

Communicating with **NANCY STERN**

COMMUNICATION PLUS

Patience Pays Off

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Albert Einstein said ,
"I think and think for months and years, ninety-nine times, the conclusion is false. The hundredth time I am right."

Maybe while growing up you heard your parents or grandparents tell you patience is a virtue. If that's true, why do we find it so hard to cultivate patience? Why is it so hard to wait? Why do we continue to create faster ways of doing things? Perhaps patience is a virtue because it is often in such short supply.

Elizabeth Carll, a clinical psychologist in Long Island NY, whose specialties include stress and health, blames technology for our patience deficit. Can you remember when a blackberry was simply something you ate and PDA meant public display of affection? I agree with Ms. Carll that technology is part of the problem. We have become so caught up



in doing things faster we often forget how lovely the moment can be. Because we respond almost immediately to email, voicemail and text messages, we often don't take time to think before we "speak." This causes misunderstanding which takes up more time and ultimately creates more impatience.

Carll also says studies have shown impatience can be unhealthy; it is linked to hypertension, increased anger and increased stress. If we were a more patient

society would we be healthier, happier, and more able to communicate with one another? I think so. If we were more patient would we have less conflict at work and at home? I think so. And, if we were more patient would we go easier on ourselves when we aren't perfect? I know so.

Adopt the pace of nature; her secret is patience.

-Author Unknown

If you are patient, you will escape a hundred days of sorrow.

Chinese Proverb

It is strange that the years teach us patience; that the shorter our time, the greater our capacity for waiting.

Elizabeth Taylor

The value of patience has long been discussed in the world's religions. For example, in Judaism, it's part of wisdom; in Christianity, it's one of the fruits of the spirit; and in Buddhism, it's one of the paths to enlightenment. Regardless of your beliefs, there is something to be said for cultivating patience. Here are a few tips to help you become more patient:

- **Be Here Now**

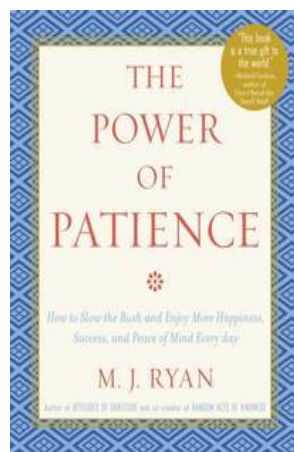
There's power in the present moment. By taking a breath and stepping back you can remind yourself to stay focused in the present moment. There is no other place to be and nothing else to do. Take a few deep breaths and remind yourself to be here now. Remember, *wherever you go, there you are*. (By the way, that's the title of a great book by Jon Kabat Zinn)

- **Listen**

Instead of jumping in and interrupting someone, simply stop and listen. Remember STAR Power™. **S**top, **T**hink **A**cknowledge and **R**espond.

- **Self-Talk**

Remind yourself to be patient. *"I am a patient person."* Keep saying it and you'll eventually believe it. It's like Wayne Dyer says, *"Infinite patience brings immediate results."*



Author M.J. Ryan reveals how the old-fashioned quality of patience lets us slow the rush and feel better about ourselves every day. Patience lets us make the most of our talents, it guards the door to anger and keeps regret from sneaking in. Patience also reveals to us where our true desires reside.

Ryan believes your patience will soar if you believe you are always learning rather than trying to be perfect, if you acknowledge there is more than one right way, and if you see the value in working at something rather than rushing through it. She provides strategies and techniques to help harness the power of patience. This book is full of inspiring quotations, stories and the wisdom of those who have learned the benefits of patience.

Email Your Questions to Nancy@nancystern.com

Q *It's so hard for me to be patient about anything. My team takes so long to get anything done. Why can't I get them to speed things up?*

A If you want to become patient, it's important to develop an understanding that things take time to happen - that you first have to do the work and then you reap the benefits. For example, let's say you're cooking pasta. If you stand over a pot of hot water waiting for it to boil, you'll go nuts. If you put the pot on the stove and don't turn the burner on, nothing will happen. Also, if you let the water boil without putting the pasta in the pot, the water

will disappear, burn the bottom of the pot and the pasta won't get cooked. But, if you put the water in the pot, turn on the burner, patiently wait for the water to boil, put the pasta in the boiling water, patiently wait for it to cook while keeping track that it isn't getting too soft, you'll have pasta al dente ready for your favorite sauce. The same is true for your team.

People need to "cook" at their own speed. Everyone has his/her preferred methods of getting things done and skipping steps only causes systems and processes to fall apart. Be patient and allow for all the steps to happen. Trust your team and yourself to get the job done.

*To lose patience
is to lose the
battle.*

Mahatma Gandhi

*Trust yourself.
You're greater than
you think.*



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Whether you're experiencing change, managing people, connecting with customers and co-workers, or making presentations, getting your message across effectively is vital to your success.

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Why Nancy Stern?

Nancy Stern, MA is the president/owner and senior consultant of Communication Plus, a consulting firm in San Diego specializing in leadership and employee development. Since 1972, she has taught thousands the art and science of effective communication. She is a former columnist with the *San Diego Daily Transcript* and has taught at the University of California San Diego and San Diego State University Management Development Center.

She inspires managers, employees and individuals of all ages through the

simple, yet powerful, lesson that *how you say what you say, matters™*. Personal experiences form the foundation of her programs, creating presentations that are personal, professional and practical. The result: Improvement of the "whole person" and therefore, the "whole organization."

She is an EMMY award-winner, who produced and appeared in the national PBS television series *Communicating With Nancy Stern* (1990-95) and she is the coauthor of *101 Stupid Things Trainers Do To Sabotage Success*.

Nancy holds a Master of Arts degree in Communication Education from Michigan State University and is a member of the American Society for Training and Development and the National Speakers Association.



Nancy Stern