

# THE CONVERSATION

Issue: 5

June 2012

WHAT'S NEW THIS MONTH?  
ASK ROXI QUESTION WHEN IT'S ABOUT YOUR RAISE OR PROMOTION  
5 HABITS OF SUCCESSFUL CONVERSATIONS  
5 HABITS OF FAILED CONVERSATIONS



ASK ROXI

Please send me your questions.  
[CLICK HERE](#)

OUR JULY QUESTION  
Q????

"How do I give performance feedback to a really nice employee who isn't performing?"  
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TO READ ROXI'S ANSWER  
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TAKE A LOOK!  
HIGHLY RECOMMENDED BY ROXI

BOOKS  
"5 Dysfunctions of a Team"  
by Patrick Lencioni  
"Fierce Conversations"  
by Susan Scott

Leadership Sage  
Robert Gass and the Art of Leadership

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## WHEN THE CONVERSATION STARTS, SO DOES THE RELATIONSHIP ...AND VICE VERSA.

Greetings!

Well, my friends, I've finally joined the ranks of the "Twitterpaters" out there! You can link to my Twitter page by clicking the little blue bird below OR find me on Twitter as AskCoachRoxi. Every day, in every way, I'm looking to increase the conversation about what we can do to help each other lead really, really well. PLEASE click on the left column to send me a question or problem you'd like answered. I love hearing from you and I promise to answer your question here or personally.

In the coming weeks and months, you'll be hearing and seeing the unfolding conversation as we continue to grow our leadership community in many exciting ways. Webinars, Teleseminars, and more.... Stay tuned!

I chose **THE CONVERSATION** as our topic because I know how connected the quality of the conversation is to the quality of our relationships at work and at home. I wondered how many conversations, on average, we have every day with co-workers, customers, family, friends, and even strangers. Is it 5, 20, 97, 444? A study conducted in 2007 by Matthias Mehl of the University of Arizona found the average person, male or female, uses an average of 16,000 words per day for one reason or another. Unless we are only talking to ourselves, that adds up to a lot of conversations!

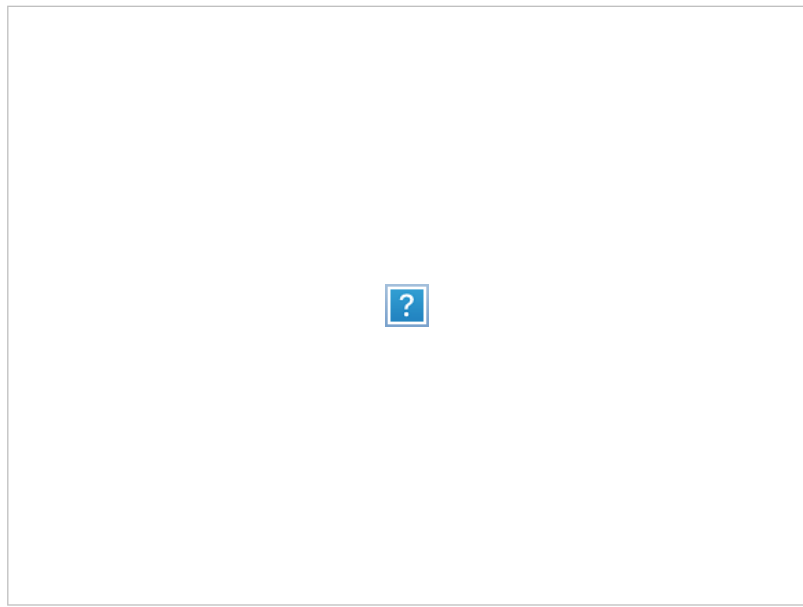
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Happy chatting!

P.S. I've included a short video this month of Susan Scott, author of "*Fierce Conversations*" - a book I highly recommend.



[Click here to see a short video](#)  
Susan Scott



[How "Fierce Conversations" Helps your Business](#)

## WHEN THE CONVERSATION IS ABOUT... YOUR RAISE or PROMOTION

Asking for a raise, for most people, is a lot like asking for a root canal. You know you need to do it, but is it worth the pain?

Early in my career, I was just happy to have a job with some potential "potential." When I was given more responsibility, I would eventually work up enough courage to ask how my salary/title would be adjusted. And the funny thing was, my boss was genuinely surprised at the question. Lesson number one - don't surprise your boss!

The conversation generally went one of 3 ways:

1. Ah, gee, ah, well, ah, hmmm. I'll need to get back to you on that
2. You'll need to talk to HR and fill out a form or something
3. Think of the great experience you're getting - should be rewarding enough right now, don't you think?

I generally did what I felt comfortable doing and if that didn't work, I did what a lot of people do. I changed jobs to grow my career. While it's both necessary and smart for all of us to do this sometimes, it should not be the only way to grow one's career. Finally, I figured it out. We have to be smart about asking for what we want. The conversation **MUST** be given the time, it and you, deserve.

We need to be our own advocates in getting paid what we and our jobs are worth. If you find that awkward, painful, or wrong, I can empathize, and you'll keep getting what you've been getting. Often organizations and businesses are short-sighted about retention and developing their best people. Some people even believe that someone who doesn't ask isn't hungry or motivated or driven enough. Never-the-less, it's often up to you.

So, I will repeat this key point...You **MUST** ask for what you want/need. AND there is more. You also **MUST** be able to prove that you deserve it. This requires work on your part, including planning the CONVERSATION.

Let's look at some strategies: [READ MORE...](#)

## 5 HABITS OF SUCCESSFUL CONVERSATIONS

1. I let you know about changes impacting you
2. I am "real" and speak my truth with you
3. I listen deeply so you know I hear and see you
4. I pay attention to your non-verbals
5. I pay attention to my non-verbals

## 5 HABITS OF FAILED CONVERSATIONS

1. I talk about me most of the time
2. I don't pick up or adjust to non-verbal signals
3. I don't see a need to deal with conflicts & the person(s) involved
4. I tend to look for blame vs. solution
5. I tell people what they want to hear

**Score yourself with a 1 low and 5 high on all 10 behaviors. What score would you give the quality of your conversations with people who matter in your life? Would they score you the same?**

How the conversation goes, so goes the relationship. Your skills in this important communication arena are related to your own Emotional Intelligence. Be honest with yourself. How might you improve the conversations with your employees, co-workers, family, customers?

**SEE YOU IN AUGUST!**

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CONVERSATIONALLY yours,

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



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