



Highland Consulting Group INC.  
PARTNERS FOR POSITIVE CHANGE  
CHANGING THE WORLD, ONE LEADER AT A TIME...

# PRIORITIES

Issue: 14

APRIL 2013

## WHAT MATTERS MOST?



## ASK ROXI

### WHAT ARE YOUR LEADERSHIP QUESTIONS?

GOT ONE - SEND ME AN EMAIL  
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### APRIL QUESTION

"I have a staff member who does very good work. The only problem is he has such serious body odor, although he appears well groomed, that even I am starting to avoid him. What should I do? It's so personal?"

\*\*\*\*\*

I can't tell you how



## WHAT DO I PLANT FIRST?

Dear Roxi

I expect those of you in the northern part of the USA are as happy as I am to see the forsythia, tulips, and daffodils finally blooming. As those little green things (including weeds) start to grow, I can't help but think of the word - PRIORITIES. What should I plant to brighten up a dreary, winter-beaten yard, and which seeds do I plant when?

This question is not just for our gardens of course. These are the same questions every leader must consider every day at work. Which seeds will you plant today to have the best chance of your endeavors and hard work bearing fruit? What will you prune? What will you nourish? What tools do you need?

many times I've heard this problem. People often can't detect odors on themselves and simply don't know there's a problem. Never the less, this is a prime case for practicing your constructive feedback skills.

Here are the 6 steps:

1) **PREPARE** your thoughts and get your motivation clear.

2) **CONVEY YOUR POSITIVE INTENT** - Tell him how much you value him and his work, and because of that you want him to be aware of something that is getting in his way at work. You also might share that you feel awkward discussing something personal with him AND yet, you'd feel worse leaving him in the dark.

3) **STATE YOUR OBSERVATIONS** - Tell him that there is something that is creating an unpleasant odor on his person. You don't know what it is. If you know when it started, tell him.

4) **STATE THE IMPACT** - Tell him this odor is causing you and others to avoid being in his physical presence and that's not good for anyone. Tell him you believe he'd want to have this information privately so he can decide what he wants to do about it.

5) **ASK FOR A RESPONSE** - Ask what

You've probably heard the saying, "When everything's a priority, nothing's a priority." How true that is! Yet, we leaders fall into the same trap as gardeners; too often we try to make it ALL happen at once. Not such a good plan, is it? Patience and planning, in gardening and at work, is essential and pays big dividends.

I have worked with clients who say they are on the "cutting edge" all-the-time. Sometimes it's more like the "bleeding edge" but never mind. The cutting edge mentality can be exhilarating, challenging, innovative, and fun. It also can, and often does, create a chaotic work culture often described a times as "tyranny of the urgent." As a client of mine once said, "around here, it's like trying to fly a plane and repair it at the same time."

Yes, once in awhile there is an emergency - a real one - the place gets flooded, the customer is about to cancel a huge order, there's a strike. And, how often is that? Right! It is rare indeed when things we call urgent emergencies...are.

Stephen Covey reminded us how to look carefully at the ways we spend our time. I've included a sample for you to review in the [Read More](#) section. Take a look at the kinds of activities in each of these quadrants. Then make the time to look at YOUR calendar to identify where you are spending your time. Are you working on things that are important or not important most of the time? If you find yourself in the "not important" arenas too often, it's time to ask yourself some tough questions.

A powerful reminder comes to us from poet and philosopher, Goethe. He said, *"Things which matter most must never be at the mercy of things which matter least."*

Highly effective leaders carefully define the right priorities and then give themselves and their people the right resources, including time, to sow the seeds, nurture the growth, and finally, harvest the bounty.

Are you running on autopilot, jumping from garden plot to garden plot... or do you take the time and patience to truly consider the impact of your priority setting or lack of it on your business and your people? Everything cannot be a fire, an emergency, urgent, need it yesterday. The best work is done thoughtfully most of the time.

The most effective priorities are those that are advancing your vision, aligned to your mission, and in harmony with your values.

I've decided to stop going to garden stores and grabbing every blooming thing I see because I haven't the time or the energy to plant them all. This year, my garden may take a bit longer to be stunning, but both the garden and I will be a lot healthier for it, and the results will last longer.

he is feeling and thinking about what you have shared. Then LISTEN carefully.

#### 6) FOCUS ON SOLUTIONS NOT BLAME

Remind him of your positive intent, and have a dialogue about what solutions there may be that he can live with. Remember, this could be cultural, medical, or any number of things. Your sensitivity needs to be as strong as your resolve for a solution.

Finally, give him feedback on any improvements he makes and help him if he asks for help.

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HIGHLY  
RECOMMENDED  
BY ROXI

The book:

EAT THAT FROG  
by  
Brian Tracy

Helping procrastinators  
take back control of  
their lives

Eat That Frog! by Brian Tracy



Eat That Frog! by Brian Tracy



What Stephen R. Covey Taught Me About Time



**UPDATE on AskRoxi.com.** Above is our new logo. You'll be seeing this with a new newsletter format in May to match the web site. And yes, this IS my number one priority. Everything I do every day takes that into account. We now have the best and brightest IT people working very hard on our project. We will LAUNCH in JUNE 2013. Not plan to, not hope to - we WILL.

For all of you who signed up for the FREE On-Line PILOT, I have your contact information and you will be given a special pilot test code and a feedback survey to complete when you finish the course. Thank you for your willingness to help me make this the BEST on-line leadership development program on the web! I can tell you this..."Leading with Impact: Your Ripple Effect" is looking *really, really* good. Our pre-launch feedback from dozens of leaders has been fantastic!

For everyone else - you will want to jump on fairly quickly because we are offering a LAUNCH only price for a limited time to get the best word-of-mouth buzz going. The LAUNCH price will be \$497 instead of \$997 for the course and then \$225 for our 360 degree confidential feedback tool if you choose to combine both together - highly recommended! Remember, you will be able take this course at YOUR pace in YOUR space - on any device with internet access with absolutely no time limit. With the course, you automatically receive FREE membership to our on-line leadership community.

And...you might want to look into asking your employer reimburse you or pay for it upfront - it's a great investment in your development.

### UPDATE on the DVD!!!

The "Leading with Impact: Your Ripple Effect" course will also be available for organizations in a blended learning DVD format with a tested, detailed facilitator guide in JULY 2013. We will have LAUNCH pricing for a limited time for this product as well. Stay tuned. With the DVD format, you only need purchase it once and can use it for perpetuity to train your leaders in group cohorts. What a great tool this is for those with limited training budgets and training staff! We can also help you get started by coming into your organization to train your facilitators and help you create a good communication and roll out process.

Watch your email for LAUNCH details later in May.

### UPDATE ON AskRoxi in the MEDIA

Also coming up in June and all summer in fact, you will find me all over the media writing articles, on radio, TV, etc. I'll keep you posted about all of this and when I am conducting webinars, podcasts, teleseminars, and more.

My vision is crystal clear. I intend to create and support a vibrant learning leadership community all over the country and beyond, with access to the best advice wherever and whomever it comes from. I have no doubt a lot of it will come from our members and leaders like you, sharing what you know!

**It's going to be a GREAT summer!**  
**I am excited to see OUR garden grow!**

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Remember, you have access to archived newsletters by clicking on the ARCHIVE link in the left column

MEET YOU later in MAY!

Bloomingly yours!

Roxi Bahar Hewertson  
CEO and President - Highland Consulting Group, Inc.



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