

## Inspired Impressions! Ezine

November 2015

Volume 53

**Speaker · Author · Consultant**

As an engaging speaker, captivating author and successful consultant, Tracy Butz provides actionable strategies and solutions, helping others to live more productive, passionate and purposeful lives.

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### WELCOME!

Welcome to **Inspired Impressions!**

It's an informational and inspirational monthly Ezine, filled with personal insights, interesting business topics, helpful strategies, inspiring stories, opportunities to connect, etc., with each issue designed with you in mind.



I hope you enjoy this month's issue and are able to apply at least one idea into your professional or personal life.

### IT JUST DOESN'T TAKE THAT MUCH!



Last Monday night my husband and I decided to go out to eat. We chose a local establishment that we frequent often. Our expectations were that this experience would be similar to those we've had in the past...excellent!

In my job, I am expected to deliver the program as promised...to meet or exceed the objectives, in a manner that is interactive, engaging and fun, with the participants able to apply key action items immediately following the program. Simple. Not always easy.

But an expectation, nonetheless and one I promise and guarantee, or a client doesn't pay a dime.

My husband's career expectation is also simple, and certainly not easy. As an EMS helicopter pilot, he is expected to get his crew, the patient and himself to the appointed destination safely. As it is known in that industry, if the pilot falls even a little short of expectations, they all likely end up dead.

Let's now revisit last Monday night's dining experience.

When we arrived, we were seated right away. The restaurant was far less busy than the last time we dined there. "That's odd," we thought. We were then greeted by a wait-staff person, let's call her Jill, and she asked about beverage choices. As I unrolled the silverware from the black cloth napkin, I noticed a dirty knife. That is never a good feeling, but I politely asked for a new set of silverware. Another set was quickly delivered, which I opened quickly in front of Jill to put the small issue behind us. Unfortunately, as I opened this set up, the napkin was not only dirty, but gross. Now, I am feeling a bit disgusted. Jill again apologizes, doesn't really appear to be embarrassed, and swiftly gets me another set, which thankfully, appears to be clean.

A short time later we place our dinner order. Jill wrote quickly, and as she walked away, my husband and I looked at each other and at the same time said something similar to, "Do you think she got all that?" We hoped so, as there hasn't been an issue in the past.

[\(Click to continue reading!\)](#)

## THE POWER OF LISTENING

**William Ury**, a world-renowned mediator, talks about the power of listening. This skill was clearly lacking in competency from the story noted above. A key point is to, "Listen to what is not only being said, but also what is NOT being said."



8:21 min.

### Candid Dialogue: Clear, Concise & Constructive Discussions

According to the Gallup Organization, the number one leadership behavior that affects morale and productivity the most is "not enough feedback." This program targets this very need.

Discover an eight-step method for being able to share either a negative message or positive feedback with someone, in a way where you can "**Engage More. React Less.**" Whether it is performance-related feedback or otherwise, these short and frequent conversations can truly not only enhance relationships, but demonstrate--that as a leader--you care. And according to research, leaders demonstrating that they care happens to be what employees truly want the most from a supervisor.

Learn actionable strategies to **CONSIDER** the preferences of others, demonstrate a greater sense of **APPRECIATION**, understand how employees like to be **REWARDED and RECOGNIZED**--from their perspective, and determine how you can best **ENGAGE** them (**C.A.R.E.**). Choose to engage in timely and frequent candid dialogue, and watch your relationships prosper!

- Enhance communication by realizing the purpose and benefits of providing both forms of constructive feedback.
- Discover common barriers that prevent sharing negative information and/or positive feedback to others about their performance.
- Decrease defensiveness by understanding why negative emotional reactions occur and how to best prevent them.
- Enhance productivity and results by learning and applying the eight steps for engaging in candid dialogue--clearly, *concisely* and constructively.
- Transform relationships with direct reports and others by considering their preferences, demonstrating greater appreciation, understanding reward and recognition desires, and determining how to best engage them to maximize their talents.

## INSPIRATION BY "NATURALLY 7"



One-of-a-kind R&B group "Naturally 7" practices vocal play - the art of using the human voice to mimic instruments. It's as if a beatboxing troupe decided they could "-box" a whole orchestra: flute, horns, drums, guitar - building a vocal wall of sound through their smooth single, "Fly Baby." (3:57min).



Naturally 7

## FEATURED E-LEARNING PROGRAM

Introducing our newest **e-learning** program entitled,

### **"Emotional Intelligence: Managing Emotions to Enhance Performance."**

#### **Program Description:**

Imagine if you couldn't understand when a co-worker was angry, your supervisor was frustrated, or a friend was feeling sad. The ability to understand, interpret, and respond to the emotions of others has a crucial impact on professional and personal success. Discover how achieving a greater understanding of and better managing our own emotions-while influencing those of others-can significantly enhance performance, build stronger relationships, and achieve higher levels of success for ourselves and the organizations we work for.



- Understand the importance of emotional intelligence and the impact on performance in the workplace.
- Discover four core abilities that determine one's level of emotional intelligence and self-assess your current level in each respective area.
- Identify thoughts, behaviors and habits that often interfere with the ability to understand and effectively manage emotions.
- Learn and apply key skills to further develop your emotional intelligence-enhancing your ability to perform at a higher level, increase self-confidence, and build stronger, more collaborative relationships.

[Click here to obtain more information or purchase this e-learning program.](#)

Experience quality content and design. Engage, learn and apply knowledge quickly.

## ALL THREE BOOKS CAN BE DOWNLOADED AS E-BOOKS!

All three of my books are available as **e-books** and can be easily downloaded and read on your tablet device or phone using one of these well-known applications:

**[Learn more about or purchase the e-books here!](#)** OR **[click here!](#)**



## OPPORTUNITIES TO CONNECT

Please get in touch with me if you want to connect when I'm in your area in the next two months or if you're interested in a similar program for your organization.



November 11

**Candid Dialogue: Clear, Concise & Constructive Discussions**

Neenah, WI

Private Client

December 4

**Embracing the Challenge of Change AND  
Clear, Concise & Confident Communication**

Sturgeon Bay, WI

Private Client

January 7, 2016

**Inspire Creativity & Innovation to Cultivate Change**

Appleton, WI

Private Client

January 13

**Be the Architect for Your Life: Dream It. Plan It. Live It.**

Chicago, IL

Professional Women's Club of Chicago

[For more information, click here!](#)

January 27

**Candid Conversations that Drive Results**

Appleton, WI

Private Client

Helping individuals, teams and organizations live more productive, passionate and purposeful lives!

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