

THE EXCHANGE

This issue's featured subject is "Fitness."

EMOTIONAL HEALTHTM

By Ben Cairns, M.A.

Immediately before a "time out" yesterday, my three year-old daughter stomped her feet and shouted "You make me angry!" I am not sure that I have ever made anyone angry, although I admit I certainly have given people some pretty good opportunities! My three-year-old and I are now exploring the question "Who can make you angry?" My ultimate goal is to raise an emotionally healthy child. Being "emotionally healthy" is a balance between controlling negative emotions and encouraging positive ones.

You have more control over how you respond to people and events than you may realize. A lot has been written about how proper exercise and diet can help us become physically fit and healthy. Perhaps we need to think more about how exercising emotional control and having a proper "diet" of thoughts can also help us to become more emotionally fit and healthy. Below are some "exercise tips" for emotional fitness and health.

Work Out the Negatives:

- Recognize your negative emotion-producing triggers. Be aware of where and when they occur. Recognition is the first step toward responding in a more productive manner. Decide how you would rather feel and react. Use the "Public Plan" to be in control. (Read **Talk Is NOT Cheap!** for details).
- Have good "sleep hygiene." Go to bed at a decent hour, have a routine, avoid late food and alcohol, and remember to have a "wind-down" period where you minimize physical exercise and negative inputs (violent or disturbing TV, movies, etc.).
- Model your own behavior after people who gracefully handle "hot" situations. Doing exactly what works for someone else might not work as well for you, but you can get a start toward finding a style that is a good fit for you.
- Take a break. Count to ten. Take a walk. Do whatever you need to do. Hot heads are not rational; cooler heads will prevail. Engage life with a cool head and a keen mind whenever you can.
- Keep things in perspective. This is a big place;

What Our Clients Are Saying

"I would like to thank you for your instruction. When I am faced with a difficult situation, I often refer to my notes or the book [Talk Is NOT Cheap] to prepare for the meeting. It is a good way to prepare to face a difficult meeting or deal with a confrontational person."

John Roy, Baton Rouge LA



the world won't end at five o'clock!

Pump Up the Positives:

- Take time to smell the roses. Breaks and occasional time off can rejuvenate you and increase your overall effectiveness (remember the adage: "all work and no play makes Chris a dull person!").
- Prefer positive thoughts. You can take either a positive or negative view of almost anything. It's your choice. Which do you prefer, being constantly upset and miserable, or having a good quality of life? Go positive.
- Enjoy the company of others. Having a network of friends is correlated with emotional health. Resolve this year to make and maintain at least three new friendships with people you can trust, admire, and feel great around. Don't just let good friendships happen, make them happen!
- Identify things that you appreciate or enjoy about others. This is easy to do with people you already like; do this with people who you think that you do not like, and be open to accepting and liking them, too.
- Give yourself permission to be happy and relaxed. Being uptight seems almost required in our society. Give yourself some good living and breathing room, because you deserve it, I promise!

We are emotionally and physically unhealthy when things get and stay out of balance. Work out the negatives and promote the positives! We have a lot more choice in this matter than we usually realize or exercise. Sometimes a little help from your friends or a communication coach is all you need!

An important postscript: If you are not able to gain control of your emotional health, it is imperative to get professional help now before you lose the opportunity to experience a full-quality life. You're important in many ways to a lot more people than you can possibly know. It may be the best call you'll ever make.



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LOOKING AHEAD:

- ♦ The May issue of The Exchange will focus on Coaching.

LOOKING BACK:

- ♦ For previous editions of The Exchange, go to our [back issues](#).
- ♦ Re-read the [04/2000](#) edition: **Discipline**.

An early morning walk is a blessing for the whole day.

Henry David Thoreau

The biggest seller is cookbooks and the second is diet books - how not to eat what you've just learned to cook.

Andy Rooney



Helpful Hints:

- Refrain from eating after 8:00 p.m.
- Rather than go on a fad diet or exercise program, change your lifestyle.
- Make health a priority.
- When you get hungry in the mid-afternoon after eating lunch, drink a glass of water.

I have to exercise in the morning before my brain figures out what I'm doing.

Marsha Doble



To learn more about it, click here!

OFFICE AEROBICS

By Vincent Ivan Phipps, B.S.

Let me guess, you would exercise more if you had more time and energy, right? Working in an office setting can be an inconvenience for those who want to get or stay in better shape, but are unable to because of time and lack of accessible equipment.



and lack of

Here is the solution: exercise IN the office! Do not worry, you will not get sweaty at work or have to do anything embarrassing in front of your co-workers. Here are five office aerobic activities you can do:

1. PARKING LOT MARATHON

How to do it: Instead of finding the closest parking space available, park as far away from your office as possible. Strive to walk this distance at least four times a day (when you arrive in the morning, when you leave for and return from lunch, and when you leave for the day).

How it helps: Increases your endurance and boosts your metabolism.

