

ProActive ReSolutions builds respectful workplaces through prevention programs and incident management.

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# ACTIVE VOICE

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Survivor. The TV repair guy. Your budgie, Petey. What do they all have in common? If we look close enough, we can learn something from every single one.

## Learn at every turn!

Life lessons are all around us. If you pay close enough attention, you can learn things from your cat (nothing in life is as satisfying as a late afternoon nap) just as well as the kid working the cash at the grocery store (every once in a while, everyone has to suffer through a bad day). Regardless of the source, being able to pick up on these lessons is important to our survival; and the ones that apply to the workplace can help immensely in navigating some murky waters.

In this quarter's edition of Active Voice, we asked our readers and employees to share with us their most inspirational workplace lessons and the interesting sources they came from. Sometimes as simple as "Get there early," these are the lessons that take us through work and help us thrive.

My favorite work/life lesson comes from my thirteen year old daughter. She was home sick from school one day when I received a text message that went something like this: "Dad, could you like, pick me up some French fries? I'm just totally craving them right now." Lesson: sometimes French fries can make it all better. Translated into a bigger work lesson – simple solutions satisfy. Don't waste a lot of time searching for the bigger and better when simple provides the perfect answer.

Always take the opportunity to open your ears and eyes to the simple lessons all around you. They may provide the answer to the next workplace hurdle you come up against.

Richard Hart, Director  
ProActive ReSolutions Inc.

## This Issue

### In The Media

Page 2 - Partner Communication - The summer issue of Physician's Practice magazine explores how partners in a busy medical practice can communicate more effectively. From the doctors office to the shop floor, the same rules apply!

Page 2 - In the August edition of National Safety Magazine, our Joe Moore weighs in on how to keep assumptions in check. By looking at three common work situations, Joe shows us that assumptions can be sometimes be dangerous.

### Featured Product

Page 2 - The Leadership Development Bundle - a handy little program for your current and future leaders to provide a skill foundation that is essential to developing into a great leader.

### Lessons From Those Who Know Best

Page 3 - From dads, managers, and a desktop quote jar - our readers and staff pass along their best work lessons.



## IN THE MEDIA



Physician's Practice Magazine  
"How to Talk to Your Partners"  
- Shelly Schwartz, July/August 2009

Writer, Shelly Schwartz explores the rough waters of partner relations in busy medical practices. Pro-Active director Richard Hart chimes in on the benefits of using training as a part of an integrated conflict resolution toolkit. Giving staff and partners the knowledge they need to conduct difficult conversations respectfully can set the tone for office relations; creating a common language and having open dialogue surrounding conflict is essential to ensure quality patient care.



National Safety Magazine - Ask the Expert  
"Do you shoot first and ask questions later?"  
- Joe Moore, June 2009

Assumptions are a necessity in everyday life but there are times when our assumptions can hinder our judgment and cause harmful or dangerous situations. In the workplace, it is particularly important to make sure that our assumptions are in check and that we ask questions to ensure clarity before we scratch an itchy trigger finger – not only for our own safety, but for that of our co-workers. In the June 'Ask the Expert' column, Joe lays out some common situations where assumptions often reign and tells us how to keep ourselves safe by putting the safety catch on the trigger and asking the right questions.

## FEATURED PRODUCT



### Leadership Development Training Bundle

Have you ever wondered why the superstar employee you recently promoted into management is all of a sudden struggling just to tread water? It's a common misconception that great employees can automatically transition into great managers just by virtue of their prior top-notch performance. It's imperative to provide sound, focused training for managers around leading a team, communicating and making decisions. Otherwise the reward for their efforts may feel simply like punishment when they begin to flounder.

We've compiled a training plan that will provide your managers, old and new, with the skills necessary to provide feedback, have difficult conversations, increase emotional intelligence, and conduct effective meetings that guarantee results – key competencies for anyone in a leadership position. For more information email us at [info@proactive-resolutions.com](mailto:info@proactive-resolutions.com) and we'll call you back to discuss your particular needs.



## Lessons From Those Who Know Best: Our readers and staff weigh in!

Inspired by the multitude of articles we found and a few we wrote recently about where work lessons can come from, we asked you to send in yours so we could compile them for this quarter's newsletter. Here are a few of the lessons sent in by readers and staff – some simpler than others but they all hold merit. Without further ado, some tips to help you navigate this crazy place called the working world:

"My father always says, 'Get there early.'" - **Dave Maskin, The WireMan, WireNames.com**

"I once got a gift from a friend called the "Daily Dose – 100 quotes for nurturing mind, body & spirit" and surprisingly plucked out some words that I now choose to live – and work – by: "Let go of your attachment to the outcome." Anonymous." - **Anastasia Siscoe, Marketing and Communications, ProActive ReSolutions Vancouver**

"My best work lesson came from watching my father as I grew up. He had an amazing work ethic and always taught us the importance of giving our all and taking pride in our work. I think I can count on one hand the times my father called in sick throughout the entire time I was living at home.

I am one of 5 girls, and every one of us has followed in his hard-working footsteps. We owe that all to him." – **Rebecca Daneault, Operations Analyst - Bank of America Investments**

"Here is a workplace lesson I incorporate into my Respectful Workplace presentations that I stole from Richard (ProActive director, Richard Hart) - The Platinum Rule: Do unto others as they want done unto them." – **Christine Piquette, Conflict Management Specialist, ProActive ReSolutions Alberta**

"A manager that I worked with over 10 years ago had a team that thought the world of him. He once told me something I'll never forget: Always praise your subordinates in public, and reprimand them in private.

If more executives managed their teams by modeling that simple concept, they would have companies that could change the world." - **Tim Heard, President, eSearch Associates**

"My wife and much better half once told me she believes nothing she hears and only half of what she sees! Yes, she may have been referring to my promises of doing laundry and giving foot rubs, however, I've found these words serve me well in the workplace too!" - **Joe Moore, Director and Conflict Management Specialist, ProActive ReSolutions Australia**

"Take the note!!" That's what my high school theatre teacher used to yell from the back of the auditorium at the end of the rehearsal. He would try to tell someone what they did wrong, and inevitably someone would argue with him.

Doing theatre was a real lesson in how to take and give constructive criticism. A lot of people don't want to hear what they are doing wrong, and if told, they don't know how to take the note." - **Kaitlin Turck, Director of Operations at Turck Strategic Communication, LLC**

ProActive's words of wisdom? Well that's simple. Treat everyone with respect, speak directly and confront conflict before it becomes an issue. Allowing things to fester is a detriment to yourself and your team.