

Getting Passion Out of Your Profession

A 90 minute Audio Conference for
Administrative Assistants,
Secretaries and Office Support Staff

PRESENTED BY

**The Office
Professional**

Featuring **Nina Spencer**, President, Nina Spencer & Associates

Passion Points Overview:

1. Practice Positive Thinking, Language and Word Choices
2. Acknowledge/Declare Your Professional Self-Worth
3. Diffuse Anger/Minimize Stress/Maintain Sense of Humor
4. Reframe, Reframe, Reframe Perspective
5. Understand, Nurture and Grow Relationships

Passion Point #1: Positive Thinking, Language and Words

The Power and Influence of Understanding the Results of UCLA Professor, Albert Mehrabian's, Classic Face-to-Face Communications Study

In face-to-face communications, which part is:
7%.....55%...38%?

1. ___% **Body Language**

- eye contact
- facial expressions
- posture
- gestures
- appearance

Passion Point #1: Positive Thinking, Language and Words

2. ___ % **Vocal Component/Sound/Intonation**

- the “music”
- *how* we say what we say
- voice, tone, projection, volume, attitude, e.g. anger, hostility, apathy, pleasant

3. ___ % **Verbal Component**

- the actual words (content)
- *what* we say

Press 1 for 7%

Press 2 for 38%

Press 3 for 55%

The Power and Influence of Consciously Chosen Positive Words

Do you know? Are you sure? Negative thinking is subtle, universal and timeless...and we all learn it early. Even the most upbeat, optimistic, hopeful and forward thinking administrative professionals may fall prey to expressing their thoughts in the negative, without knowing; and this can truly damage your passion for the good work you perform and undermine the relationships you wish to experience with others.

Look at these classic negative expressions you may hear during *your* workday. Do you hear *yourself* in these sentences? **Look for the negative and change to the positive:**

continued...

The Power and Influence of Consciously Chosen Positive Words

1. I can't do anything about this until I've talked with my director.
2. Have I caught you at a bad time?
3. Thank-you for holding (or waiting).
4. If you have any questions or concerns, don't hesitate to call.
5. You're doing terrific work but...I'm sorry to tell you this but...Everything's fine but...

continued...

The Power and Influence of Consciously Chosen Positive Words

Choosing positive words and sentences when speaking with internal colleagues, external clients or customers (or even your manager/director, etc.) automatically creates a more assertive demeanor for yourself and may very well *immediately* increase your “take control” confidence, too!

And that may increase your day-in and day-out passion of the good work you perform!

* visit www.ninaspencer.com and click on *Working Wisdom* (and scroll down to the article entitled, “It’s only words”, for more practice with negative to positive sentences)

Passion for Your Profession Can Be Influenced By the Behavior You Demonstrate for Yourself and to Others:

Do you represent yourself assertively, non-assertively or aggressively? Feeling good about your *work* can easily be tied to feeling good about *yourself*. Which personal choices make you feel good about your workdays? which make you feel otherwise?

Let's Take a Look at Kathryn's Choices:

Kathryn just bought herself an extra special 30th birthday present...her first brand new car! Although she usually takes public transit to work, this past couple of weeks Kathryn has been driving her car... just because. One day—just two weeks into this new

continued...

Passion for Your Profession Can Be Influenced By the Behavior You Demonstrate for Yourself and to Others:

car experience—Agnes, a coworker and friend, begged to borrow Kathryn's car to run a lunchtime errand for their director. Kathryn had to speak up and make a choice. Would she choose to be non-assertive, assertive or aggressive in her response to Agnes?

1. Which of the following statements represents an *assertive* response?

2. Which of the following statements represents an *aggressive* response?

3. Which of the following statements represents *non-assertive* response?

continued...

Passion for Your Profession Can Be Influenced By the Behavior You Demonstrate for Yourself and to Others:

- a. loaning the car, fearing Agnes would otherwise think her petty or distrustful, and then spending the rest of the lunch hour fretting and wishing she hadn't.
- b. saying, "I appreciate your need for speedy transportation, and that going by public transit at lunch hour would take twice as long, but my car is too new and valuable to me to loan it out."
- c. saying, "Absolutely NOT!!! You're joking, right? You've got to be crazy if you think I'd lend my car to *you*...or anyone else, for that matter...but especially to *you*...with your driving record and all!

