



Minnesota Professionals for Psychology Applied to Work

Upcoming Speaker

By Heather Johnson, VP Programs

TUESDAY, JANUARY 19:

Maximize Your R.O.E (Return on Emotion)

Lisa Griebel

Principal, Crescendo, Inc.



How do you feel and what difference does it make anyway? Truth be told, how we feel makes a pretty big difference in our lives and our ability to achieve the results we want for ourselves. Research proves that emotions drive everything we do – how we make decisions, how we build relationships and how we embrace change...all essential skills for thriving in our current environment. Emotional Intelligence (how we perceive, understand, use and manage emotions) is a critical competence for personal/professional success. In this month's MPPAW presentation, Lisa Griebel tells us that there is good news – Emotional Intelligence can be developed. This session will help you understand the *why* behind your feelings/emotions, the *impact* of emotions (on you and others) and the *tools* that will help you *Maximize your R.O.E (Return on Emotion)*.

Lisa Griebel is Principal of Crescendo Inc., a Minneapolis, Minnesota performance-consulting firm committed to the growth and development of healthy organizations. She has more than 25 years of experience in training and organization development, marketing, product development and strategic business planning. Ms. Griebel has worked in both the Public and Private sectors and is a frequent guest speaker at conferences and Professional Association meetings. Helping individuals and organizations realize their Emotional Intelligence (EQ) and leadership potential through coaching and training is a primary focus of Lisa's practice. She is an MHS (Multi Health Systems) certified EQ-i® (Emotional Quotient Inventory) and EQ 360® trainer and has administered more than 1,000 EQ-i® assessments world-wide. Additionally, Lisa is an adjunct Leadership instructor in the St. Mary's University Organizational Leadership Graduate program. She is certified to administer all Geier Learning Systems personality assessment instruments; she has a

Master of Education degree in training and organization development from the University of Minnesota and a 2nd degree Black Belt in Tae Kwon Do.



MPPAW Update

By Sharon Sackett, President

Over 50 people attended our November presentation by Sue Hawkes on influential leadership and communication. Sue engaged the audience in some two-way dialogue about past experiences involving effective leadership. A theme that was repeatedly mentioned throughout the evening was the importance of good listening skills – a “lost art” according to Sue – and a helpful reminder to each of us as we start the New Year. Sue also addressed the value of work that is both productive *and* personally meaningful. May we each have the good fortune to experience productive and meaningful work in 2010!

We look forward to another stimulating presentation this month by Lisa Griebel on the role of emotions in driving human behavior, and how to manage them for maximum impact. In Minnesota – the land of understatement and self restraint – emotions often are not directly acknowledged or expressed, but they nonetheless influence our work and overall effectiveness. I see this everyday in my consulting practice, and I know I'm not alone. As a local consultant, Lisa may have some ideas for helping people stretch beyond “Minnesota nice.”

It's still not too late to become a MPPAW member. As of this month, our reduced rates apply and new members pay 60% of the usual annual fees. See page 3 for details.

What's the benefit of attending an MPPAW meeting?

You will meet others who study and practice applied psychology in Minnesota and Wisconsin. You can seek input regarding challenges you're facing, exchange best practices, or discuss new avenues for research. You can introduce yourself to a potential client or employer, or find the perfect candidate for your job opening. Finally, you will keep yourself informed about issues, challenges, and opportunities in both the research and applied sides of our field.

Member Profile

By Joseph Wohkittel, Co-Secretary

The spotlight is on...

Rhonda Allen, Director of Operations & VP Human Resources at Welsh Companies.



Rhonda has worked as a human resources professional for over 25 years. For the past 12 years she has served as the Director of Operations and Vice President for Welsh, a full service commercial real estate company. Welsh employs more than 300 professionals. In her strategic role with the company, Rhonda has a "hands-on" impact on Welsh's employee procedures including hiring practices, policies, and the physical work environment, which ranges from the company's "free" soda fountain machine to the on-site employee fitness center.

Rhonda's interest in human behavior and motivation recently stimulated her to pursue and complete her Master's degree in I/O Psychology. Her desire to deepen her understanding through formal training was fueled in part by today's changing business needs and the increasing complexities that organizations encounter. The graduate experience provided her with additional insights and tools for promoting a healthy, productive work environment. Welsh was recently recognized by the *Minneapolis/St. Paul Business Journal* as the #1 'Best Place to Work' in the Twin Cities for a mid-sized company, so perhaps some of her I/O insights have paid off! After all of her I/O coursework, she notes that seeing firsthand how leadership and organizations can impact employees has been a high point of her career.

Rhonda is inspired by working with people and lifelong learning. She finds that each day is different when working in HR and simultaneously overseeing the broader operations focus. Rhonda stated, "It's rewarding to have the opportunity to look at business from the people side while streamlining and improving operations. I thrive on the excitement that comes with learning new things, problem solving, coaching, and making a difference through my work."

Her hobbies and interests include enjoys spending time with her husband and son, walking her dog, reading, and golf.

