



Communication Guru™

Smart Tips for Communicating Effectively and Profitably in Business



by Debra Hamilton

During Uncertain Times, Motivation & Accountability Become Top Issues

Working in a climate of uncertainty can make us feel vulnerable and disengaged. It is no surprise that during times of economic upheaval and constant change that motivation and personal accountability become top issues, if not barriers, to navigating uncertain times and achieving results. Below are quick tips for improving motivation and accountability.

Stay Motivated

- 1. Avoid meltdown madness.** Minimize stress by limiting negative information. While it is important to be *informed*, you do not need to be *inundated* with bad news about the economy or the job market. Identify behaviors and practices that trigger feelings of helplessness, and then eliminate them.
- 2. Surround yourself with positive people.** Identify the positive people in your life and stay away from the energy vampires who put a negative spin on everything. Attend networking events to connect with colleagues; reconnect with friends and be open to receiving support.
- 3. Focus on the possibilities.** Take time every day to acknowledge what is going well. Deal with setbacks by asking *How can I learn from this? What can I do differently?* Avoid all-or-nothing thinking; look for the next right answer.
- 4. Break your old patterns.** Start approaching problems differently. Take time to brainstorm creative solutions. Do not judge a circumstance too quickly; avoid making hasty, reactive decisions. Take a risk and try something new.

- 5. Begin with the end in mind.** Know what you want to accomplish and keep your goals in writing and visible. When you can see the big picture, you are more motivated to set smaller goals and work toward your end result.

Remain Accountable

- 1. Drop the blame game.** Reactive people are often caught in a victim loop where they feel little control over their choices. They blame others and outside sources, ignore their role and responsibility, and behave defensively. In contrast, proactive people are not dependent on their circumstances. They identify what is holding them back and choose to take charge of their circumstances.
- 2. Clarify expectations and empower others.** Have open conversations to define expectations and actions required to achieve results. Clarify any gray areas to ensure you understand your role and level of empowerment. Empower others to make decisions and obtain the resources to do what they need to do to achieve results.
- 3. Shift the frame.** Redirect finger pointing, procrastination, and negative questions and statements into solution-focused dialogue that provokes new ideas and creative thinking. Look inward to see what you can do to model accountability.
- 4. Take ownership.** Ownership increases involvement and results. When people take ownership of a problem or task, they choose to rise above their circumstances and own more of the outcome. They have a higher level of confidence, credibility, and contribution to the organization and others.

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