2. OFFICE WALK

How to do it: When you take a break, get a healthy snack or just get up and get moving. Depending on how much time you have, walk the longest way possible. For example, if your office is located right around the corner from the restroom, walk the opposite way at a brisk stroll.

How it helps: Releases stress and uses your muscles.

3. STAIR MASTER

How to do it: Instead of taking the elevator, climb the stairs. If you have to carry items that are too heavy or bulky, get creative. For example, if you work on the 10th floor, take the elevator to the 7th floor and then walk the other three. Or if you have too much to carry, arrive at work early enough to use the elevator for carrying heavy items up, drop them off, then walk down and back up the stairs carrying the smaller, lighter items.

How it helps: Builds leg and calf muscles and strengthens the cardiovascular system. In just a short time, you will be able to walk several flights of stairs and immediately have a conversation without someone asking, "Are you alright? You seem out of breath."

4. PHONE BOOK ARM CURLS

How to do it: Some people think you need bulky, expensive weights to build strength. All you need is resistance. While sitting at your desk, grab a phone book, briefcase, or anything relatively heavy, depending on your strength. Proceed to curl it upwards tightening both upper and lower arms (biceps, triceps, and forearms).

How it helps: Builds total arm strength and reduces fatigue from typing or writing.

5. CHAIR YOGA

How to do it: While sitting at your desk, place your feet together firmly on the floor. Keeping your lower body still, simultaneously twist and stretch your upper body from left to right slowly and gently. Afterwards, lean forward and back as far as possible until you feel a gentle tension throughout your back.

How it helps: Promotes natural elongation of the body. Stretching can help reduce and prevent poor circulation that can cause numbness, headaches, back pains, and fatigue. This exercise is especially beneficial after sitting for long periods of time (meetings, phone conferences, typing, etc.).

Remember that working out doesn't have to be work, but it can be done at work! Your health is worth it, so work on it!

ASK THE EXPERTS



Dear TLC,

I attended your S.O.S. (Success Over Stress) class at our company and thoroughly enjoyed it. Part of the message was to exercise and I just don't have the time with work and a young family. Telling me to do something I can't do just adds to the stress!

Burned Out

Dear Burned,

Look for opportunities to work exercise into your daily routine. When playing with your children, imitate their actions. Most adults would lose weight if they kept up with their toddlers move for move.

ARE YOU FIT TO COMMUNICATE?

Intelligent people are making sure that they keep their bodies fit by walking, swimming, running, dancing, or other forms of exercise. It is also important to keep your communication skills fit. Just follow the regime below to ensure that your people skills are in good shape:



argument going inside your head.

If you have any questions about how to execute the above exercises, please consult with a TLC Communication Coach. Best results occur with on-going effort. Communication fitness is a journey rather than a destination, so invest in these skills daily.

1. **Give one factual compliment each day.** Describe exactly what the person did and then tell them how it helped. Spread the compliments around. Don't wait until they do something extraordinary. Sincere compliments can turn the ordinary into something extra-ordinary!
2. **Keep your voice calm in tense situations by lowering the rate, pitch, and volume.** The natural tendency is to speak louder, faster, and higher. You can only control the situation after you have control over yourself.
3. **Listen to someone every day.** Stop what you are doing, give them eye contact, and tune into a great AM station: "It's not About Me". Listen to understand what the person means. Don't change the subject or start talking until you have proven that you have listened first.
4. **Get comfortable saying "no."** Without this ability, you will over-promise and under-deliver or run yourself down.
5. **When you experience a conflict, confront the problem the same day.** "Confront" means that you come face-to-face with the issue or person involved in the conflict. Delays can cause prolonged stress, lack of sleep, and transfer of your negative thoughts to innocent people.
6. **Get into the habit of asking open questions that begin with "what" or "how."** This will give you more information and you will be credited with being a better listener.
7. **Purposely relax your body language when you are feeling stressed.** Lean back in your chair, keep your arms apart, tilt your head and place a pleasant expression on your face. When you relax your body, a strong message is sent to your brain that the situation is under control.
8. **Spend approximately twenty minutes each day giving yourself positive thoughts.** Ideal times are first thing in the morning or the last thing at night. During these times, the left hemisphere of your brain is likely turned off and you won't get an

PROFESSIONAL DEVELOPMENT TIPS

Our country has transformed from an agrarian to an industrial to an information / service society. The only constant seems to be that things are always evolving. If we do not evolve our professional skills, we will eventually go the way of now-obsolete agricultural and industrial processes. One thing is also certain, our competitors know this too, and are constantly seeking to develop any advantage over us. Arie DeGeuss, CEO of Royal Dutch Shell said, "Our ability to learn faster than our competitors is perhaps the only sustainable advantage."

Our days are so full of handling our lives and the details of our jobs that it often seems that there is not enough time to get even the basics done. So, on top of everything else, how do we pursue keeping our professional skills fit and healthy? Cramming at the last minute like you might have done in college is just not good enough. Professional development is an ongoing process that is best when built in to your routine. Start with these questions:

- Improving which skills will give me the greatest benefits? You might be surprised to find that something as obvious as time management is your "weakest link."
- What professional certifications, licenses, or credentials will distinguish me from the rest of the pack?
- What are my strengths?
- What would it take to become a world-class expert in my field?
- What interpersonal skills would most improve my effectiveness?

