

Training Scene

American Society for Training & Development
Newsletter of the Massachusetts/Greater Boston Chapter



This Month's Feature

NOVEMBER 13, 2003: RESILIENCE AT WORK **PAUL HELLMAN**

Paul Hellman
Founder
express potential[®]

Thursday
November 13, 2003

5:00pm - 6:00pm
Registration, Networking &
New and Prospective Member
Orientation

6:00 pm - 7:00 pm
Refreshments

7:00 pm - 9:00 PM
Program

Sheraton Lexington Hotel
727 Marrett Road
Lexington, MA 02421
781-862-8700
www.sheratonlex.com

Members: \$35.00
Non-Members: \$45.00

Register by Tuesday
November 8, 2003

Register After November 8
Add \$5.00

*Member's guests may attend at
the member fee as long as fees
are paid in advance*

Resilience at Work
a systematic approach for sustaining motiva-
tion, energy and confidence
– no matter what -
by thinking differently

Program Overview

In this program, based on Paul Hellman's latest book, *Naked at Work: How to Stay Sane When Your Job Drives You Crazy* (Penguin Putnam), you'll learn practical techniques that can be used both personally and professionally to sharpen your effectiveness by thinking differently, including how to:

- stay energized and motivated, despite setbacks
- boost your confidence before tough situations
- stay focused on work when you're at the office, and let it go when you're away
- quickly get new perspectives on

Continued on page 3

Cancellations: *In the event of the cancellation of a program due to inclement weather, notification will be left on our voice mail. Please call 617-731-2783.*

To register please send check to ASTD
Mass/Greater Boston Chapter
PO Box 67262, Chestnut Hill MA 02467

For information or to register online:
<http://www.massastd.com>
ASTD - phone: 617-731-2783
fax: 617-731-6315

Pre-registration and
prepayment are required.
Register today by calling the
Chapter Office at
(617) 731-2783
or log on to:
massastd.com

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2002 Chapter Officers

President
Larry Habart

Immediate Past President
Christopher DeVany

President Elect
Position Open

Director - Membership
Jackie Grocer

Director - Technology
Dave Pasquantonio

Treasurer
Myron Cohen

Please call the Chapter Office at
(617) 731-2783 for information on how to
contact any Board member.

Training Scene

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official newsletter of the Massachusetts/
Greater Boston Chapter of the American
Society for Training and Development.

Direct requests regarding submitting articles
or advertising to: Chapter Office, ASTD,
PO Box 67262, Chestnut Hill, MA 02467
Phone: (617) 731-2783

Submissions:

Articles and announcements
for inclusion in Training Scene
may be emailed to:
trainingscene@massastd.com

President's Message

Ethics in the Workplace

We read about the antics of
executives in WorldCom,
Tyco, Enron, and other huge
corporations. We cannot believe that
people can act in these ways, defraud-
ing their stockholders and devalu-
ing their employees. We wonder how
people could see it going on and not
say something to stop it. We hear
about the culture at NASA that was a
major factor in the Columbia disaster.
We see phrases like "failing to report
bad news to higher ups", "hesitancy at
mentioning something that will delay a
project", "disregarding information
that doesn't fit with one's assessment
of a situation" which echo statements
made in the Challenger Report.

It is easy to point fingers at people in
these traditional hierarchical and
bureaucratic organizations. How
about in our own traditional, hierar-
chical companies, families, communi-
ties are not these kinds of behaviors
familiar to us. How often do we not
risk looking bad to our boss, or
spouse? How often do we fail to speak
up about something because we
"don't want to hurt their feelings"?
How often do we let something pass
without comment because it is now
out of our area of responsibility and
into someone else's hands? How often
do we decide not to comment on
some conversation or action that we
question because it would risk our job
or relationship security?

Truth telling is one of the hardest
skills I have tried learning. The fear
factor looms large in these kinds of
situations. I am not making light of
this. To be very honest with myself
may be even harder than being very

honest with others. I am not talking
about "confessions" but about
awareness and articulating feelings in
the present moment. It is difficult to
recognize how we feel and give it a
name. It is easier to point a finger at
someone, blame him or her, label him
or her, or assume we know what is in
their mind and act on that, than
engage them in conversation about the
issue. It does not come naturally to
describe our feeling, their action, and
genuinely dialogue about conse-
quences or what we would like to see
changed in the situation. Because we
do not have the words and do not have
good models to guide us, we do not
often have the courage.

Perhaps now is the time to think about
adding truth and ethics into our
training programs!

Larry Habart
President

Have You Renewed Your Membership Recently

*The date that appears at the top of
the mailing label on each postcard
you receive is the date upon which
your membership will expire. We
follow the practice of sending out
bills for dues renewals a month or
two prior to the renewal date.*

*If you need to renew and have not
received an invoice or have
misplaced it please call us at
617-731-2783.*

old problems

- relax in a minute or less

Program Content

Resilience is the ability to stay energized and motivated, despite challenges and setbacks. Most challenges at work fall into one of three categories, which are summed up by the acronym, C.E.O.

- **Circumstances** (any adverse condition that causes discomfort)
- **Ego** (performance situations that threaten identity)
- **Other people** (especially those with different priorities and styles)

Although you can't always control circumstances, ego and other people, you can control how you think about these challenges, and thinking differently makes you more resilient.

Change forever the way you think about thinking, while decreasing your stress and increasing your mental power. Based on Paul Hellman's latest book, *Naked at Work: How to Stay Sane When Your Job Drives You Crazy* (Penguin).

