

SuccessBytes®

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A NEWSLETTER BY SPEAKER, CONSULTANT & AUTHOR

541-504-1885

Mary Robinson Reynolds

Inspiring people in the never-ending search for the best within themselves.



SuccessBytes in this Month's issue:

1. Getting Along — What's Your Communication Style?
2. 3 SuccessBytes for Matching & Mirroring
3. New! Color of Success TeleSeminar
4. 4 FREE MasterMinding Sessions!

There has never been a better time to utilize Mary's speaking and writing talents!

We welcome you to use articles and newsletter content located at her website.

It is one of the most beautiful compensations of this life that no man can sincerely try to help another without helping himself.

—Ralph Waldo Emerson

On a flight recently, a high school senior asked me where I was going. I explained that I would be conducting a two-day retreat on Communication and Team Synergism. She wanted to know more about the content, and at the conclusion of my Reader's Digest version, she said:

"Oh, so you help grown-ups get along?!"

Her interpretation hit me right between my eyes. I had never thought of it that way. As an educator for 15 years, my primary task was teaching children to GET ALONG so we could get some work done! And now, as a consultant, author, and speaker for over a decade, I have a similar objective, only with an adult audience. What the highschool senior said seemed so simple, and yet, so profound. Adults too, need to re-visit how to get along so that we can get the work done.



I think you go around with the insane delusion that people like you!

—Woody Allen, Deconstructing Harry

Research indicates that of all people who are downsized, or just plain fired — only 20% lack technological know-how or competence. 80% are let go because they are not able to deal with personal differences and emotional situations in the work environment.

Now, more than ever before, we need to know how to "get along." The demands on our attention, energy and

time are greater than ever before as productivity expectations increase and technology speeds up our ability to get tasks done. A project which used to take 10 weeks, now may be expected in 10 days! This, demands that people communicate with an "instant" understanding between them, and

also that they determine how to commit and go forward. One common theme I see, as

I work with teams in the corporate environment, is the belief that we all have to agree before there can be forward movement! At Intel, they have a motto:

Disagree and then Commit!

Their consensus is that it works . . . and it's still difficult. We are human after all, and we all tend to have a bit of

arrogance in holding on to the notion that *my way is the only way*. So what do we do about this? Demystify Compatibility! Compatibility, or the lack of it, is not such a mystery. Both rapport and tension are rather predictable, once you know what to look for.

Communication breakdown comes from not fully understanding other people. We try to talk to other people in a language that we expect them to understand, when in fact they are listening and speaking in another language; "their" language. With so many ways to interpret other people's behavior, why not take time to remove some of the guesswork.

The Colors of Success . . .

Your behavior is affected both by the situations you are in and your social style, which is the result of many years of conditioning and development. No style is better than any other, yet you enhance your relationship with others if you understand your motivations, strengths and weaknesses, and those of people around you.



SuccessBytes is published by Mary Robinson Reynolds
Visit Mary's website at www.MaryRobinsonReynolds.com E-mail: MarySpeaks@aol.com



When I am brought in to corporations to work on Communication, Leadership and/or Team Synergism, the first thing we do is determine the Predominant Communication Styles of each participant. So today, let's go on an adventure! Go into my website at:

www.MaryRobinsonReynolds.com.

First, click on **Seminars & Trainings** and then click on the **Colors of Success** link. In it you will see a link for the **Personal Interaction Assessment**. Type in Code #: **12345** and take the Assessment. When you are finished, type in Code #: **67891** for the answers! Understand that you will have a little bit of every color. What we are most interested in is where you dig in your heels during difficult encounters — This is your Predominant Color. Go back to the **Colors of Success** link and invest some time in looking at the descriptions of the different styles and the way they interact.

So what happens, now that you know your type, and you work with a type that polarizes you?

Treat a person as he is, and he will remain as he is.

Treat a person as if he were what he could be, and he will become what he could and should be. —Goethe

The technique that I bring into corporations in conjunction with the analysis of predominant styles is called: **Matching & Mirroring**. Michael Grindler and David Bandler first developed this technique in their creation of NeuroLinguistic Programming. The intent of Matching & Mirroring is to understand that each communication style is based on what a person values and how they think psychologically and neurologically. It has nothing to do with greater-than / less-than comparisons. It's about the diversity of individual "wiring" for thinking, learning, understanding and the value which that creates within each of us.

3 SuccessBytes for Matching & Mirroring

SuccessByte #1

Get in the Driver's Seat

Take full responsibility for your communication with others. Don't expect them to read your mind. Stop giving yourself excuses about "what's wrong with them." Get to work building rapport with the people with whom you work. And you start by honoring how they integrate information



based on their style. Don't expect them to match your style . . . get your rear in gear and match theirs.

SuccessByte #2

Get an Attitude Adjustment!

You can't have an attitude and keep it a secret! Judgment, condemnation and arrogance all cause rifts, resentments and undercurrents, which are very destructive to the culture of an organization. You can't afford to be resentful. And give up arrogance . . . yours of course! One form of arrogance is the tendency to believe that our way is best, and it causes more alienation than any other factor. Rather than denying negative emotions, view them as choices. You can choose to be angry in response to frustrating circumstances, or you can keep your cool, assess the situations objectively and decide on a course of action to solve the problem, perhaps by utilizing the Matching & Mirroring technique that will align you with your associates instead of separating you from them further. Make a habit of looking for the best in other people, and be generous with sincere praise and compliments.

SuccessByte #3

Get in Sync — Match & Mirror.

