

To clients and colleagues,

“Randy’s Work and You” will be coming up on its first anniversary with the November edition.

Feel free to pass this free E-zine on.

To subscribe, click on my email address, <mailto:randy@randyblock.com>
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Announcement:

We all know that the most qualified person does not always get the offer. More often than not, the candidate who interviews the best has the highest probability of getting the job. On October 29th, I will be giving a half-day seminar on “**Interviewing Techniques That Get Results**” at the Marriott in San Mateo. For details click on <http://www.6figurejobs.com/>. Pre-registration is required.

This month's featured articles are:

- #1. Solutions Companies Are Looking For**
- #2. The Importance of References**
- #3. The Need to Be Both a Manager and a Coach**
- #4. Success Story**
- #5. Humor Department**
- #6. Words that Inspire**

#1. Solutions Companies Are Looking For

I have said in previous columns “companies are hiring solutions and not people.” I am asked often: “How do you get inside information?” Based on recent conversations with hiring managers as well as gleaning from other experts, companies are looking for solutions in the following areas:

“What can you offer that will increase revenue?”
“How will you make them more productive?”

And they want to know:
“Are you a sound decision maker?”

Recommendation: Slant your resume towards answering those questions.

#2. . The Importance of References

Korn/Ferry Controversy:

The search firm is under some heat because of its role in the hiring of John Shumaker as University of Tennessee president, according to *The Tennessean*. Shumaker resigned when, after taking the job, several improprieties in his past emerged, improprieties that critics say Korn/Ferry missed. These include alleged efforts to obtain a marriage certificate for a Chinese nanny and alleged use of a credit card for personal expenses. According to *The Tennessean*, Korn/Ferry officials say their \$90,000 search included a "textbook" and "comprehensive" vetting of Shumaker, with checks into his financial history, searches of court records, multiple interviews, Lexis-Nexis searches and other research.

#3. The Need to Be Both a Manager and a Coach

You hear a lot nowadays about how managers are supposed to be both coaches and managers. Rachael Lewis, an executive coach, says that "The manager who is skillful in both not only has more tools to work with, but also discerns when coaching is needed and when managing is required."

But what do these words--managing and coaching--really mean? Lewis gives her definition:

- Managers set goals and define the parameters for success.
- Coaches help employees figure out how they will accomplish the goals.

- Managers design roles and hire employees.
- Coaches know each individual's style, strengths and desire for growth.

- Managers might say: You work for me.
- Coaches might say: How can I help?

- Managers delegate responsibility and authority.
- Coaches help people translate skills from old experiences to new experiences.

- Managers communicate clear expectations for performance and consequences of non-performance.
- Coaches help employees reach their full potential and find new strategies when old strategies no longer work.

- Managers show the direction the company is going.
- Coaches build team esteem and inspire individuals to want to achieve great results.

- Managers do the thinking.
- Coaches foster entrepreneurial thinking.

- Managers hire trainers for training.
- Coaches promote just in time and ongoing learning.

- Managers focus on tasks.
- Coaches focus on developing employees.

- Managers manage for results.
- Coaches develop the strengths of employees.

- Managers address crises.
- Coaches develop team collaboration and planning

#4. Success Story

Les, age 46

Les had made quite a career as a senior financial professional with proven success as a credit products underwriter. Then, in November of 2001, he was laid off from Barclays' Capital Group.

He immediately sent out resumes to recruiters, friends and business associates. He had some bites but nothing developed. Weeks turned into months. He volunteered and coached soccer and swim teams. Things were at a standstill on the job front. He was bored and frustrated. He did hire a coach and became re-energized again. Les focused on the importance of networking this time. His hard work paid off. He was in the right place at the right time. A friend told him about a position coming up at AIG. The job sounded like a good fit. With guidance from the coach, he researched the company and rehearsed his interview, and went through the screening process.

After over 20 months of unemployment, he started at AIG in mid September.

#5. Humor Department

BS Bingo is sweeping the country!!! How to play **BS Bingo**.

Do you keep falling asleep in meetings and seminars?
 What about those long and boring conference calls?

Here's a way to change all of that:

1. Before (or during) your next meeting, seminar, or conference call, prepare yourself by drawing a square -- 5"x5" is a good size.

2. Divide the square into columns - five across and five down. That will give you 25 one-inch blocks.

3. Write one of the following words or phrases in each block:

- * synergy
- * strategic fit
- * core competencies
- * going forward
- * bottom line
- * revisit
- * take that off-line
- * 24/7
- * out of the loop
- * benchmark
- * value-added
- * proactive
- * win-win
- * think outside the box
- * fast track
- * result-driven
- * empower(ment)
- * knowledge base
- * at the end of the day
- * touch base
- * mindset
- * client focus(ed)
- * ballpark
- * game plan
- * leverage

4. Check off the appropriate block when you hear one of those words or phrases.

5. When you get five blocks horizontally, vertically, or diagonally, stand up and shout "BS!"

Testimonials from satisfied "BS Bingo" players:

"I had been in the meeting for only five minutes when I won." --Jack W., Boston

"My attention span at meetings has improved dramatically." --David D., Miami

"What a gas! Meetings will never be the same for me after my first win." -- Sue S., NYC

"The atmosphere was tense in our last process meeting as 14 of us waited for the fifth box." -- Joseph R., St. Louis

"The speaker was stunned as eight of us screamed BS!! for the third time in two hours." -- Kathleen L., Atlanta

WORDS THAT INSPIRE:

"Strength does not come from physical capacity.
It comes from an indomitable will."

Mahatma Gandhi (1869-1948)

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Your comments and feedback on this E-zine are welcome!!