



FHC Outreach News

Fisheries and Habitat Conservation
"Healthy Fish and Wildlife, Healthy Habitats,
Healthy People and Healthy
Economies"

August 2005

Dr. Mamie Parker, Assistant Director

Gallup Survey Results and Action Plans



All of you have been actively involved in developing Action Plans in response to the Gallup Survey results. Taking these plans to heart is critical for improving our work environment and increasing employee engagement.

Upcoming Events:

The FHC ACADEMY returns with an exciting workshop this month...

On August 11th, join John Castellano as he presents "Communicating Across Cultures." Mark your calendars for 1 p.m.!

The FHC Picnic has been tentatively scheduled for Tuesday, September 20th. MARK YOUR CALENDARS!!

Our next FHC All Hands Meeting is Thursday, August 25th, at 9:00 a.m. Special topics include the National Fish Habitat Initiative and Partners and Coastal Programs Strategic Planning.

Congratulations to Martha Naley, Andrea Gaski, and Carol Pollio on their selection to the Service Advanced Leadership and Development Program!
Great News—FHC is well represented!

Meaningful Action Plans that meet S.M.A.R.T. measurement guidelines (Specific, Measurable, Achievable, Realistic and Time-Bound) take hard work! THANKS to everyone for attacking this task with honesty, openness, and enthusiasm. We have so much to gain through this process!

- Mamie Parker

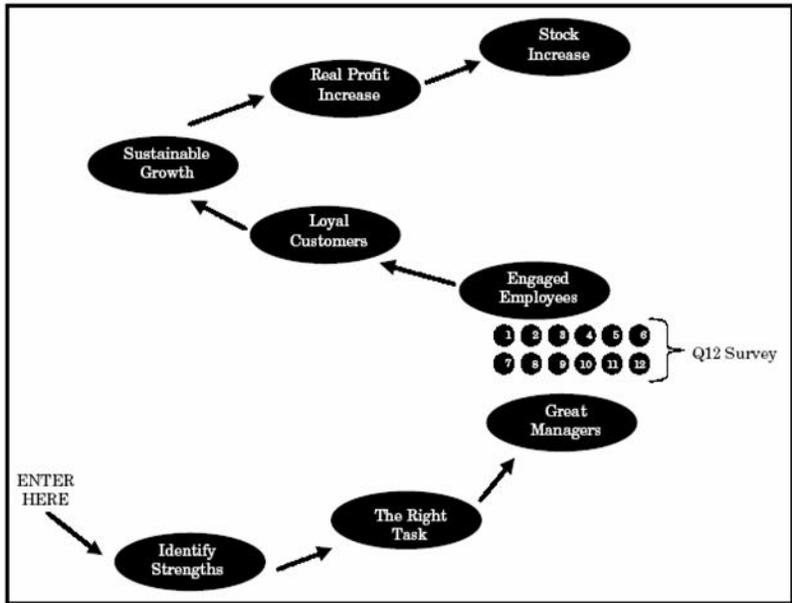


Figure 3-1. The Gallup Path
To find articles, stories, and ideas on leadership in government, go to: www.govleaders.org.

How August came to have 31 days...and September only 30...etc., etc.

Well, you can thank the Romans. Julius Caesar was honored by having July named after him when he created the Julian Calendar in 45 B.C. The Roman Senate decided that Emperor Augustus Caesar, Julius' grandnephew, should also be honored with a month named for him after he defeated Marc Antony and Cleopatra. Since July was 31 days long, and August only 30, a day was added to August - Julius could not have a longer month than Augustus! This also required that 1 day be taken from February (29 to 28) and 1 day taken from September (31 to 30). They couldn't have 3 31-day months in a row, now could they? October, November, and December all had to be changed, too. So now you know!



MARK YOUR CALENDARS! EVERYONE IS INVITED TO ATTEND...
THE NEXT FHC OUTREACH TEAM MEETING IS TUESDAY, AUGUST 16TH,
1:00-3:00 P.M. IN ROOM 205 ARLSQ.

On good Communication...

“The basic building block of good communications is the feeling that every human being is unique and of value.”

-Unknown

August 12th is THANK YOU DAY...So make a commitment to tell someone that you appreciate their outstanding work!!



The FHC Outreach Mission:

“To create and share a passion for Fisheries and Habitat Conservation that unifies, engages, and inspires all our audiences.”

Communicating in the Workplace: 4 Essential Steps

Ineffective communication is a major, yet avoidable, obstacle to a harmonious and productive workplace. Communication is not just about transmitting facts to co-workers and supervisors, it's about human relationships. To communicate successfully, the goal is to understand the person with whom you are communicating and to have them understand you.

Four vital steps in effective communication, sometimes called the “Four A’s” can help us improve the process of communication both in the workplace and at home.

Attention. Winning the attention of the person with whom we wish to communicate is an obvious first step. Distractions are many, and include not only noise, but physical or emotional discomfort, personal problems, negative attitudes, or distracting mannerisms and dress. Respect for the other person is an important prerequisite for attention getting. If you are approached while on the phone, for example, make it clear that you will talk to that person when you are free. Then take the time to focus your attention on what they want to communicate to you. Try to avoid “multi-tasking” when it comes to establishing good communication! And try to listen carefully **before** considering making a response. Many of us are familiar with what happens when we say the first thing that comes into our minds!

Apprehension. Apprehension or “fear” serves as a reminder that a good communicator is able to change a co-worker or subordinate’s fear into understanding. One should not ask, “Do you understand?” as this often puts the receiver on the defensive. Instead, focus on other signals that the person understands what is being said. If you practice good listening skills and encourage a free flow of input from those you work with, you are much more likely to know when your words are being understood. Managers should make an effort to talk to others about more than just work tasks—if you only approach an employee when you are tasking them, employees will become apprehensive when they see you coming!

Assimilation. Even though you may have overcome apprehension and gotten your message across, it must then be accepted by the receiver. Communication is incomplete if the receiver has not assimilated the information—you may “communicate” many things to your staff and co-workers, but if they choose to disregard it, you haven’t really accomplished anything. Try asking for input in making decisions that affect employees and co-workers. Solicit feedback on a regular basis on decisions that have been made, changes in processes or procedures, and your performance as a manager and employee (not just during official performance “reviews”).

Action. Finally, the true test of good communication is action. If your message has been received, then logically some action should result. However, the sender is also responsible for continued action in the form of support and encouragement. Even though you follow the “4 Steps” of effective communication, receivers need to know that the sender appreciates their positive response. Effective communication requires commitment from both the sender and the receiver!