**Press 1 for assertive, Press 2 for aggressive,
Press 3 for non-assertive**

Passion Point # 2: Acknowledge and Declare Professional Self-Worth

How easy is it for you to answer these questions?

1. What professional abilities and gifts come easily to me (my assets)?
2. What professional skills do I demonstrate better than most people? (my strengths)
3. How have I professionally grown over this past year?

continued...

Passion Point # 2: Acknowledge and Declare Professional Self-Worth

4. What is the most important professional lesson I learned in 2005 and how do I intend to apply that lesson in this new year?

5. What are the most difficult things I have accomplished in my current position?

6. When it comes to doing my job well...of *what* am I proudest?

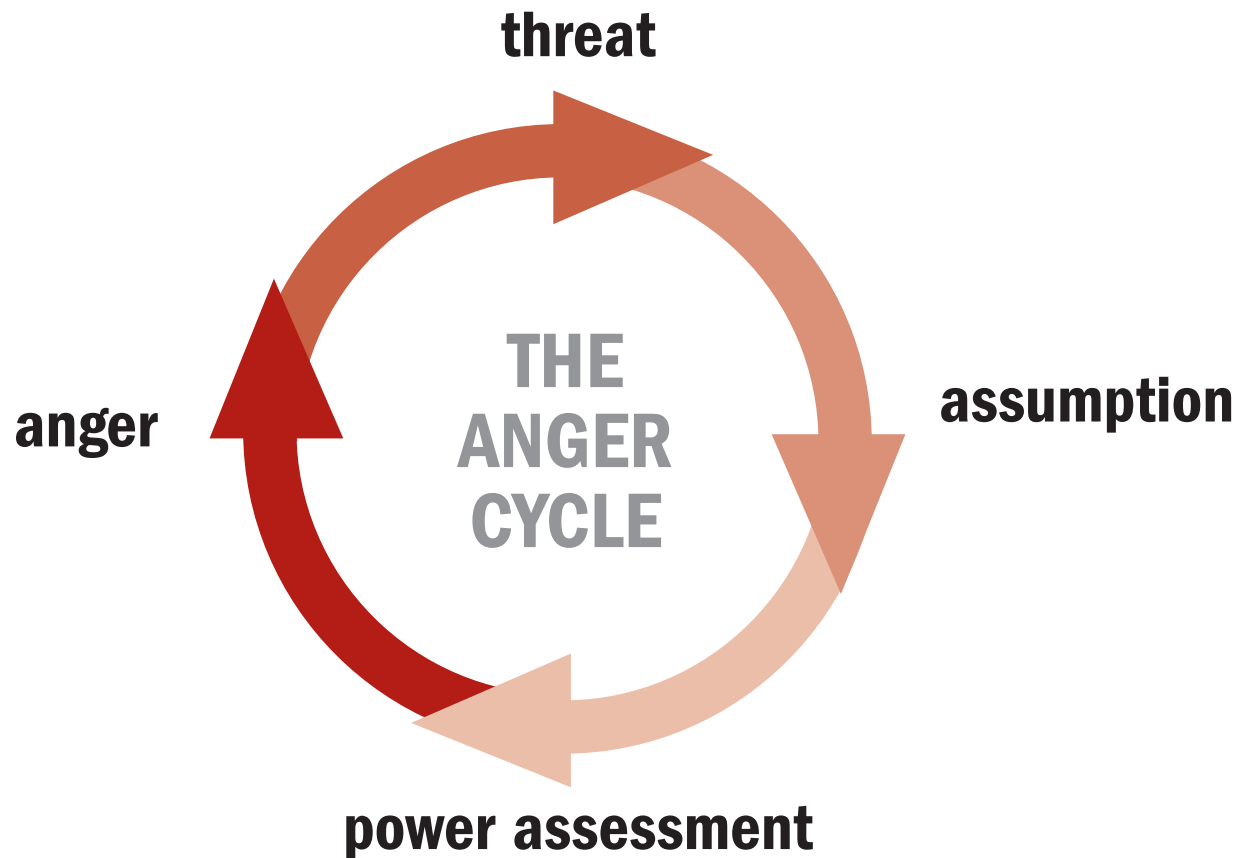
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Passion Point # 2: Acknowledge and Declare Professional Self-Worth

7. When it comes to receiving compliments about my professional efforts, about what would I most like to receive compliments?

