

Karla Brandau C.S.P.

STRATEGIC STRATEGIES FOR CAREER SUCCESS

Energizing Keynote Speaker and Insightful Author

Your 21st Century Leadership and Professional Development Pro



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Do you need a program for a newly formed or reorganized team?

Check out this video of Karla's change and creativity program with the hands-on activity, Bugatronics.

In teams, participants compete to make the most Bugaboos and produce a compelling TV commercial to sell Bugaboos for the Christmas rush.

FEATURED ARTICLE

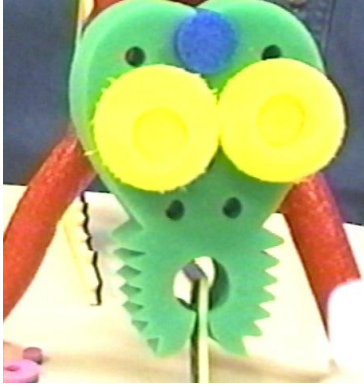
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Tricks or Treats? Which Do You Offer Your Colleagues and Coworkers?



Halloween is one of my favorite holidays. There is just something intriguing about not having to be yourself for one night out of the year. Clomping around as a clown, not

This activity always gets rave reviews and is great for a retreat.



Bugaboos Creativity Activity

This program helps participants become part of the future and part of the solution, not part of the problem.

They leave with new attitudes and determination to find innovative solutions to marketplace challenges.

Quick Links

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From The Desk Of...

Find out what UNDoing has to do with Doing

worrying about your hair or your face makeup is liberating. And getting candy treats, not tricks? Awesome!

I consulted with a company who thought every day was Halloween. Employees frequently took on fictitious personas such as witches, disappearing ghosts, or empty bags of skeletons when asked for help. Do you have that problem in your organization?

Being cooperative and collaborative with colleagues and coworkers gives the organization a boost to morale. With the world wide economy still pretty much a frightening nightmare, eliminating scary interactions while persuading employees to "treat" one another, not "trick" one another, is important.

It is magic to call the front desk in a hotel and have the employee respond to your request, "My pleasure." Magic can be felt in your organization if employees are encouraged to treat their co-workers with the same courtesy. Like sipping hot apple cider with a twist of cinnamon on Halloween night, you can literally feel your organization warming up to improved morale with requests followed by: "My pleasure," "I'd be glad to help you," "I can tell this is important to you. I will squeeze it into my schedule."

I know what you are thinking: There are times when treating someone to your personal time is impossible for a variety of reasons. If this is the case, don't trick the person making the request by turning into a Halloween masked character. Instead, follow this simple formula:

- 1. Express empathy.** "I know this is important to you" or "I'm sure this project is stressful for you."
- 2. Explain your situation.** "I have a deadline at 2:00 p.m." or "I have an off-site meeting this afternoon."
- 3. Offer alternatives.** "Can I do this for you tomorrow morning?" or "Have you asked Billie? I know she just finished a large project and she may have time to help you this afternoon."

Dressed in politeness, you are saying "No" yet **not saying "No"** and offering a treat of graciousness, not a trick of a bad attitude.

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CLOSING THOUGHTS

One of the greatest victories you can gain over someone is to beat him at



politeness. ~ Josh Billings

**Stress-free Holidays
December 3, 2009 at 7:00 p.m.**

**Kick off your best year yet!
Living with Positive Expectation in 2010
January 6, 2010 at 7:00 p.m.**

Send an e-mail to info@karlabrandau.com for call in information. Use "Teleseminar Info" as a subject line.

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