

Standards For Success Posters

Coaching For Success Standards

Focus On 1 Issue At A Time

Communication

Cooperation

Networking

Relationships between women

Answer 5 Questions About The Focus Issue

Who is the audience for the posters?

Where would you place the posters?

What positive stories could you tell about the standards? *

What positive statements could you make about the people who follow the standards? **

How would you tell the stories and make the statements?

In person

On social media

In formal company communication

All of the above

Other

Speak only sincere words.

Take only sincere actions.

Enjoy more success by setting standards for success.

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* Paula Kramer's Positive Story Examples

Communication

In college, I volunteered at a women's resource center. The director of the center did not come in for all of her scheduled hours, but claimed more hours on her time card than she was scheduled to work. She left notes for other staff members, listing which of her duties she wanted each of them to do. She even left lists of her duties for volunteer me to perform when she didn't show up for her scheduled hours. The director also bullied one of the paid staff members.

After college, the director bought a business. Someone I knew said they had seen a job opening for the business and told me she was going to apply. I told my acquaintance my experience with the business owner when she was director of the women's resource center. This was my acquaintance's response:

“You never say anything bad about anyone. This must be true.”

Say bad things about other people regularly and you are like the boy who cried wolf. Say mostly good things about people, and people will believe you when you do say something about bad behavior.

Cooperation

I once came close to being a victim of workplace violence. I didn't know I was in danger until coworker Laura said, “Never be alone in a room with Fitzgerald. He'll attack you if he ever gets the chance.” Fitzgerald blamed me for not getting a promotion he wanted. This was irrational thinking since I had no ability to give or deny a promotion to anyone in that company.

I went to my boss. My brilliant boss used what I now call a dynamic door strategy – he gave Fitzgerald reasons to cooperate. My boss considered the tasks in the office and identified a task that was neglected. He put Fitzgerald in charge of that task. That task gave Fitzgerald three reasons to cooperate. First, the task fit Fitzgerald's natural talents, so he was good at it and enjoyed doing it. Second, that task gave Fitzgerald a position separate from everyone else in the office. Third, anyone in the office who needed something related to that task had to go to Fitzgerald. Fitzgerald did not get a promotion with a financial raise, but he did get a position with an emotional raise. He stopped complaining and stopped making threats.

My boss worked with Fitzgerald and found a way to satisfy him. Fitzgerald's new position made him more cooperative with everyone else in the office, and made everyone else in the office more cooperative with Fitzgerald.

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Networking

One Sunday morning, Austin Simms of Roanoke, Virginia set a sandwich board outside the CUPS Coffee & Tea shop with these standards for success:

Welcome to CUPS!

“One small coffee.”
\$5.00

“One small coffee, please.”
\$3.00

“Hello, I’d like one small coffee, please.”
\$1.75

Simms gave this explanation to interviewers:

“I decided because I need to solve all the injustices of the world to start charging more for people who didn’t take the time to say ‘hello’ and connect and realize we’re all people behind the counter.”

Connecting is networking. Networking is connecting. Austin Simms managed to put smiles on faces while setting standards for success.

“We’re people behind the counter” Roanoke coffee shop charges customers more if they’re mean
Katie DeLong
July 14, 2016
<http://fox6now.com/2016/07/14/were-people-behind-the-counter-roanoke-coffee-shop-charges-customers-more-if-theyre-mean/>

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It is impossible to look at anyone and know what they could add to your life. Three of my greatest networking successes were with people who barely stepped into my life. My relationships with them were “relationships in public places” (RIPPs).

### *Situational RIPP*

Situational RIPPs are between people brought together in the same place at the same time by a job, class, tour, etc. People in these situations generally know little to nothing about each other. These situational relationships tend to end when the situation ends.

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I didn't start college until I was 35. When I took communication 101 for giving speeches, one other non-traditional student was in my class. We had one conversation that changed my life. After we'd each given a number of speeches, the other student asked me what grade the professor had given my last speech. I told her it was an A-. She responded, "You'd think you and I could get straight A's in this class." She left me speechless. The student I considered the best speaker in the class considered me equal to her. I decided to become a professional speaker because of that single conversation.

#### *Personal RIPP*

Personal RIPPs are between people who get to know each other through joint membership in one or more groups. They have no relationship outside of the groups, but will greet each other and have short conversations when they see each other in public.

