

Missing Piece



Transformation Group, LLC

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Welcome to Transformation Group

Specializing in Growing Profitable Revenue for Organizations
Through People Development

Dear Heather,

You have been chosen to receive our monthly newsletter...Free! If this is your first issue, then welcome! I appreciate the opportunity to share best practices in leadership, management, personal and professional growth, recruiting, retention, and other areas critical to your success. Again, thanks for your readership.

Enjoy your newsletter!

Heather Williamson, Ph.D.
President, Transformation Group



Dr. Heather Williamson
The Business Doctor and
Executive Coach

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Soft Skills Are Essential For A Lasting Career

There are certain skills that you must possess to succeed in the career you have chosen. Soft skills are at the top of the list. You can have all the right hard skills in the world, but if you do not know how to relate to others, you are sure to fail. Let's take a look at how developing soft skills will benefit you long term.

What Are Soft Skills?

First, we need to define what soft skills are. This includes personality traits, character and other emotions that will help an individual socialize with others. It is also the ability to interact with others in an effective and

Exceptional Leaders

harmonious way. Surely you know that person that everyone just loves because they know exactly how to work a crowd.

Soft skills are a bit more than just schmoozing those around you. They are understanding how to communicate with others in a way that brings unity to the group. Employers are looking for team players. Those with soft skills are able to work alongside others and resolve issues.



Why Are People Skills Important?

Having the ability to socialize with others is an important part of life. Some feel that this is not an important part of the workplace. However, soft skills are what makes you a part of a team. Also, soft skills are part of developing leadership. Communication is another successful soft skill. Being a good communicator to those around you is a highly important part of being successful. Another part of soft skills is the ability to adapt to changes in the job. Changes will happen in your job. It is vital to be able to go with the flow in order to reach your career goals.

Building A Good Reputation Through Soft Skills

The ability to communicate and socialize with others will help you to build a good reputation. When others understand your character and know you to be an upstanding individual, it will give you the opportunities you need to grow. Many college graduates are entering the workforce without possessing the soft skills that are essential for them to succeed. Keeping these types of skills at the forefront of your skillset is vital to building a lasting career. ♦

If you have any questions about this article, or how we can help you develop your soft skills contact us today!

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Display A Sense Of Humor



You all know that none of us are getting out of this alive; so why take things so seriously? Many great leaders have had a terrific sense of humor in good times and bad. These include Abraham Lincoln, John F. Kennedy, Winston Churchill, and Ronald Reagan.

Not taking yourself or external events so seriously, even in dire situations, releases stress. Others around you are more at ease. Scientific studies have shown that moods are contagious and can be motivational. Seeing the humor in situations creates positive feelings. Positive moods generate positive action. Negative moods generate negative action or inaction.

Exceptional Leaders know that others take their cue from them and act accordingly. They can be funny on occasion.

Thought Provoker

- Are you able to inject humor into tense situations?
- Can you be self-deprecating; seeing the humor in your own actions when needed?
- Can you see how having humor in what appears to be important or ominous situations can actually improve others' abilities to address difficulties?
- As a leader, are you continually aware of your mood?
- Can you see how your mood impacts others?

For Exceptional Leaders, when things get tough, the tough lighten up and then get going. ♦

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New Year, Old Files & The Law

You are into a new year now, and it is time to look through all the old files and paperwork in your office. When paperwork and files are old enough to discard, what do you do with the paper? If you aren't in the habit of shredding paper with personal information on it, then you are violating federal law and more than likely, some state laws. Here is a look at the kinds of paperwork you need to make certain you shred.



Financial Documents

Whether it is a client's financial information or your own, you need to shred all documents. This includes paperwork that has credit card information or bank and routing numbers. It can be voided checks or bank statements. Any pages that have sensitive financial information need to be shredded.

Social Security Numbers

Any paperwork that has employee, client, or your personal social security numbers should be shredded. This can also include customer ID numbers that are used to get into accounts.

Pin Numbers and Login Information

If your forms require someone to write down pin numbers or login information for their accounts, these documents need to be destroyed. Should they fall in the wrong hands, it can put someone at severe risk of information breach.

Contact Information

When you are ready to clear out old clients or personnel, be sure you get rid of any documents that have contact information. This is to include email addresses, physical addresses, and phone numbers that will tie the individual to the contact information.

Receipts

If you are getting rid of receipts, be sure to send them through the shredder. This can include original receipts as well as copies of receipts. It is best to keep yourself safe from people who can find this information and use it against you.

When in Doubt, Shred it All

If you are in doubt about what has to be shredded, go ahead and put it in the stack. It is better safe than sorry.

It is a good idea to keep a running list of all documents that need to be destroyed. This will help you avoid throwing away information that should have gone through the shredder. ♦

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At Transformation Group we use strategy-based performance management to help you assemble the organizational puzzle pieces that will make your company successful!

- [Assessments](#)
- [Executive Coaching](#)
- [Strategic & Business Planning](#)
- [Leadership Development](#)
- [Sales Development](#)

- [Team Leadership](#)
- [Time Management](#)
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Our approach is to work with you to identify organizational goals that are necessary to be successful. We provide a customized approach to assist you in developing effective leaders that build positive trusting relationships with their employees resulting in increased engagement and improved productivity.

Assessments In The Workplace

Giving potential employees a behavioral profile, sometimes called a personality assessment, is an important part of the hiring process. One thing hiring managers fail to realize, is that the assessment is not the only piece of criteria you should consider. This is to aid you in the hiring process. However, if it is not administered with the right mindset, it could potentially damage your business.



Behavioral Profile Assessments Can Help Your Business

The purpose of these types of assessments is to give you an idea of the kind of behavior you can expect out of an individual in the role you are hiring for. Certain personality types do better in different job environments.

Not everyone will make a good salesperson or office person. The same could be said about any job. To figure out who will best suit your position, an assessment can give you a good indication of the best personality/behavior.

When you administer this assessment and use it as an aid, it can be very beneficial to you. It will help you make a wiser decision when hiring someone to complete your team.

Behavioral Profile Assessments in the Workplace Can Harm Your Company

Unfortunately, these assessments can harm your company if you are not careful. It is important that you remind yourself that this is only one part of the hiring process. You should still look at other characteristics and abilities of the individual to make the best decision.

Some businesses put themselves at risk for disparate impact on potential employees. This is where you unintentionally discriminate against someone.

"Be not afraid of going slowly. Be only afraid of standing still."
~ Chinese Proverb

"Business is like roller skating, either you keep moving or you fall down."
~ Doc Blakely

"Leadership is a potent combination of strategy and character. But if you must be without one, be without the strategy."
~ Norman Schwarzkopf

Administering assessments is a fair practice.

However, the business needs to make certain they are using a company to provide the assessment. Particularly one that has conducted adverse impact studies. These studies should have complied with federal mandates and regulations.

Not sure if your assessment company did their research? Ask them about it. Those that have done their research will be able to provide you with a copy of their findings. Make sure you take a good look over what was discovered. You do not want to put your business at risk of disparate impact when hiring employees or awarding advancements.

There is no doubt that workplace assessments are vital to running a business. Be sure that you use it as a resource and not the deciding factor to decisions. Also, use a company that has done their research. Be sure you keep your company from being held liable in disparate impact cases. ♦

If you have any questions about this article, or about how to utilize assessments, contact us today!

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