

From Next Element Consulting

March 2009 E-News

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NEXT ELEMENT E-NEWS

2009 March Issue

"Our organization utilizes Nate Regier and Next Element for communication training and team development. Nate has a very deep understanding of the concepts and tools he employs and a fun and supportive training style. Some members of the team were reluctant to participate, but he won them over and everyone thought there was great benefit to the training. Unlike many seminars and programs I've attended in the past, Nate's approach has "sticking power." We have incorporated the concepts and vocabulary into our day to day interactions. We've had lasting value from our investment in working with Next Element."

- Kim Shank, Executive Director, Wichita Clinic, Wichita, KS

ACCT Update

We attended the Association for Challenge Course Technology International Conference in Houston, Texas, January 29 ? 31. Thank you to everyone who came by our booth, attended our workshops, and supported our new company. We feel truly blessed by your affirmation and enthusiasm for what Next Element stands for and the relationships we hope to build over the years.

Survivor Syndrome: Take Care of Your People

A recent study of downsizing and turnover rates in 200 different companies published in the April/May Academy of Management Journal uncovered some startling statistics. Companies that reduced their workforce by just 0.5 percent saw more than five times that many people chose to leave on their own. From surveying over 4000 workplace survivors, the study found that:

- * 87% say they are less likely to recommend their organization as a good place to work
- * 64% say the productivity of their colleagues has declined
- * 81% say the service customers receive has declined
- * 77% say they see more errors and mistakes being made
- * 61% say they believe their company's future prospects are worse

The solution, say the authors, is to invest in those who remain. Enhancing communication and specific leadership training are two of the most important investments a company can make following downsizing.

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Next Element can help. We provide specific and targeted skill-building for managers, supervisors, and leaders to build cultures of respect, loyalty, communication, and engagement in times of crisis. Peruse our list of workshops, or contact us to discuss custom programs for your workplace. To read the entire article, go to:

[1]<http://washington.bizjournals.com/washington/stories/>

For Nate's full Wichita Eagle article, go to:

<http://www.kansas.com/business/perspectives/story/713069.html>

PCM NUGGET

Tolerating diversity vs. leveraging diversity.

Are you politically correct? Do you appreciate diversity? Are you culturally sensitive? Most likely. We believe that tolerating differences is necessary for a safe workplace. We also believe that tolerance is a passive approach to diversity and is insufficient for diversity to truly flourish. Next Element teaches skills to leverage individual gifts towards shared goals, to maximize the power of diversity, and to truly take advantage of individual differences for the benefit of the community. We help our clients take a fresh new look at difficult diversity issues from the perspective of human personality and motivation.

A QUOTE TO PONDER...

"I have yet to find the worker, however exalted his or her station, who did not do better work and put forth greater effort under a spirit of approval than under a spirit of criticism." ? Charles Schwab

BOOK RECOMMENDATION

The Customer Comes Second ? Hal F. Rosenbluth & Diane McFerrin Peters

<http://positivesharing.com/2003/01/book-review-the-customer-comes-second/>

Don't be fooled by the title. This book is all about improving quality service and customer loyalty. The twist is that it all starts with taking care of ourselves. Find numerous tips and tools for valuing your employees and increasing their engagement and passion.

HOT WING UPDATE

For true connoisseurs, feeding a hot wing craving with a boneless buffalo wing from Chili's in the O'Hare airport is like rappelling a 20 foot ice wall with dental floss. Folks, we are looking for bona-fide hot wing sources

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within airports. We need help! This month's question...do you like them grilled or fried? We welcome your opinions and suggestions.