I knew a woman from a variety of groups we were both in. We talked, but were not friends. One day while volunteering at a food cooperative, I was explaining my research on gossip to a part time employee. The woman was in the room. She asked if I would do a workshop on gossip for her work department. I said yes. She made the arrangements for the workshop, including paying me a fee. Months afterwards, I asked the woman for a testimonial. Her testimonial allows me to say I teach strategies that can "dramatically" reduce workplace tensions.

#### *Momentary RIPP*

Momentary RIPPs are between people who come together once for a short period of time. They never see each other or communicate with each other again.

When I was 12 years old, a boy in school pulled my chair out from under me. Medical professionals gave me several different diagnoses. The last one came from an orthopedic surgeon who told me I had a crushed disc. He said I was permanently disabled. I faced the rest of my life believing the pain I felt sitting and standing normally was permanent.

Years later, I gave a talk to a women's business association in a city 150 miles from my home. I asked for a stool, since I could not stand without pain. Before my speech, I explained the reason for the stool. I asked everyone in the audience to tell any children in their lives to never pull a chair out from under anyone.

After my speech, a woman came up to me. She told me she was a nurse. In the single conversation we had, the nurse gave me a new diagnosis for my injury and described a treatment that would end the pain in my spine. Her diagnosis sounded more likely than all the other diagnoses from medical professionals. I made an appointment for the treatment. In one hour, that treatment ended 33 years of pain in my spine

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I never saw or spoke to that nurse again, but she changed my life dramatically.

For more details about the correct diagnosis and treatment, see the Tragedies & Triumphs page at [speakingfromtriumph.com](http://speakingfromtriumph.com).

*Consequential Strangers: Turning Everyday Encounters Into Life-Changing Moments*  
Melinda Blau and Karen L Fingerman, PhD  
W.W. Norton & Company, 2009

Expressing happiness for other people by applauding their successes  
“Inc. Exit Interview” Brian Cohen”  
As told to Issie Lapowsky  
May 2014, page 132.

*Together Alone: Personal Relationships In Public Places*  
Calvin Morrill, David A. Snow, and Cindy White, Editors  
University of California Press, 2005

### *Relationships Between Women*

I once worked for a company that gave employees less training and support than they needed, but expected more than employees could deliver. Under this kind of stress, some people treated their coworkers badly. One supervisor was especially hard on her subordinates. Two of us subordinates separately wrote letters to the human resources (HR) department about the supervisor. We both said she should be more respectful to her subordinates. HR paid attention because two of us wrote letters. An HR executive had a conversation with the supervisor.

The supervisor, of course, was extremely unhappy with both of us. I was certain that the stress of the job influenced her behavior. I didn't consider her a bad person. I knew from my research into DISC behavior styles that she had a High D behavior style. I followed my newly developed dignity door strategy. I took advantage of every opportunity to give her moments of dignity by satisfying her High D physical, mental, and emotional needs.

High D people want touch only from people they invite to touch them. I made sure to never touch her.

High D people need to be in charge. I made a point of going to her to ask questions when I could have asked other supervisors. I did what she told me to do.

High D people are outgoing. When I could, I injected humor into our short conversations. I managed to get her to laugh.

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The supervisor left that company before I did. Years later, I called an organization to take advantage of a one of a kind program. My former supervisor was in charge of setting people up for that program. When I realized it was my former supervisor, I gave her another moment of dignity. Her response was to go out of her way to get me more than I expected.

### \*\* Paula Kramer's Positive Statement Examples

#### *Communication*

\_\_\_\_\_ gave \_\_\_\_\_ reasons to trust what he/she said. We all benefited because \_\_\_\_\_.

#### *Cooperation*

\_\_\_\_\_ worked with \_\_\_\_\_ by \_\_\_\_\_. We all benefited because \_\_\_\_\_.

\_\_\_\_\_ satisfied \_\_\_\_\_ by \_\_\_\_\_. We all benefited because \_\_\_\_\_.

#### *Networking*

\_\_\_\_\_ saw \_\_\_\_\_ as a possible RIPP and enjoyed \_\_\_\_\_.  
because of that networking. The rest of us benefited because \_\_\_\_\_.

#### *Relationships between women*

\_\_\_\_\_ treated \_\_\_\_\_ with dignity and received \_\_\_\_\_ in return.  
We all benefited because \_\_\_\_\_.

(Men treating other men with dignity would also benefit everyone. Paula Kramer sells posters only for successful relationships between women because it's an issue she researches extensively.)