

AYSC Communicator

At Your Service Consulting Newsletter



BRIDGING THE GAP BETWEEN INTENTION & ACHIEVEMENT

“If you want to be happy, set a goal that commands your thoughts, liberates your energy, and inspires your hopes.” - Andrew Carnegie

Whether your goal at the beginning of the year was to make a million dollars or to write a novel from start-to-finish, it's likely that you're finding yourself at that in-between place. The gap between the intention you set and the achievement of the goal. At this point in the year, you're finding yourself at the lull in the middle of the journey. Beginnings and endings are fun and exciting, it's in the middle where you're most likely to quit - it's frustrating, messy, and if you don't have a plan in place to deal with setbacks, you risk coming to a halt. Here are five tips to help bridge the gap between intention and achievement.

1. **Baby steps.** Big tasks are not tasks in and of themselves; they're usually groups of small jobs. Break up your tasks into smaller, more manageable steps.
2. **Monitor your process.** Whether this is creating a spreadsheet, downloading an app, or keeping a giant to-do list that you're crossing things off from – find a way to visually track how much you've accomplished so far.
3. **Learn to pre-commit.** Decide ahead of time when and where you will complete a task. Need to write a blog post? Pick a time, day, and location to do it and don't leave until it's done.
4. **Create simple to-do lists.** Choose between 1-3 things you need to get done, then take the time to detail exactly what baby steps need to be taken for that work to be completed.

Newsletter Highlights

Word from our President

Bridging the Gap between Intention & Achievement

Leveraging Love Languages to Improve Connection

Maxwell DISC Assessments



5. **Learn to say NO.** There will be invitations to do things that aren't a productive use of your time. It's appropriate to say no to those things. It's not selfish. It's a way to take care of yourself.

When you begin planning out your goal, be sure to write down WHY it's valuable and important to you. Ask yourself, "If I were to share my goal with others, what would I say to convince them it's worthwhile?" Think of it as your personal mission statement. This mission statement is what you go back to when the lull hits and temptation strikes to move on to a new project before the current one is completed.



LEVERAGING LOVE LANGUAGES TO IMPROVE CONNECTION

Much research exists on cultivating and navigating familial or romantic relationships. Not as much is available around professional relationships despite the fact that we spend around 40 hours a week at work. The fact is these relationships are born out of circumstance not choice. The people we work with make the difference between loving or hating a job. Work friends keep us sane and add value to our professional lives. These relationships are important for supporting our ability to cope with stressors in the workplace. A strong work relationship can also help you learn, grow, and achieve your career goals. Therefore, it is important to cultivate these relationships by learning the communication styles of peers.

Gary Chapman's book *The Five Love Languages* has improved relationships by shedding light on how those around us interpret acts of love. Although it started out being geared toward husbands and wives, it can certainly be applied to parents and children, and even office relationships.

Virtually any human interaction can benefit from the knowledge of your recipient's love language, the simple act of taking the time to learn their love language will deepen the connection and strengthen the relationship.

What does that look like in an office setting?

Words of Affirmation – the coworker who desires words of affirmation will appreciate a specific compliment on their latest presentation or the acknowledgement of the value they bring to the team.

Acts of Service – this coworker will appreciate your help with a big project that's coming due. Look for ways you can lighten their load.

Quality Time – take coffee breaks with this coworker, have lunch with them, invite them for a walk around the building so you can both stretch your legs.

Gifts – It's important to be mindful of office policy with this love language, but an appropriate gift can be as simple as replenishing their favorite brand of coffee when you notice it's running low or a low-denomination gift card to their favorite lunch café.

Physical Touch – this is another one we have to be mindful of in the workplace. If you notice a coworker's love language appears to be physical touch offer a high-five or a fist bump when they share great news. Ask permission to greet them with a hug in the morning.

The main idea is to pay attention to the people you spend your days with. Pay attention to the body language, the cues, and the clues about who your coworkers are and how you can show appreciation for the value they bring to your team. If office policy precludes you from showing individual appreciation, work with HR to devise a team wide celebration that encompasses a demonstration of all five love languages so each person receives what they need to keep their proverbial cups filled. Improved connection improves the bottom line. Becoming fluent in love languages is a worthwhile endeavor.

MAXWELL DISC ASSESSMENTS

The Maxwell DISC Method has been designed around the leadership philosophies of the world's number 1 leadership expert, John C. Maxwell. The four primary categories of Maxwell DISC are Dominant, Influencing, Steady, and Compliant. Recognizing which category your teammates align with will help facilitate effective communication. While individuals may exhibit a combination of these four behavioral types, almost always one will weigh heavier than the other three. Undertaking a Maxwell DISC assessment provides an in-depth analysis of behavior coupled with an action plan built from the leadership principles put forth by John Maxwell. The results provide a framework for your organization's growth.

Using the Maxwell Method of DISC a Certified Consultant will help you better understand yourself and everyone you encounter. When you understand the motivational center of your teammates, communication improves and you find yourself on the path to accomplishing your personal and professional goals!

How does AYSC use Maxwell DISC Assessments?

Our program will help you better understand how you can communicate more effectively with others. More effective communication with other DISC types will help you better connect since you can take into consideration their preferred way of receiving information and communication.

Internal communication impacts external communication with customers. Our specialized customer service assessment will provide a unique look at your company's effort to provide excellent customer service. Using our FADES® process, recommendations will be made that enable your organization to retain existing customers, attract new customers and maintain your customer base.

Schedule your Discovery Session and see how At Your Service Consulting can work with you to enhance your organization's communication and leadership goals.

Word From Our President



It's hard to believe that we are halfway through the year! For some of us, depending on where we live, we've seen seasons change. However, no matter where you live, if you're leading a ministry or marketplace organization, you've experienced seasons of change,

from staffing to supplies to overall cultural and this change has most likely impacted organizational goals that were established at the beginning of the year. Whether it be working toward being a more effective leader, improving your communication skills, understanding how others communicate or closing gaps that impede growth, here are 5 tips to help you achieve your goals. Know that you can still finish the year strong!

1. Stay focused – you've established your mission and vision – keep your thoughts and action around them.
2. Be open to change – if the past two years haven't taught us anything else, they have taught us that we must be open to change and find ways.

3. Keep to your timelines – maintain realistic and attainable timelines and allow them to guide you through the decision-making process.

4. Manage the completion of your goals wisely – remember each small goal or task accomplished gets you closer to goal completion; also, remember delegation of tasks facilitates completion.

5. Don't give up! – even when it looks like there is no movement and failure seems inevitable, keep your focus on your mission and vision for your organization. Purpose helps us to keep pushing.

At Your Service Consulting, LLC is available to help your organization in the areas of customer service, communication, and leadership development. Visit our website at www.atyourserviceconsulting.com and set up and appointment to talk further.

Keep Growing,
Claudette