

Success at the Speed of Change-Power Up and On

Imagine USING challenges to learn, share and develop solutions. **Yes, success at the speed of change!**

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Leading and succeeding at the speed of change means moving your people from asking who did it, to what can we do about it. It means investing time to solve the problem, and determining how to avoid similar problems in the future. It means getting back on track by focusing on solutions. It means being able to stop destructive conflict, hidden agendas, selfishness, values mis-alignments with a commitment to shared goals and objectives.

Leading and succeeding means optimizing strengths AND USING challenges to build the Q power that drives passion, purpose, potential at the speed of change: It means seeing your strengths and challenges with new eyes. Eyes that will help

you build all 3Q™ strengths: IQ enhanced focus, potential, action-ability under pressure, EQ/EI-emotional management, improved communication, leadership, SQ-values alignment- the glue that holds everything together. Yes, that rarely talked about, but critical spiritual quotient-your alignment with your highest power and greatest good.

☒ **Four Leadership Questions:**

What are your core values? How are they expressed at work?

What does success really mean to YOU? What does success mean to your executive team?

What do you need to communicate for greater influence & success?

How will you get inspired and inspire others at a speed of change that will continue to accelerate?

ONE ANSWER: Start seeing challenges with new eyes; eyes that build YOUR 3Q Edge™

Eyes that will allow you to embrace challenges as learning experiences, failures as stepping stones to success, and communication problems as ruts in the road that need to be addressed and fixed. Eyes that will allow you to develop your Q strengths by moving away from being reactive and embracing the ability to respond to challenges by managing change and not waiting for change to manage or lead you.

Time for fresh ideas and solutions?



Build YOUR 3Q Edge™?

**Work, communicate and lead happier,
smarter, faster?**

**Irene Becker Just Coach It
The 3Q Edge™**

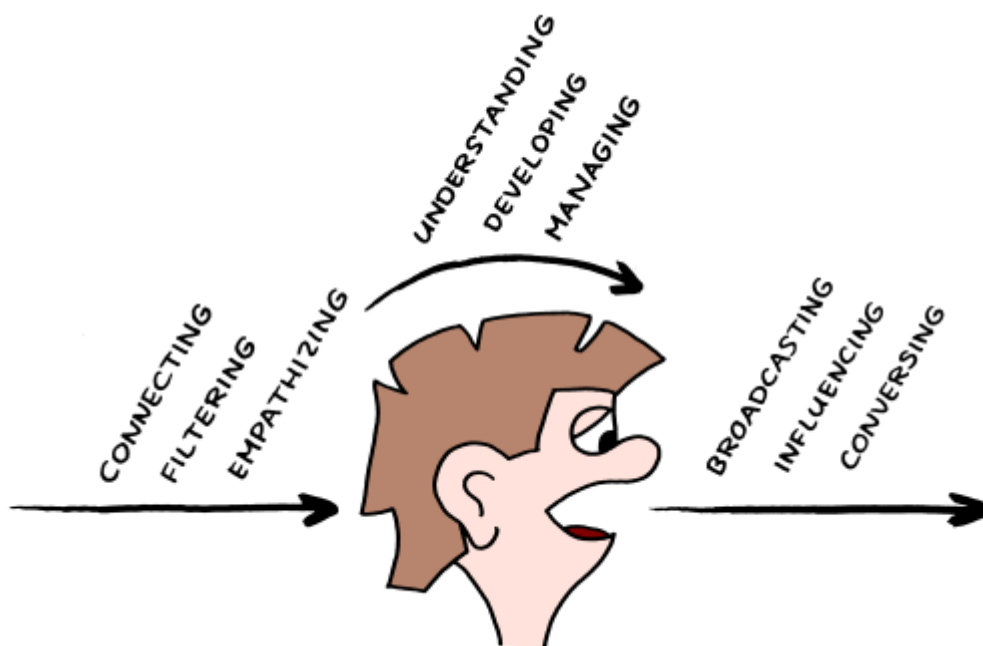
**Helping smart people work,
communicate and lead smarter,
happier, faster is what I do best!**
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10 Tips On Acing Your Next Telephone Interview

Executive Career Moves – 10 Tips on Acing Your Next Telephone Interview

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Helping smart people & organizations
move forward smarter, faster, happier

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Focus on developing rapport and credibility, and understanding next step in the employer's interviewing/hiring process

- 1. Position yourself for success.** Relax. Get ready. Remember to talk directly into the mouthpiece. Hold the receiver approximately three inches from the mouth, not below your chin or above your nose. Speak in a relaxed, conversational style as though the other person were in the same room.
- 2. Get empowered.** Be confident, not cocky. Avoid sitting in a

hunched position, grasping the phone in a vise-like grip. Before your interview you need to feel empowered, think about and feel your strengths, focus on why you are a terrific fit for the position.

