



Welcome to the July issue of [Think.Act.Talk.](#)

[Click here](#) to receive regular Learning Lessons

In this Issue

- ▶ Non-Verbal Communication
 - ▶ Speaking Out
 - ▶ TAT Impact Cycle
-

Leadership Spotlight

Congratulations to all the Women Leaders that were recognized at the [Dallas Business Journal's Women in Business Awards](#). You are an inspiration to us all.

WINNERS!!!

I'd like to thank all of the participants of our recent survey. Your candid feedback is always insightful and helps us align our messages to your current needs.

Congratulations to:
Giuseppe with *Profero Solutions* & **Elizabeth** with *Meadows*

While I work to bring you valuable tools that you can use in your every day interactions with peers, co-workers, friends and family, I want to point out a gem of opportunity you shouldn't miss out on. Everywhere you go and every person you come in contact with can offer you a lesson in communication. You don't even have to be close enough to hear their words because their non-verbal's will speak volumes. Take a moment out of each day to just be observant and look for something new. Whether it be in eye contact or movement, hand gestures or simply personal space, your observation will heighten the awareness of your own gestures. Summer is a great time to participate in this activity, especially since we find ourselves in more social setting and lots of people and interactions to observe.

I truly hope you are enjoying your summer!

Helanie Scott

Poor Non-Verbal Communication can and will impact your bottom-line

For those of you that are familiar with me and my consulting practice, you know that I am, to say the least, an advocate of open and direct communication. I not only want it, but in most situations, I expect it. It isn't that I see myself as different from my clients and students in this way, but because I so vehemently believe that REAL communication leads to profitable performance in work and in life, I look for it, everywhere I go.

In addition to being so passionate about communication, I also highlight the importance of human connection and being intimate with people - whether they are part of the family, at work or just people out in the world that I interact with for one reason or another.

So, is this me being intimate with you? Yes, it is. So much so, that I have a personal story to share with you. But before I share my story, I want to point out that the focus of the story is not to gain your sympathy, but to share with you the common occurrence of communication gone wrong and to spark your thoughts on how effective non-verbal communication is a business-critical skill and not an optional extra.

Foundation

Each prize was valued
at \$500.



Hot News!

Our new Website is
live.

Visit us at

www.align4profit.com

Send me an

[e-mail](#)

with your feedback

[Click here to
Share this newsletter
with a friend](#)

Connect to us



Here's my story.....

A couple of weeks ago, I injured myself in such a way that I needed to make a trip to the emergency room. To be more explicit, I severely cut my finger on a broken vase. While not a life-or-death emergency, it was bad enough that stitches would be needed and medical attention would not be able to wait until Monday morning. So with my family in tow, we made the trip to the ER.

After being stitched up, with very little conversation between the doc and me, I was told that the nurse would be in to bandage me up. So, a bit later, Nurse #1 enters the room and proceeds to bandage me up. When it was clear that he was about to exit the room, I pointed out that the doctor had indicated that I was to have a splint. With an audible sigh of frustration, Nurse #1 mumbled under his breath, 'I wish Doc had told ME that', and promptly exited the room with no communication about his next course of action.

A few minutes later, Nurse #2 entered the room, unbandaged my finger, and rebandaged it with a splint. Before Nurse #2 had finished, Nurse #1 returned to the room and when it was clear that they were about to exit the room, I explained that the doctor had also told me that I was to have a sling. The two nurses turned to one another and simultaneously rolled their eyes.

The result? I was frustrated at they lack of customer service and patient 'care' caused by their inability to execute treatment as promised. And it was clear to me that they were exasperated by the doctor's lack of communication to them, and I found myself asking, 'If we can witness this in a prestigious hospital, how often does this type of interaction happen in all business conversations? The bigger question, what is this costing corporations in customer loyalty, opportunity costs, and the bottom-line'

The main point is there was glaring mis-communication, poor management of emotional maturity and blatant disregard for the eyes that might be watching the non-verbals.

If you are a leader or a team-member you have two responsibilities; Watch your non-verbals – you never know who is watching and what impact that has on success; rather -have a REAL conversation with the RIGHT person. Don't rely on ulterior non-verbal conversation, and don't converse with the wrong person.... In this case the client.

Off-course? If you need help with either managing your non-verbals, or how to conduct a REAL conversation – just shout... we are here to help.

Good Luck with being REAL for REAL Results!

Speaking out and Challenging the *Norm*



At the recent Top T.E.N. networking event, put on by the WBC Southwest and hosted by Brinker Int'l, I had the privileged of presenting 'The New Game-Changing Trend in Leadership'. My mission was to add energy and action to the room, and push the audience to embrace the concept of Leadership Intimacy. In



Helanie's Blog

doing so, I knew that if they would just seek a new level of connection with others and move away from solely asking the 'safe' surface questions, they would discover a new power; and likely a new ally or two.

As the Generational gap closes in on our working environment, moving from the predominance of Baby Boomers to one of Generation X & Y leaders, the need for generating a deeper level of intimacy will be on the rise. Our new generations are seeking relationships and praise and adapting **Leadership Intimacy** will be imperative.

If you'd like to learn more about Leadership Intimacy, please give us a call!!

"What you do speaks so loud that I cannot hear what you say."
—Ralph Waldo Emerson

Think Act Talk™ Leadership Impact Cycle

The Leadership Question to ponder...

How is your behavior impacting the bottom-line?



The chart above clearly shows how Leadership behavior contributes to the bottom line. Your actions as a Leader define the employee experience. If you create a rewarding experience for your employees, the experience allows them to demonstrate behaviors and productive actions that create an unforgettable experience for your customers. This exceptional experience is what truly inspires customer loyalty, and loyalty...leads to profit.