Here are ten action steps to keep you in pace with your competition. If you perform these really well, you'll easily outpace your

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FEATURED SERVICE: Fun Day Team Building

Are you bored with the same old type of team building? For example, you and your peers follow an outside consultant (who you don't know and who knows even less about you and your team) who comes in and does a canned presentation. Sound familiar?

Let us provide a positive change. For 22 years, we have provided Fun Day Workshops for companies and organizations of all sizes. Every Fun Day Team Building Workshop we create is different. Why? Because we customize your Fun Day so that you and your team will laugh and grow together. Through our interactive Fun Day Workshops, teams:

- Reduce stress.
- Build team spirit.
- Increase retention.
- Have fun as a group.
- Discover more about each other.
- Find out what motivates each team member.
- Learn to win, laugh, and learn as a total team.

Whether you have your own facilities or would like to get your team off-site, TLC can customize the perfect Fun Day Workshop. For more information about how we can help your team, contact us at tlc@talklisten.com or 1-888-BECAUSE. Why? Because your team will have so much fun improving, they will forget they are learning!



"You're really in pretty good shape for a man of sixty-five," said the doctor reassuringly. "Of course, you're only forty-eight..."

Another good reducing exercise consists in placing both hands against the table and pushing back.

Robert Quillen

A good goal is like a strenuous exercise - it makes you stretch.

Mary Kay Ash

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CEO CORNER: "Fit or Healthy?"

By Beverly Inman-Ebel, MA CCC-SLP

A lot of Americans spend measured hours perfecting muscles and moves to obtain physical fitness. Their slogan might be, "No pain; no gain!" Yet these same fitness gurus, who measure progress by diminishing percentages of body fat, may be far from healthy.

When I first moved to Chattanooga two decades ago, I joined an aggressive fitness center. I spent four evenings each week training my body to execute push-ups while balancing my weight on my thumbs. Okay, I could only manage them with my hands flat on the floor, so I consoled myself with the fact that I could do fifty of them. One evening, a man who ran the indoor track as regularly as I completed the calisthenics, collapsed and was dead before the ambulance could arrive. That was a very somber evening for all of us fitness fiends. How could it happen?

True health is much more than being physically fit. Tony Robbins defines "fitness" as "the physical ability to perform athletic activity," and "health" as "the state in which all systems of the body (nervous, muscular, skeletal, circulatory, digestive, lymphatic, hormonal) are working optimally." Fitness is part of the formula, not the center of it.

To be healthy, we need to give our cells enough oxygen. This means that we need to breathe deeply and avoid toxins such as smoke. Aerobic exercise helps us to breathe correctly. Water is a vital part of our health. A lack of water creates fatigue and memory loss while chronic dehydration is linked to disease. It is also important to get enough rest, communicate clearly and with care, and spend some time each day doing something that brings you joy.

To be healthy, our body needs energy. Different foods have different levels of energy for our bodies to convert. Dr. Robert Young, PhD., D.Sc, reports that the foods you include in your diet should ideally have a frequency of at least 70 MHz. (Mega Hertz is simply a measurement of energy.) Fruits, vegetables and fresh wheat supply this level of energy. A



piece of chocolate cake supplies one MHz and a piece of fried chicken gives three MHz.

"To lose one's health renders science null, art inglorious, strength unavailing, wealth useless, and eloquence powerless." These words of wisdom were written by Herophilus, in 300 B. C. Twenty-three hundred years later, we are still seeking health.

Seek. Find. Have longer to live your dreams!

PROFESSIONAL DEVELOPMENT TIPS, continued from page 3

competition!

- Read current books in your field and subscribe to pertinent professional journals.
- Talk with recognized experts; develop relationships.
- Get "best practices" tips from your peers.
- Strive to attend at least one professional conference or four seminars annually.
- Get audiotapes or compact discs that you can listen to while you commute.
- Create memory sheets or pocket cards for occasional review.
- Take a correspondence course.

Aesop's parable about the tortoise and the hare made the point that steady advancement yields greater success in the long run than quick bursts of speedy work. Make professional development a routine and scheduled part of your work in order to get to the finish line early!

An important final consideration is that communication and interpersonal skills are often a key reason for career advancement. Given two people with comparable expertise and experience, the one who gets along better with others and makes a better impression is far more likely to get the promotion. So, remember to work on your people skills as well as your professional skills!

TLC establishes long-term relationships with our clients. If we have helped you or if you believe our approach to change would work for someone you know, please communicate with us by email [tlc@talklisten.com] or phone [1-888-232-2873]. We work with individuals and groups on the following subject areas: attitude, listening, body language, voice, leadership, compliments and corrections, behavioral style, teamwork, effective meetings, public speaking, accent reduction and much more!

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