3. Set your three intentions for the telephone interview:

Developing rapport, developing credibility, asking about next steps. Remember rapport is critical at this stage. Listen for statements that will give you clues about what the interviewer is looking for, problems you can solve, functional areas that you will excel at, behavioral strengths that will help you help the organization achieve its goals and objectives.

4. Make sure that you have done due diligence and understand how you are a great fit with the job description. Remember the initial stages of the interview process are all about demonstrating that you fit within the box of the job description.

5. Pay attention to the interviewer's voice patterns; does he/she speak slowly or rapidly? Try to match the cadence so that the conversation flows smoothly and you develop rapport. Adjust your speaking rate, voice volume and phrasing to be more in rhythm with the interviewer.

6. Sound upbeat, attentive, engaged, interested. Genuine enthusiasm is contagious. Smile to show a sense of humor. Smiling oxygenates your brain, raises your mood. Stay focused and up, because you only have three goals: 1. Develop rapport 2. Develop Credibility 3. Find out about next steps.

7. Listen, listen well, listen carefully to get the big picture, and to avoid saying something that indicates any momentary mental distraction. Allow the interviewer to complete questions without you finishing his train of thought or blurting out answers prematurely.

8. Respond do not react. The interviewer may throw in several

to test your alertness or mental keenness. Showing verbal adeptness is a sign of how quickly you can “think on your feet.” Be cautious: the interviewer may say something that puzzles you or that you firmly disagree with. Voice your thoughts in a professional manner. Whenever someone raises an objection, the tension level rises. What you want to achieve in step one is to reduce the tension level.



A= Acknowledge the objection because you need to lower tension, while coming to the middle of the table by acknowledging what the interviewer thinks is important (his/her opinion). Example: “I understand your concern. You have brought up a point that is important, and I would like to address it.”

R – Redirect the person’s concern by focusing on how you can handle the situation.

T – Test to be sure you’ve removed the concern.

S – Use a story to make your point; a story the interviewer can relate to, and that will engage him/her.

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A Good Business Is The Sum Of Its Parts-Our First Customers Are Our Staff and Team Members

**A GOOD BUSINESS IS THE SUM OF ITS PARTS...OUR FIRST CUSTOMERS
ARE OUR STAFF AND TEAM MEMBERS.**

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The most effective members of a team are those individuals who can accept both their strengths and weaknesses. When we can get a clear optic of where we excel and where there is need for improvement we are ready to develop proactive success strategies. A person’s behavior is an integral part of who

they are and what they contribute to the team. Whether or behavior is inherent or learned, it reflects on our ability to lead by example and to engage our colleagues and our staff. How we act, our observable behavior will set the course for communication and relationship building or difficulty with our team and colleagues.

To get a really good look at how you behave it is worthwhile to ask yourself the following questions and they ask the same ones to fellow team members so that you can have feedback and food for thought:

- How do I respond to problems and challenges?
- How do I influence others to my point of view?
- How do I respond to the pace of my work environment?
- How do I respond to the rules and procedures set by others?

QUALITIES OF A GOOD TEAM

- Consistency of task performance.
- Using a disciplined approach.
- Critical appraisal of data.
- Agreement and engagement in the goals and objectives of the team.
- Great communication and rapport
- Calculation of risks before taking action.
- Encouraging questions and honest feedback.
- Exhibiting patience and good listening skills.
- Adherence to established guidelines and procedures.
- Establishing a quality oriented work model
- Using carefrontation and not confrontation.

QUALITIES OF A GOOD TEAM PLAYER

- Good at reconciling factions
- Accurate and intuitive.
- Conscientious and steady.
- Dependable team player.
- Service-oriented.
- Proficient and skilled in his/her work.

- People-oriented.
- Always concerned about quality work. and the ongoing development of communication and rapport.
- People-oriented.

TEAM EFFECTIVENESS Strengths

- STRENGTH – Dedication to the goals and objectives of the team.
- STRENGTH – Leadership.
- STRENGTH – Good listener who remains calm during conflict
- STRENGTH – Stable and persistent.
- STRENGTH – Loyal and patient.
- STRENGTH – Task and people oriented.

GREAT TEAMS ARE MADE UP OF LEADERS!

Effective leadership is about creating an ethical work environment, putting the common good first. Learn how to link your own vision for success, build a shared purpose, and a sense of ownership for your course of action. You will be able to create a work environment that motivates others to work harder with even greater commitment.

TALENT RETENTION IS KEY

Money and perks bring employees through the front door, but a poor work environment makes them run out the back door. Develop a high retention culture. Help members of your team and your staff reach elevated levels of productivity that lead to greater job satisfaction, motivation, and fun at work.

SUCCESS STARTS WITH BECOMING A CHANGE AGENT

Success will be largely determined by your ability to eliminate status quo, manage change, and stay innovative.

CREATE AN ENERGIZING WORK ENVIRONMENT

Learn what it takes to get high performance from your fellow team members and staff. Find ways to communicate praise for achievement and new ideas on an ongoing basis. Make your place the best place to work and let this energy spread from the

staff to your clients!

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