November Presentation Recap

Summary Prepared by Amanda Koch, Co-Secretary

Speaking of Leadership: How to Inspire, Influence, and Get Results!

What is leadership? Who do you consider to be a good leader and why? What are the results of great leadership? Sue Hawkes began November's MPPAW meeting by posing these questions to the audience. Attendees shared several characteristics of good leaders, including active listening, concern with the greater good, investing in new leaders, and making oneself unnecessary over time. Ms. Hawkes finds that inspiration and influence are commonly mentioned as key to effective leadership. A brave and courageous leader who rises to meet challenges and overcome hardships is often the image that comes to mind when discussing great leaders. She stressed the importance of both symbolic and tangible outcomes as the results of great leadership.

Next, Ms. Hawkes asked attendees to think about why they chose their careers, considering both tangible and intangible reasons and initial short- and long-term goals. She noted that the most common answer she hears across groups is that people seek to make a difference in other people's lives. She asked the audience about people who had an impact on their lives and how these individuals made them feel. A common observation was that influential people enable others to see greater possibilities for themselves. They also possess good listening skills, which Ms. Hawkes considers to be a lost art.

Ms. Hawkes shared that in Chinese, the word "business" is defined as "helping each other make a meaningful living," stressing the importance of both performance and fulfillment. Creating meaning also tends to build positive work environments, and Ms. Hawkes discussed some strategies that companies use to create meaning. Companies may strive to increase quality of life; for example, Apple creates products to foster creativity and make life easier. Companies may make meaning by righting a wrong; for example, Mothers Against Drunk Driving and Amnesty International make meaning in this way. Companies may also make meaning by preventing the end of something good; for example, "green" businesses are dedicated to preserving the environment. Businesses that create meaning tend to create learning environments, engaged employees, and business growth.

Moving on to the topic of communication, Ms. Hawkes outlined several communication styles, from formal to informal and dominant to easy-going. She noted that the key to effective communication is to know your audience so you can adapt and deliver the message that will be best received. In addressing conversations for effective action, Ms. Hawkes discussed the elements involved in making requests. These elements include a committed

speaker, a committed listener, the terms of fulfillment, a time agreement, and a response. She finds that one problem in unmet requests is that often there is no committed listener – which means that the *perceived* (versus intended) meaning of the message is what drives the response. She likes this conceptualization because it puts responsibility into the speaker's hands, creating ownership for getting the message across and a desire to improve communication effectiveness.

The meeting concluded with attendees summarizing what they took away from the evening's presentation. Attendees noted the importance of being specific in requests and making time to listen. Closing thoughts included some reflection on how people have positively influenced their lives and a desire to have meaningful impact in the lives of others.

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Be sure to check us out online at www.mppaw.org!

Announcements

By Hannah Foldes, VP Communications

New Year Membership Options

As we are now in the New Year, please remember that MPPAW offers the following membership options:

Partial Year

Individuals who join MPPAW between January 1 and March 31 can pay a pro-rated 60% of the usual fee for membership (or membership plus meetings). This partial-year membership is available for both student and professional members. For your convenience, the online payment options also reflect the new partial year membership option.

Early Payment Option

Individuals who join MPPAW on or after April 1 may pay full year dues for next year's (September through May) membership. Membership privileges will apply immediately (i.e., membership rate for the upcoming May meeting; "membership plus meetings" includes the May meeting). If you have questions about the membership options, please contact a Membership VP (Abby Miller or Kerry Moechnig) or any member of the MPPAW Board.

Send in Announcements, Links, and Job Postings

MPPAW is your resource for distributing information of interest to the applied psychology community. If you would like to include an announcement in the MPPAW newsletter, or post a job opening, event, or other information on the MPPAW website, please contact Hannah Foldes, VP Communication (Hannah.foldes@pdri.com).

MPPAW LinkedIn Group



This season we created a new LinkedIn group for MPPAW. If you're already a member of LinkedIn, search for MPPAW under groups and become a member today! The group is expanding weekly and we look forward to seeing you there for discussion, news, and networking.



Continuing Education Credits

For Licensed Psychologists needing to meet the CEU requirements of the Minnesota Board of Psychology, attendance at each MPPAW event has been accredited at 1.5 hours of continuing education credit. Your membership dues cover all the expenses for the MPPAW year (fall to spring), up to 10.5 CEU credits. Documentation is provided upon attendance at the monthly meeting.

Format of Meetings

Meetings begin at 5:30 p.m. with a social hour, followed by the presentation at 6:20 p.m. The meeting will conclude at 7:45 p.m.

A fee of \$12.00 per MPPAW member and \$25.00 per non-member (\$6.00 and \$15.00 for students) covers food at the social hour, as well as helping with the costs associated with the presentation that evening.

How to Get There...

Solera (www.solera-restaurant.com) is located at 900 Hennepin Ave. in downtown Minneapolis. There is valet parking for \$6 or you can park in the Target Center garage directly behind Solera (and of course many other public lots around the 9th and Hennepin corner).



MPPAW Website: www.mppaw.org

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