About the presenter:

Background Summary

Paul is the founder of **express potential**,[®] a Boston-area consulting firm helping people at work achieve exceptional results through breakthrough thinking & communicating. He has over 20 years experience as a management

consultant, speaker, columnist, TV and radio commentator, and psychology instructor.

Consultant & Speaker

An internationally known specialist in corporate education, he has led hundreds of successful programs in the U.S. and abroad for such companies as Analog Devices, Biogen, Fidelity Investments, Merck, NCR, Readers Digest, and United Technologies.

"Paul is one of the most gifted consultants I've ever had the pleasure of working with. Not only does he know his material cold, he also has an innate ability to connect with audiences at all different levels." (Nancy Nagler, Vice President, Learning & Development, MFS Investment Management).

Columnist

His columns have appeared in *The New York Times*, *Wall Street Journal*, *Washington Post*, *Boston Globe*, *San Francisco Chronicle*, and regularly on the back page of (the former) *Management Review* where he was a contributing editor for 10 years.

Author

Naked at Work: How to Stay Sane When Your Job Drives You Crazy (Penguin Putnam) is "An incredible book of wit & wisdom. I loved it" (Richard Carlson, bestselling author, *Don't Sweat the Small Stuff*); "A zippy, snappy, smart, funny & above all, useful guide to promoting top performance" (Dr. Ned Hallowell, Harvard Medical School).

His previous book, *Ready, Aim, You're Hired!* (Amacom), with a

foreword by Harvard Business School's Director of MBA Placement, received rave reviews from top business schools and leading career experts.

TV & Radio Commentator

Paul has appeared multiple times on CNN's financial network as a commentator about office life. He has also contributed to Public Radio's *Marketplace*, delivering on-air commentaries to their 900,000 listeners.

Psychology Instructor

He has taught MBA courses at Northeastern University, and organizational psychology courses at Bentley College, where he was nominated twice by his department for an outstanding teacher award.

Educational Background

A Phi Beta Kappa graduate of Clark University, he has a master's degree in psychology from the State University of W. Georgia, and in management from MIT's Sloan School.

Find us

at:

MASSASTD.COM

When you begin to speak, do you ever feel distant and disconnected from your audience? Or are you concerned that you need to establish your credibility in order to be taken seriously?

You can use several simple techniques that will put you and your audience at ease and instantly build rapport and credibility. Your audience will experience you as someone they can trust, they can approach, and are eager to listen to. Use the techniques below at any point in your speech. Choose the ones that work best for you and your specific speaking situation.

Building Rapport

- Welcome and/or thank the audience
- Use relationship words such as “we”, “our”, “us” “your” “you” “me”
- Tell them:
 1. You admire or respect them, compliment them
 2. You are aware of their challenges
 3. What you believe they are thinking or feeling at the moment
- Mention an experience or person you both share or know
- Share something about yourself that relates to the industry, your topic, or the event
- Explain how they will benefit from your talk

- Relate the information you present to their needs and interests throughout the talk
- Ask them to talk so the experience feels more like a conversation than a speech

Establishing Credibility - Tell them:

- How long your organization has been involved in the topic you’re discussing
- Your years of experience
- Your role in the information you’re presenting (for ex. - Did you help design, test, or market the product you’re talking about?)
- An personal experience you’ve had related to the topic
- Co-workers who agree with you and that your audience respects
- Other respected people who agree with you
- People/organizations that you have access to or you are connected with that the audience respects
- Media that has quoted you
- Conferences you’ve attended or spoken at

Happy Presenting!
Janelle Winston

For further information, please contact:
Janelle Winston
President, SpeechCoach Company

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Newton, MA 02466
617-244-5505
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www.speechcoachcompany.com

SpeechCoach Company offers group training and private coaching in:

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- Voice & Diction Improvement
- Accent Reduction
- Interviewing Skills
- The Art of Hosting an Event or Seminar
- Interpersonal Communication - listening, giving and receiving feedback, assertiveness
- Socializing & Networking Skills
- Telephone Skills & Voice Mail Messaging

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Your Chapter Needs You

Are you a Writer?

Have you been published lately?

Would you like to be published in Training Scene?

We are looking for articles for future issues of Training Scene on contemporary Training and Development Issues. If you have an existing article or would be willing to write one, please contact us at MASSASTD.COM or call the office (617) 731-2783

Have you moved?

**Have you recently gotten a new
E-mail Address?**

**Have You Been Getting E-mail
from US?**

On occasion we E-mail information that we consider of importance to the membership.

If you have not been receiving these messages recently, we may need to update our records.

Please call us at:

617•731•2783

or e-mail us at:
info@massastd.com

Reach Over 500 Training and Development Specialists

Advertise With ASTD

Advertising in *Training Scene* is a simple and cost effective way to reach over 600 members of the Greater Boston Chapter of ASTD.

Training Scene is published ten times per year and advertising is available at the following rates per insertion:

1/6 Page Ad	(2 1/4 X 4 1/2")	\$120
1/3 Page Ad	(2 1/4 x 10")	\$150
1/2 Page Ad	(7 1/2 x 4 1/2")	\$230
Full Page Insert	(8 1/4 x 11")	\$300

Discounts:

10% for five pre-ordered, pre-paid insertions

15% for ten pre-ordered, pre-paid insertions

OR

On The Web

Have your own banner ad on the ASTD website.

One month for \$250

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