

The Messenger

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A Letter from Keith



A WOMAN-OWNED
SMALL BUSINESS

In the last two *Messengers*, we have looked at how organizational behavior influences every organization. We discussed the three main approaches to studying an organization and how vital a role communication plays. We also explored the impact motivation, goals, and power have on organizational behavior. This issue will examine how conflict can be positive in an organization.

Conflict is the refusal to see, listen, or be open concerning the beliefs or opinions of others. It is normally signified by arguments, gossip, slander, and taking sides. Most people do not like conflict and view it as always being negative.

There are three main ways that people handle conflict: Running away from it and the individual involved, confronting it, or doing nothing or acting in a non-assertive way.

If handled correctly, however, conflict can be beneficial. Here are some positive examples of conflict.

- If it clears the air without harming people.
- If it reduces bad feelings and taking sides.
- If it creates a better way of doing things.
- If it opens up communication for future discussions.

In order for conflict to refrain from becoming negative, have a plan of action before you approach the person.

What Makes Your Organization Tick? Part 3

Focus on repairing the relationship

Your goal when approaching someone is not to start a fight. In many cases, conflict is caused because of miscommunication. Hearing things through the “grapevine” is a major contributor to this. Talking things out with the others involved is necessary to clear the air. Make sure you are willing to listen to the other person.

What Makes Your Organization Tick? Part 3

Describe your concerns

List in detail all the concerns that you have. Getting everything out on the table will ensure that there is no hidden resentment left at the end of the discussion.

Give information and details

Give specific details on the area that needs change and how to go about it. Do not be ambiguous. People need to know what is wrong before they can fix it.

Be specific concerning your needs, performance, or wanted behavior

Tell people what you need from them. Others cannot read your mind. If a change needs to be made, specify what needs to be done.

Seek to help - not hurt

Do not be condescending when giving input to others. Stay positive. Describe the areas where he or she is doing a great job along with explaining where improvement needs to be made. Your goal is not to make the other person feel inferior but to build up and improve him or her.

Be assertive - not aggressive

Being forceful and getting your point across without being overbearing is possible. People usually respond better in non-threatening situations. Also, empowering others to develop the solution or change will increase their willingness and desire to implement that change.

Understanding how your organization ticks allows you to use your resources to the fullest potential. Grasping how everything from communication to conflict influences employees will help create an effective workforce that works well together.

2023 Boot Camp Dates

August 7-10	Live, Virtual PMP®
October 10-13	Live, Virtual PMP®
December 4-7	Live, Virtual PMP®

Visit www.themathisgroup.com

PMP® EXAM PREP CLASSES

*You pass or we pay
for the 2nd and 3rd test*

Truth

A glad heart makes a cheerful face, but by sorrow of heart the spirit is crushed.
- Proverbs 15:13

Pride goes before destruction, and a haughty spirit before a fall.
- Proverbs 16:18

One person with passion is better than forty who are merely interested.
- Thomas K. Connellan

STUDENT *Spotlight* Congratulations, Joel Silliman!

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food & movie?

Cheesecake & Wedding Crashers

What are your favorite hobbies?

Love to cook, listen to music, and hang out with my neighbors.

How do you think the PMP® Certification will help your career?

It's opening doors for sure. I'm not a traditional engineer by trade so this helps to add credibility to my resume as I try and pivot my career into formal technical project management.

What was the best thing about the PMP® Exam Prep Boot Camp?

Gaining confidence in the process and knowledge for properly running projects.

Please write a recommendation about our class.

From the time I signed up, communication about the class was great. I knew timelines and expectations for study materials class format, etc... well before the boot-camp actually started. When it did start, the class was formal enough to convey the concepts and informal enough to keep it interactive. The breakout sessions and debriefs on those were really helpful to get your head wrapped around the thought process of a PM. After the class, Keith was extremely accessible, offering advice on the PMI application process and encouragement on test anxieties. Proof is in the pudding for the effectiveness of the class. One more student to add to the Mathis Group's first-time pass rating.

Fun - Tennis Word Search

F	A	D	E	U	C	E	W	L	G	X	U	L	E	T
Y	X	I	T	C	H	M	D	O	U	B	L	E	S	J
T	U	H	C	I	C	P	M	V	S	A	I	T	S	N
S	I	N	G	L	E	S	G	K	D	V	Z	Z	M	K
Y	N	Y	Q	O	B	B	K	M	H	L	E	S	A	L
S	M	E	L	Q	B	A	R	V	Q	O	E	A	S	B
I	U	V	W	E	A	A	Q	E	Y	B	R	D	H	C
M	P	O	S	H	C	A	G	O	A	D	R	V	R	B
O	N	L	E	L	K	P	I	T	L	K	O	A	P	N
L	Q	L	R	U	S	P	I	A	G	D	R	N	S	S
V	L	E	V	K	P	R	N	G	E	X	U	T	F	C
P	N	Y	E	X	I	O	R	I	B	N	V	A	S	T
S	E	R	V	E	N	A	K	B	H	A	H	G	I	O
F	D	C	R	D	F	C	F	A	U	L	T	E	J	D
V	F	K	M	F	B	H	H	I	E	I	B	U	C	M

For the last several weeks, our family's lives have been consumed with tennis. My son's high school tennis team qualified for the Missouri State Tennis Tournament and earned second place! As a new tennis parent, I've learned a lot of new terms this season. Let's see if you can find them.

- ADVANTAGE
- APPROACH
- BACKSPIN
- DEUCE
- DOUBLES
- ERROR
- FAULT
- LET
- LOB
- LOVE
- SERVE
- SINGLES
- SMASH
- TIEBREAK
- VOLLEY



UPCOMING VIRTUAL CLASS SECRETS TO MANAGING VIRTUAL PROJECTS & REMOTE TEAMS

AUGUST 28-29

Make plans to join our Live, Instructor-Led, Virtual *Secrets to Managing Virtual Projects & Remote Teams* class on August 28-29.

Virtual projects and remote teams are commonplace in the modern workplace. Managing virtual projects and remote teams requires new techniques and approaches different from traditional onsite projects. This 2-day course examines ways to set and monitor team performance while building trust and responsibility within the team. It includes ways to build more transparent communication in a virtual setting while verifying that the stakeholders understand all messages. At the completion of the class, you will receive 14 PDUs.

Dr. Mathis will guide students through the same information received in a face-to-face class. Students will participate in breakout sessions and have the opportunity to ask questions as needed.

Register today for the low cost of \$299. Space is limited, so register soon!
Registration closes on Monday, August 21.

This class is a great way to cost-effectively train your entire team.

For more information and to register, go to
www.themathisgroup.com/virtual

FREE VIRTUAL PMP® MASTERMIND GROUP: THE ROAD TO PMP® PREPARATION

SEPTEMBER 11-15

The Project Management Professional (PMP®) certification is the most sought-after credential in project management, and individuals attempt daily to pass the exam without success. This PMP® Mastermind Group attempts to help those desiring a PMP® gain a better understanding of the process.

This Mastermind Group goes through the PMP® exam content objectives and allows participants to take mockup PMP® exam questions, vocabulary tests, and receive an Exam Memory Chart to assist them in passing the current test.

This five-day course requires a commitment of one hour each day from participants. Each participant receives coaching, counseling, and guidance that helps make better decisions when preparing for the PMP® test. All discussions and suggestions will align with the current test and objectives.

For more information and to register, go to
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