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## APRIL 2011: APRIL FOOLS

### April Fools: Lou & Brittney Can Handle Everything!?

We decided it was a bad idea to try and are excited to introduce Debby Hatfield. Debby is the new RMA project manager and helping to make sure all of the RMA projects run smoothly.



To welcome Debby, you can email her at [debbyhatfield@russellmartin.com](mailto:debbyhatfield@russellmartin.com)

### Experience Organizational Change

Here's a great new exercise from our facilitator extraordinaire, Mary Cook, to introduce the concept of change, both losses and possibilities:

Give each person a crayon, in fairly good shape (in case you're stealing them from your kids' stash). Begin by asking people to smell the crayons and share how it makes them feel. Ask each learner to break the crayon in half. Observe the reactions. Mary says some people will not do it. Continue to encourage them while talking about what it feels like to break a perfectly good crayon. Next, ask each table to come up

### April Fools:

#### Disengaged People Playing Tricks on Your Project?

Last week's webinar explored the current engagement of people who you need to get your project done. If a person is not engaged in their job, it's unlikely they'll want to help you



with yours. Whether a boss, peer or someone that works for you, an unhappy employee will treat your project like a joke. That's how disengaged employees cost American businesses \$250 billion a year.

The participants in the webinar shared their engagement level though a quick assessment, and roughly 40% were disengaged, 40% were unhappy and 20% were engaged. This explains some of the stress of project work. They also shared what engagement means:

- A reasonable workload
- Recognition
- Time off
- Accountability from others
- Help

In addition, they shared what was making them unhappy:

- Lack of commitment
- Lack of direction
- Lack of resources
- Lack of flexibility
- Just "shut up and do it" mentality

Notice that these are people who have taken time out of their day to spend an hour with me on a webinar to learn how to engage OTHERS! You don't want to lose

with three new uses for the half crayons, specifically uses that wouldn't have been possible with the whole, new crayon. Mary's favorite idea was when a team suggested that if they exchange one half with someone else they each have two colors. Debrief about how change can stop us, but if we push through to possibilities things can actually be better. If you'd like to find out how Russell Martin & Associates can help your organization through change, contact Brittney at [info@russellmartin.com](mailto:info@russellmartin.com).

### Where's RMA in April?

RMA Facilitators will be enjoying Spring all over the country... give us a shout if we're in your area!



April 3-9 SPRING BREAK  
 April 12-14 AASLH, St. Louis  
 April 14-15 ASTD, Alexandria  
 April 18 FREE Webinar  
 April 20-21 DSI, New Jersey  
 April 22 WWiT, Indy  
 April 25-29 RMA Publics, Indy  
 April 26-28 AASLH, Pittsburgh

Mary Cook will be spending more time tackling change at Chubb

To learn more about RMA project management training and consulting, [email us!](#)

### RMA PUBLICS

Russell Martin & Associates is offering an entire week of our most popular

these kind of people.

As a project manager, especially one with no formal authority, how can you work with people unhappy about things that are not your fault? Here's a quick list:

- Look at your own job. How happy are you? Other people will draw cues from your behavior.
- Learn to adapt to each individual person to maximize communication. We talked about using DISC profiles to help do this in a more organized way.
- Don't spend more time on your troubled stakeholders and neglect your top performers.
- Pay attention to little things. Take the time to notice how people are and acknowledge them.
- Create small opportunities for people to try new things and grow a little.
- Care.

If you need help with the engagement of your project teams and stakeholders, RMA can help by:

- Webinars and live workshops to help people re-engage
- Live workshops 'in a box' you can administer yourself to your project team
- DISC assessments

Contact [Brittney](#) for more information.



A beautiful Spring morning with the folks from Susan Vaughn's Project Management class in Augusta, ME.

### **APRIL FOOLS: Project Management DOESN'T WORK!?**

*Here's a note I just got from Rodney Rowland at Strawberry Banke, a place you must visit this summer if you are in the New England area:*

I think teachers like to hear from their pupils when they do something well following their direction. So, Larry said I should let you know that I had to project manage an office relocation for SBM that was completed last

classes. Register today, space is limited.

## Leadership Academy

April 25-26

Leadership Academy is the first leadership experience that precisely targets the crucial human and business skills you need to succeed in management - and gives you a detailed program for developing all of them.

[Register](#)

## Emotional Intelligence for Decision Making

April 27

Current research shows that when we lose our cool over something, it takes us over four hours to get over it. When we're stressed, our decision making ability is compromised because the brain is working at survival. This class will teach you how to be aware of those who are experiencing an "emotional hangover" and how to get past it. [Register](#)

## Hard & Soft Skills of Project Management

April 28-29

Let's face it; most people spend their days in chaotic, fast-paced, time- and resource-strained organizations. Leaders must manage unprecedented rates of change and growth in a radically new and extraordinarily complex environment. This course is designed for today's busy professional who needs advice and guidance on a wide array of tools designed to provide you with the flexible structure necessary to have increased success delivering business results through your projects. [Register](#)

All classes will take place at the Indianapolis Children's Museum from 8:30am-4:30pm. Discounts are available if you register for more than one class. [Registration](#) is now open.

week. I coordinated the outfitting of our new office space to hold 16 staff relocating from two other buildings! Stress!! Lots of coordinating of electricians, plumbers, staff etc. to make everything come together on moving day. Larry and I were pleased with the result. The staff are together to facilitate communication and the other two vacated buildings will be converted to rental to bring in much needed income.

Thank you for your wonderful instruction!!

Rodney D. Rowland  
Director of Special Projects and Facilities  
Strawbery Banke Museum

## April Fools:

**Our Services are Free?!**

In order to continue providing you with the best facilitators and material possible, beginning May 1, 2011 RMA will have a new pricing structure for all training, consulting, speaking and assessments due to the rising costs we are currently experiencing. If you book before May 1, our current pricing stands.

To learn more, email [Brittney](#) in Business Development.

## April CONTEST

First thing's first!

Q1 winners are...

Tied for first place: **Dan Brandon & Amy Dinning**, coming in a very close second is **Julie Sharrow**. Fabulous merchandise is on it's way!!!



Take the word "Rejuvenate," add two "S's" and rearrange the resulting 12 letters to name a famous governor's first and last names. Who is it?

Email your answers to [Brittney](#) and receive 30 points. Remember points start over each quarter- so everyone starts with 0 this month!

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