

[Back to E-Newsletter Page](#)

Competitive Edge

December, 2009



President's Message By Barbara Pachter



December has arrived and it is time to look back on your accomplishments for the year.

At Pachter & Associates we are proud of a number of activities; including staying up to-date-with social media, the launching of our blog *Pachter's Pointers*, tweeting weekly on Twitter and creating our Facebook Fan page. These

activities have broadened our ability to connect with and receive feedback from our clients and the general public.

Despite the recession, we delivered a number of seminars on presentation skills, positive confrontation and business etiquette to clients all over the country. And my thoughts on business etiquette and communication were featured in a number of notable publications including *The New York Times*, *Business Week* and *O Magazine*.

We were also pleased with the success of our webinar on *Business Dining*. The positive comments from participants have confirmed that webinars can be an important component of a company's training offerings. Look for our upcoming webinar on business dress next year.

What have been your accomplishments? Take some time to give yourself credit for what you have accomplished. And then, it is time to start thinking about what's on your plate for next year? I know we have, and we look forward to working with you to meet your training needs.

Happy a great holiday and a Happy New Year.

Reducing Conflict During the Holiday Season

With the holiday season here, there are lots of opportunities for celebrating with family and friends. Yet, traveling during the holidays, dealing with shopping crowds or visiting with relatives can turn the calmest of people into stressed out individuals who are easily bothered or blow up at other people's behavior.

It's easy to let the tension from outside the office turn into arguments and disagreements inside the office. Here are 10 "polite and powerful" suggestions for managing holiday conflict at home so you don't bring it into the workplace.

1. Accept what you can influence and what you can't. You do not have control over everything. If your father has a new wife, he will bring her to the holiday party.

2. Ask yourself: Can I let it go? Does it really matter? If you see your great aunt only once a year, can you tolerate her behavior?

3. Learn to confront positively. If you have avoided confrontation or have confronted aggressively in the past, don't feel bad about yourself. Most people were never taught how to be "polite and powerful." Make it your New Year's resolution to learn how to confront in a more positive fashion.



4. Identify the real issue. Is the issue that your brother isn't hosting the holiday dinner or that he doesn't visit your mother in her retirement home?

5. Prepare what you will say. Practice saying the words out loud. Listen to how they sound? Be polite, not harsh. Don't attack the other person with

Barbara

[E-Mail Us](#)

If you missed attending one of our dining webinars this year, please contact the office to arrange a private showing for your employees. You can also purchase the webinar recording or the slides with trainer notes.

Holiday Cards That Get You Noticed



Sending holiday cards is an easy and effective way to maintain relationships with colleagues, get your name and your company name in front of potential customers, remind existing clients that you appreciate their business and thank vendors for a job well done.

Follow these five suggestions so your holiday cards send a professional message:

1. Remember that e-mail cards and greetings posted on Facebook do not replace the impact of an actual card. People cannot display e-mails, but they can display cards.

2. Sign each card. If you or your company has holiday business cards printed with your name or company name, you still need to sign them. Include a short, personal note.

3. Don't choose a religious theme. Use "holiday" not specifically Christmas cards, since not everyone celebrates that holiday.

4. Personalize the envelope. Don't use computer-generated labels to address your cards, it's too impersonal. Handwrite them--or have someone do it for you.

5. Make sure the card arrives before the holiday.

Pachter's conflict seminar, based on her highly acclaimed book *The Power of Positive Confrontation*, can help your employees handle conflict at work and

statements, such as "You're selfish...." or "You're such a cheap-skate..." These types of accusations are counterproductive to resolving conflict and can lead to more conflict.

6. Be clear about what you want from the person. If you would like your sister-in-law to contribute to the holiday dinner, be specific. "Joan, will you bring a vegetable dish on Sunday?"

7. Confront in private. If others hear the conversation, it can be embarrassing to the other person. Also confront when you are calm. If not, it's easy to explode.

8. Provide sufficient information. If you want your mother to limit the number of games she gives your son, tell her why. When you tell others the reason for your request, the likelihood of influencing their behavior increases.

9. Listen to the other person's response. He or she may offer another alternative or provide an explanation for the behavior. Your sister may not be planning to fly home for the holidays because of financial difficulties she is too embarrassed to discuss.

10. And if you don't get what you want, can you live with the behavior? Is it worth ending the relationship? Do the benefits of the relationship outweigh its drawbacks?

Pachter's Pointers

When giving a presentation, use eye contact to connect with your audience. Presenters get nervous and tend to avoid looking at people. When you look at your audience, you appear confident and in control of the presentation.

For more information on business etiquette and communication, read one of Barbara Pachter's books:



NewRules@Work: 79 Etiquette Tips, Tools, and Techniques to Get Ahead and Stay Ahead

When the Little Things Count...and They Always Count: 601 Essential Things



home. It is available as a 90-minute, three-hour or full-day seminar. The book is available at our website or bookstores.

That Everyone in Business Needs to Know

The *Dear Barbara* column at <http://www.bizme.biz/> has launched. Look for Pachter's responses to questions asked by businesswomen at this online magazine. This new site helps young professionals gain career savvy.

**CONTACT BARBARA PACTHER TO
ARRANGE A SEMINAR OR KEYNOTE**

Phone: 856-751-6141

E-mail: bpachter@pachter.com

Web: <http://www.pachter.com/>

Seminars and keynotes are available on presentation skills, business etiquette, business writing, assertiveness, positive confrontation, women in the business world and business dining. *Top Ten Career Killers* is our newest keynote offering.

[Forward this message to a friend](#)



Check us out on the web: <http://www.pachter.com/>

Pachter & Associates | PO Box 3680, Cherry Hill , New Jersey 08034 USA | 856-751-6141 | www.pachter.com
