

In This Issue: You Never Listen to Me
Update on Information Management & Lab Informatics

eOrganizedWorld
the Online Information Management Newsletter
for Information Professionals
from Charlie Sodano

You Never Listen to Me

My wife was recently nattering on about how she wanted to redecorate our renovated master bathroom. A little later on she asked me what I thought about her choice of clothes hamper. Hamper I thought, what is she talking about? I seem to recall some of her monolog but did not remember the hamper thing.

Another one of my failings is the inability to remember people's names. This has improved over the years, because I discovered that the primary reason why I couldn't remember people's names when I met them was because I didn't pay attention so their name immediately slid off my ears into the floor. So listen carefully when being introduced to a new acquaintance and repeat their name several times. This will remarkably improve your name memory.

I do know that these behaviors are often typically of what one expects from a male. Why is that?

Many of you have conducted records and information management training programs. I'm sure that you have mostly found that a lot of your captive audience was "spaced". They were there physically, but their minds were elsewhere. The topic is not that thrilling (it is for me!) and it's down the list of things that will earn people a big raise or promotion.

I'm not going to give you the usual speaking tips like; start with the point you want to make, point out personal benefits, make eye contact, etc, but the things I will talk about will give more understanding about what the tips really mean.

Let's digress a little and talk a little about hormones, which have a lot to do about our focus as males and females. Let me say up front that these are generalities and we have become increasingly aware that people have varying levels of maleness and femaleness mostly because of their hormones levels at various stages of their lives.

The behavior for seeking advancement in a social hierarchy is wired into the male brain, thanks primarily to testosterone. Older men having lower testosterone levels tend to provide protection and leadership and accept the social level they have achieved. In a training

session you are not looking to compete (appeases the males) and you are offering the females help and protection.

Eye contact is chancy with guys. Men have trained themselves to automatically turn off or disguise facial emotions. This is wired in. It's often difficult for men, even the older guys, to come across as not being competitive or trying to dominate. However, eye contact with women can be way more productive, (excuse the innuendo) if you are truly sincere in what you are preaching. . Females on the other hand are usually far easier to read and in fact often exaggerate their expressions. They try to avoid social conflict by reading your non-verbal clues.

During training we are of course looking to sell our ideas and get people to accept them. Let's take a quick look at some characteristics of good salespeople..

1. Patience
2. Confidence
3. Follow-through
4. Follow-up
5. Diligence

These are all characteristics of a paternal/materialistic person who can be relied on. Don't get carried away by the so called "hard sell" use car salesmen techniques.

Please pass on this EZine to those in your network.

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A link to the EZine is also found at www.eorganizedworld.com

Contact us (consultants@eorganizedworld.com) for additional information about getting your records management program started. We'll give you more free advice and explain how we can continue to work together.

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What's new?

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INFORMATION MANAGEMENT

Nuance Communications, Inc. introduced PaperPort(R) Anywhere, a new cloud-based service that makes it easy to organize, access and share documents from nearly any PC and mobile device. PaperPort Anywhere lets users manage and access their documents in the cloud using web browsers, as well as using free apps from Nuance for Apple(R) and Google(R) Android(R) mobile devices.

The service uses Nuance OmniPage(R) OCR (optical character recognition) engine to automatically create searchable documents from scanned and camera-captured documents, as well as faxes, making paper content as easy to search and find as digital documents.

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