next thing is to notice when they become a significant problem in life. Do colleagues avoid doing projects with you at work? Does your harsh tone get you dirty looks from people? If so, then it's time to admit you have a flaw. Ask people to notice and tell you when you do this. Then say nothing but "thank you" when they do. This awareness will help you begin to think before you leap, so to speak. Only the brave try this!

Be one of the brave!

Sincerely,
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Some material taken from Marshall Goldsmith's book "What Got You Here Won't Get You There."