Even if you intend to work for “someone else” all the rest of your days, *empower Yourself by embracing “Me Inc.” thinking.*

Passion Point # 3: Diffuse Anger, Minimize Stress and Maintain Sense of Humor



** the one who stays calm is the one who controls the conflict and has the greatest ability to facilitate resolution (and keep on loving the good work they perform)*

What is Physiologically Going On When Your Body Experiences the “Fight or Flight” Response?

- ▶ you release a quick spurt of adrenalin
- ▶ your adrenal glands become enlarged and discolored
- ▶ the lymphatic gland, crucial to the immune system, shrinks intensely
- ▶ numerous blood covered ulcers line your stomach
- ▶ your cardiovascular system speeds up, your breathing rate and heart rate increase by 25%, your blood pressure rises and more cholesterol is released into your bloodstream
- ▶ chemicals that cause the blood to coagulate are released into your bloodstream to help your body form

continued...

What is Physiologically Going On When Your Body Experiences the “Fight or Flight” Response?

scabs more easily in case of injury

- ▶ your heart beats more forcefully, perhaps even irregularly
- ▶ adrenalin dilates the bronchi to allow a maximum intake of oxygen, as your need for oxygen is momentarily increased
- ▶ blood goes from your extremities to your vital organs, leaving your hands and feet cooler and lowering your skin temperature
- ▶ your gastrointestinal functioning slows down, your sweating increases and your pupils dilate to provide a maximal field of vision

continued...

What is Physiologically Going On When Your Body Experiences the “Fight or Flight” Response?

- ▶ *all your senses become more acute; even the patterns of your brain waves change*

Now your body is fully in gear to “fight or flight”, that critical alarm response to stress; but you can’t stay in this stage very long. Generally, you advance to the resistance level, when the symptoms of “fight or flight” disappear. If you are going through this daily, you get fatigued...off guard. It’s at this point where the experience of daily stress can cause damage to your everyday personal and professional functioning and productivity.

Finding Ways To Laugh Together

To keep your focus, sustain passion for your work and to build team trust and respect...consciously work on strategies for building those relationships. It's important to be able to laugh off at least *some* of your workplace stress.

“Laughter breaks the panic cycle.” –*Norman Cousins*

“Until about forty you control the lines on your face; after forty, the lines on your face control you!”

–*Abraham Lincoln*

continued...

Finding Ways To Laugh Together

“Three to five minutes of intense laughter can double your heart rate—the aerobic equivalent of three strenuous minutes on a rowing machine.” —*Dr. William Fry*

“Die young as late as possible. That way you’ll live longer.” —*Ashley Montagu*

List 2 ways to cultivate your lightheartedness & sense of humor in *private* time:

1.

2.

Finding Ways To Laugh Together

List 2 ways to *tastefully* and *appropriately* foster a sense of fun and humor in your work environment:

1.

2.

*Remember...there are usually at least one or two “porcupines” out there, in every workplace, disguised as **people!***

Passion Point #4: Reframe, Reframe, Reframe Perspective

Discover the Connections Between “Perspective” and “Control”

What do you control? What don't you control?
At work? Elsewhere?

Whatever your position in the workplace (official leadership role or otherwise), the truth is...you cannot *control* another.

What you *can* do is:

- Influence
- Persuade
- Inspire

continued...

Passion Point #4: Reframe, Reframe, Reframe Perspective

The degree of *that* ability is directly proportional to your perspective.

All staff can develop their communication skills, to be maximally influential, persuasive and inspiring in the work environment, and also to improve collaborative working relationships, and remind themselves of their original “early days” passion for the good work they do.

There is such a “thing” as influencing upwards!

continued...

Passion Point #4: Reframe, Reframe, Reframe Perspective

Remind Yourself:

You may not be able to *control* the weather—if you want to go outside...you get what's out there. You may not be able to control the work “weather”, either, but you are in control of the emotional and attitudinal gear you choose to brave the elements.

An Excerpt From *Getting Passion Out of Your Profession*

The Paomnhehal Pweor of the Hmaun Mnid!

