

**SMART WORKPLACES BY HR TO GO, INC - DECEMBER 2004**

**HUMAN RESOURCES MANAGEMENT - OUTSOURCE IT!**

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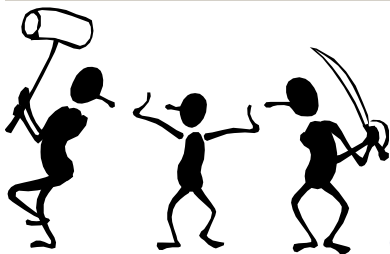
**In this Ezine:**

**Quick Fixes to Stop Common Workplace Disputes**

**Is it a Stroke?**

**Workplace Factoids**

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**Quick Fixes to Stop Common Workplace Disputes**

There's nothing like a power clash to destroy productivity. When an argument is going on, work stops. Everyone feels emotionally drained afterwards. Discussion is one thing, but supervisor and employees alike know that arguments are best avoided. Here are some points to consider:

**1. Talk softly.** It's not what you say, but how you say it that often gets an argument off the ground. Don't let your temper get the best of you. If you remain calm, it will be easier for you to make your point and that's more important than talking the loudest.

**2. Use the phrase "I feel."** Instead of saying, "You were late every morning last week," say "When you come in late every morning, as you did last week, I feel concerned that we have a problem here."

**3. Negotiate.** Instead of having an argument, which both sides are trying to win, try to compromise. Figure out what you can give up in order to get what you want. From the beginning, this means admitting to yourself that you can't have everything you want. But you can have some of it and so can the other side. Once the other person realizes that you are in a negotiating frame of mind, he or she will be reasonable, and an argument will have been avoided.

**4. Concede.** Sometimes, a simple, "You're right and I'm wrong," can work wonders. Especially when it's true. If you find you've gotten yourself into a position where you are about to start arguing for something that isn't worth arguing for, give in immediately. There's nothing to be gained in fighting for an empty win. Deep down, everyone will know you didn't deserve it. If you concede, you will be respected by all for your humility.



### **Is it a Stroke?**

Sometimes symptoms of a stroke are difficult to identify. Unfortunately, the lack of awareness spells disaster. The stroke victim may suffer brain damage when people nearby fail to recognize the symptoms of a stroke. Now doctors say a bystander can recognize a stroke by asking three simple questions:

- \*Ask the individual to smile.
- \*Ask him or her to raise both arms.
- \*Ask the person to speak a simple sentence.

If he or she has trouble with any of these tasks, call 9-1-1 immediately and describe the symptoms to the dispatcher. After discovering that a group of non-medical volunteers could identify facial weakness, arm weakness and speech problems, researchers urged the general public to learn the three questions. They presented their conclusions at the American Stroke Association's annual meeting last February. Widespread use of this test could result in prompt diagnosis and treatment of the stroke and prevent brain damage.

### Workplace Factoids

- Nearly 48 percent of office workers ignore incoming phone calls.
- In a survey of more than 1,200 workers, 56 percent say they plan their work schedules only one day in advance.
- Contrary to popular belief, only 29 percent of American companies have a structured mentoring system.
- The National Mental Health Association lists job stress as both a cause and effect of workplace violence.
- The most commonly reported fraudulent activity among employees is stealing office supplies.
- Costs to an organization due to turnover can be as much as 150 percent of the salary of the departing employee.

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