Match the other person's attitude, body language, voice tone and pace. When dealing with a Red type, for instance, sit up, be succinct and talk results. With a Blue type, soften up and relate, be descriptive and discuss how and why. With a Green type, be fast, efficient and systematic. With a Yellow type, smile and connect personally, then be ready for a burst of creativity. You can get more detail on this from www.MaryRobinsonReynolds.com.

Possibly the most important work we will ever do in this life is that which we do in relationships. There is nothing more important, because when we leave this world, it will be the quality of the life we lived and how we made people feel when they were with us that will be everlasting. Remember this: you can't fail at relationships, you only get results. If you don't like the results you are getting, then IT'S TIME TO TRY SOMETHING NEW! The real power behind identifying the colors, is learning to take the risk of aligning yourself with people who are not like-minded with you. **The intent of this information is to soften the hard mental constructs that we often use to deal with each other and our differences. You can, at any time you choose, actualize the Power of Successful Communication . . .**

because YOU ARE A SUCCESS!



Mary,
Life is strange sometimes, we all forget and need reminders, and that is what your Daily Success Motivations do for me! I'm so glad you started what you did on the computer by sending the positive thoughts out over the internet. I am sure it has helped many others besides myself.

—Dina

Free Daily Success Motivations

If you are on the internet and would like to receive my Daily Success Motivations, just go to my website www.MaryRobinsonReynolds.com and fill out my Guest Registry form.

You will begin receiving them within a few days.





Mary Robinson Reynolds

Proudly Presents
**LIVE INTERACTIVE
TELEPHONE CONFERENCES**



Tired of the waiting game? Waiting for that important seminar to come to your area? Waiting for new knowledge to find its way through your hectic schedule (and/or your employees), and move your production to the next level? This can be a discouraging and losing game. Up to this point your only choice was to "wait it out" or travel to the nearest conference thereby incurring major expenses such as airlines, rental cars, hotels, childcare and time off work for you and/or your employees.

Today, Telephone Conferencing makes it possible to receive information that will shift your perspective from Mary without leaving your office. Simply send out a broadcast fax or e-mail to your key people (or to the whole company!) to announce the scheduled TeleSeminar Conference. Then on the scheduled day just pick up the phone in the comfort of your own home, office or conference room and join with participants throughout the nation as Mary delivers a power-packed 1-hour seminar on her most often requested topics:

SEPTEMBER - NOVEMBER 1999

**THE COLORS OF SUCCESS
Predominant Communication Styles**

Discover the four basic business personality styles and how they can lead you to success and getting more of what you want.

Tues, October 12, 1999

11:00 a.m. - 12:00 p.m. PDT

PRICE: \$20 per line.

MASTERING CHANGE

How the 5 Pillars for becoming a Turnaround Specialist turn the appearance of failure and adversity into SUCCESS.

Wed, October 27, 1999

11:00 a.m. - 12:00 p.m. PDT

PRICE: \$20 per line.

INNOVATIVE THINKING

The key to making your career a success is your ability to tap into the creative mechanism of your mind with Mary's 3 Risk Requirement.

Wed, November 3, 1999

11:00 a.m. - 12:00 p.m. PDT

PRICE: \$20 per line.

**PLUS 4 FREE TeleSeminar
MasterMinding Sessions!**

Take time to write out your goals then come to the phone and experience the power of MasterMinding with others. To learn more about MasterMinding, go to 'Trainings & Seminars' at my website. You will need to pre-register for these as well.

**Tuesdays - October 5 & 26,
November 2 & 9**

11:00 a.m. - 12:00 p.m. PDT

THE WAITING GAME IS OVER. IT'S YOUR MOVE!

Registration: **800-639-8191** or **MarySpeaks@aol.com**.

Each conference is limited to 30 participants and they do fill up, so register early!

Registration deadline: 48 hours prior to program. Mastercard and Visa accepted.

INTRODUCTORY OFFER!

For over a decade I have been providing programs on how to develop Leadership and Team Synergism to dramatically increase productivity by reducing communication stressers. With *The Colors of Success*, I simplify the complex, so that the different communication styles will "stick" in the memory and be integrated immediately. Every audience tells me it is one of the most informative and immediately usable tools they have seen in years.

E-mail from a recent participant of a live seminar:

—Original Message—

From: Grass, Mary Ann
Sent: Monday, August 30, 1999 8:06 AM
To: Varney, Victor; Margate, Judy
cc: MarySpeaks@aol.com
Subject: Incredible Training - THANKS

Victor & Judy: I cannot thank you enough for Thursday's training with Mary Robinson Reynolds! I can honestly say that this was the best training class that I have had while at Intel. The one-on-one attention that Mary provided was invaluable. It was excellent to be reminded of everyone's working styles and just being with such an awesome group of ladies. Again, thanks for this training. I know that you'll see positive results!

—Mary Ann, Senior Administrative Assistant
Internet Engineering, Intel Corporation

Because I have been receiving so many requests for an audio album on *The Colors of Success — Predominant Communication Styles*, it is going into production this fall. I hope what you have found in this issue of SuccessBytes will be useful for you, and if you would like to have the full version of this presentation on audio, **ORDER IN ADVANCE for a reduced price of only \$20**, a 40% savings. Email me or Fax your order with name, company, address and credit card # to: **800-639-8191** or **MarySpeaks@aol.com**. Price after November 30 will be **\$39**.

P.S. For anyone who sends me a written testimonial about how they used and benefited from *The Colors of Success*, I will send them a free copy of my book, *You Are A Success! 61 Strategies for Developing Success* (\$15 retail value).

Mary