“I cdnuolt blveiee that I cluod aulacly uesdnatnrd what I was rdeniag. Aoccdrnig to a rscheearch study at Cmabrigde Uinervtisy, it deosn’t Mttaer in what order the ltteers in a word are, the only iprmoatnt thing ls that the frist and lsat ltteer be in the rghit pclae. The rset can be a taotl mess and you can still raed it wouthit porbelm. This is bcuseae the human mind deos not raed ervey lteter by istlef, but the word as a wlohe. Amzanig huh?

(as originally appeared in the Cambridge On-line News, U.K., August 16, 2003)

continued...

An Excerpt From *Getting Passion Out of Your Profession*

That really is pretty amazing, isn't it? Did you feel yourself getting puffed up with pride and confidence at your brainpower while reading this passage?

Here's one last piece of fun that helps illustrate the power of playing around with perspective...it came to me while flipping through a magazine one day. The advertisement described:

“Pan grilled bread stuffed with a blend of three cheeses, complemented with strips of fresh carrot & celery and beans simmered in a sauce of tomatoes and fine spices.”

continued...

An Excerpt From *Getting Passion Out of Your Profession*

To what was this elegantly worded advertisement referring? Grilled cheese with baked beans! And Heinz's clever closing line in this ad? "And *you* thought they were just beans." Ahhh the power of just the right words to paint a picture and change a perspective!

Passion Point #5: Understand, Nurture and Grow Relationships

Networking and Relationships

It's easier to keep your passion for your profession in uncertain times (or any time, for that matter), and it's easier to build team spirit, trust and respect, too, if you make a concerted effort to connect with other energetic and enthusiastic people inside your organization. Especially if those people do the same work as you, or clearly understand what your role is all about. What do you do, however, if there aren't any (or perhaps too few) energetic and enthusiastic colleagues right there in your workplace, who truly understand the "nitty gritty" of your role? What if you feel all alone in this regard? What can you do?

continued...

Passion Point #5: Understand, Nurture and Grow Relationships

Answer these questions:

1. With whom, inside my organization, do I *enthusiastically* “talk shop”?
2. With whom do I enthusiastically “talk shop”, or exchange professional ideas outside of my organization (in the same industry as I and in other industries, too)?
3. How many different ways can I expand my network of people who have the same professional interests as I?

continued...

Passion Point #5: Understand, Nurture and Grow Relationships

Example:

- a. request and attend employer sponsored off-sites, conferences and workshops!
- b. champion ongoing in-house professional development events and workshops
- c. attend conferences related to my profession or specific work function(s)
- d. join a professional association related to my work interests
- e. sign on for all of the terrific, time-efficient and value packed Office Professional teleconferences!

continued...

Passion Point #5: Understand, Nurture and Grow Relationships

4. With whom do I share my professional “victories”?
5. How big and diverse is my network?
6. Do I want to grow my network of internal and external professional connections?
7. If “yes”...what am I willing to do to make that happen...today? in the long term?

And What *About* Growing That Network of Mine?

Who do I know (that knows me back), in the following fields:

- ▶ other organizations which are the same or similar to my own
- ▶ health services
- ▶ organizational development/training and development
- ▶ human resources
- ▶ educational/professional associations (or associations related to my work)
- ▶ information technology

continued...

And What *About* Growing That Network of Mine?

- ▶ teaching (both in the private and public settings, and post secondary levels)
- ▶ real estate
- ▶ banking, credit unions and other financial institutions
- ▶ headhunters
- ▶ travel
- ▶ politics/local/otherwise
- ▶ law
- ▶ celebrity
- ▶ insurance

continued...

And What *About* Growing That Network of Mine?

- ▶ media/ TV/radio/publishing
- ▶ sales & marketing
- ▶ medicine
- ▶ veterinarian
- ▶ religious community (s)
- ▶ police
- ▶ firefighter
- ▶ best friends *
- ▶ others?

continued...

And What *About* Growing That Network of Mine?

Remember the importance and power of *your* personal **250+ people** circle of influence.

Strangers are only people you haven't yet met.

Make their acquaintance *now*, so that you may *honestly* consider them part of your network, *before* you *need* their help!

People trust, respect and help those with whom they have positive and historic relationships.

Keep growing yours!

“Stop, Start & Continue”

Because of what I’ve learned, or been reminded of, from today’s *Office Professional* teleconference, I will...

Stop:

Start:

Continue:

