

NEWS YOU DIDN'T KNOW YOU NEED

December 2017

Carla Cotropia



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Carla's Thoughts of the Month

Indulgence of the Month

Lynesse's EggNog.

It really should be called Flavored Booze or Adult Milkshake. The recipe is in an article below.



Laugh of the Month

This newsletter's Laugh of the Month is a blog post about a friend of mine. Find the article below, titled *A Funny Story Involving a Golf Course*.



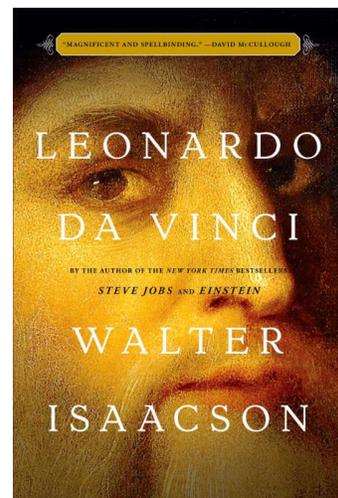
Book of the Month

Leonardo da Vinci by Walter Isaacson.

Isaacson also wrote biographies on Steve Jobs and Benjamin Franklin.

What do these three have in common?

CURIOSITY.



Useful Phrase of the Month

I dont know about that!

LYNESE'S EGG NOG RECIPE

12 eggs separated
1 1/2 cups sugar
1 quart Whisky or Bourbon or Brandy
2 quarts Milk
1 Pint Light Cream

1 Pint Heavy Cream Whipped
Nutmeg to taste

Blend egg yolks with the sugar. Stir in the sugar slowly. Then stir in the liquor slowly. Add the milk and light cream. Beat the egg whites until there are soft peaks. Then fold the egg whites and whipped cream into the yolk mixture. (It is key to pour the liquor in slowly and add the sugar slowly to the eggs.)



Chill the Eggnog. Make sure you add the whipped cream right before serving. Sprinkle Nutmeg on top. Serves 14-16.

If you eat raw cookie dough, you eat raw eggs. I have been making this for years, with no adverse results. It is over the top yummy, a boozy concoction your mouth will think is heaven.

HOW I BUST UP EMPLOYEE DISPUTES

Carla Cotropia

I love to mediate employee disputes, where two employees "don't get along". Maybe I should more accurately say, "They can't stand each other."

Savvy employers don't let this type of conflict continue to fester. When employees don't like each other, they put negative energy into the workplace. You may think if you ignore the problem, it will go away. Sorry, but this never works. Rather the problem just continues to get worse and may spark a lawsuit. It is a mistake to ignore the problem.

Recently, I mediated a workplace situation where two employees were complaining about each other. The employer didn't want to get rid of either employees, so I got hired to bust up the dispute.

How do I mediate employee disputes? The first step is to interview each employee separately. During the private interviews, I encouraged each employee to tell me everything they didn't like about the other. Both employees told me they could not work with the other. Phrases like bad attitude and passive-aggressive behavior were mentioned.

After the separate interviews, I brought the employees together. This is where the magic occurs. It is as simple as forcing people to clearly and calmly state their issues to the other person. The problem is always one of communication. People don't communicate directly with each other.

For example, my sister complains about my mother to me and my mother complains about my sister to me, in other words, triangulation. My mother and sister are not communicating directly with each other. This happens frequently in the workplace. It's



hard for people to directly confront another with their complaints. My method is to provide a safe environment for complaints to be stated directly to the person that is perceived to be causing the complaints. When the complaints are put "on the table", the complained about person is surprised. They had no idea how they were being perceived by their coworker.

The reason for this disconnect is because people make assumptions that are just flat wrong! Here is an example. Employee A tells Employee B he is tired of Employee B being so defensive. Employee A says that working with Employee B is hard because of Employee B's defensive attitude. Employee B says she is defensive because Employee A acts like a "know it all" and it makes Employee B feel like she is incompetent. Employee B says "I may be defensive because I am tired of you acting like I am stupid." Employee A says, "you are wrong. I don't think you are stupid, I think you are extremely skilled. I just don't like working with you because of your attitude."

Because of this open direct discussion, both employees realize their false assumptions, about the other, have created a vicious cycle. Awareness is the first step in changing attitudes about the other.

Shining the Light of Day on the problem is the magic cure. It is rewarding when employees, that claim they can't work together, leave feeling completely different about the other.

A FUNNY STORY INVOLVING A GOLF COURSE

Carla Cotropia

A friend of mine, I will call him Buddy, shared with me a prank he played as a kid. Buddy's mom would drop him off at the country club. He would be at loose ends all day, so he came up with a plan to entertain himself. One of the holes on the back nine was shaped in what is known as a dog leg. The fairway was straight, then turned in a right angle. Buddy positioned himself in the trees near the green but out of site from the tee. The lucky golfer would hit the ball and it would land next to the green but not on it. Because the fairway was a dog leg shape, the golfer could not see the prankster kid when he ran out and put the golf ball in the hole. Buddy would be safely back hidden in the trees when the lucky golfer discovered that he had made a hole in one! Jubilation and drinks for all back at the club house when the clueless golfer made his big announcement.



Buddy had so much fun, and being a kid, he decided to do it again. When multiple golfers kept getting holes in one on that green, the club got very suspicious and my mischievous friend had to stop. Buddy never got caught but his story is too funny not to be shared.

Buddy made a lot of golfers happy thinking they had a hole in one when they really didn't.



Taking Steps To Settle Cases 2 Sneakers @ A Time

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