07:58:45 From Gloria to Everyone:

 NJ

07:58:54 From Donna Shaw to Everyone:

 Nashville, TN. Lead Admin

07:58:59 From Maria Avila to Everyone:

 Hello from Chicago, IL - Executive Assistant

07:58:59 From Shauna to Everyone:

 Boise, Idaho - Administrative Assistant

07:58:59 From Gloria to Everyone:

 Business Procedures Consultant

07:58:59 From Janice Hebert to Everyone:

 Providence, Rhode Island - Executive Assistant

07:59:01 From Lisa Gerbozy to Everyone:

 Executive Admin, MN

07:59:07 From Doreen Nevin to Everyone:

 EA to CEO and President, Washington DC

07:59:07 From Sherri Bush to Everyone:

 Good morning! I'm in NYS and am an assistant to two VPs in higher education

07:59:09 From Lisa Frein to Everyone:

 St. Louis, Admin Assistant III

07:59:10 From Catherine-Columbus, OH to Everyone:

 Columbus, OH Sr. Executive Administrative Assistant

07:59:11 From Sherry W to Everyone:

 EAA Sr.

07:59:14 From Lisa James to Everyone:

 SF Peninsula, CA - Administrative Coordinator

07:59:20 From Tovey Blake (she/her) to Everyone:

 Mississauga, ON, Canada, Business Management Mobilizer

07:59:22 From Kristy to Everyone:

 Abilene Texas Administrative Assistant

07:59:24 From Chris Stein - Columbus OH to Everyone:

 Hi Everyone! On Monday, my new title will be Credit Administrative Assistant at Northwest Bank in Cols. OH

07:59:33 From Yvonne Taylor - IEUA, CAP to Everyone:

 Hello from Long Beach, CA - Administrative Assistant II

07:59:34 From Kimberly Roth to Everyone:

 Kimberly Roth - Executive Assistant to the CEO in Little Rock, AR... but logging in from the Houston, TX area!

07:59:55 From Lisa Frein to Everyone:

 Congratulations Chris Stein

08:00:06 From Chris Stein - Columbus OH to Everyone:

 Thanks Lisa Frein

08:00:12 From Angela D Garvin to Everyone:

 Angela coming to you from the Batcave. (Camera angle is problematic. Grrrr.) Baltimore - Title Pending.

08:00:21 From Lyssa Young to Everyone:

 Seattle, WA. Business Admin

08:00:24 From Janice Hebert to Everyone:

 Congrats on your new role @Chris Stein

08:00:38 From Sylvia Castanon to Everyone:

 Taylor, TX - Executive Assistant

08:01:19 From Chris Stein - Columbus OH to Everyone:

 Thanks @Janice Hebert

08:02:56 From Sherry W to Everyone:

 30

08:03:01 From Chris Stein - Columbus OH to Everyone:

 100

08:03:04 From Lisa Gerbozy to Everyone:

 20

08:03:05 From Gloria to Everyone:

 20-30?

08:03:07 From Janice Hebert to Everyone:

 15

08:03:08 From Lisa James to Everyone:

 too many

08:03:10 From Catherine-Columbus, OH to Everyone:

 At least 25

08:03:13 From Lyssa Young to Everyone:

 It depends

08:03:16 From Yvonne Taylor - IEUA, CAP to Everyone:

 25 on a good day ;)

08:03:18 From Kimberly Roth to Everyone:

 I'm going to be kind & go with 10 (one per hour with 2 to grow on!)

08:03:24 From Lyssa Young to Everyone:

 Usually 50 if I'm lucky

08:03:29 From Yvonne Bowen to Everyone:

 Too many

08:03:35 From Sherri Bush to Everyone:

 25

08:03:37 From Timer - Linda Orlando to Everyone:

 Depends.

08:03:42 From Sylvia Castanon to Everyone:

 10

08:03:42 From Donna Shaw to Everyone:

 Depends on who is in the office

08:03:43 From Angela D Garvin to Everyone:

 One - can't make decisions.

08:03:51 From Doreen Nevin to Everyone:

 15

08:03:57 From Chris Stein - Columbus OH to Everyone:

 @Angela, lol

08:06:47 From Yvonne Bowen to Everyone:

 You just described my description of the work culture where I work

08:07:02 From Janice Hebert to Everyone:

 Feel that at work

08:07:24 From Angela D Garvin to Everyone:

 Repeated problems are cues for procedural overhaul.

08:07:42 From Yvonne Bowen to Everyone:

 @ AngelaAgreed

08:07:59 From Janice Hebert to Everyone:

 Sometimes it's the same person that puts up road blocks or won't be flexible.

08:08:15 From Yvonne Bowen to Everyone:

 @ Janice....agreed

08:08:27 From Lyssa Young to Everyone:

 1000% Janice!

08:09:13 From Doreen Nevin to Everyone:

 Where is the resource page

08:09:33 From Janice Hebert to Everyone:

 A link to it came with the email confirmation

08:09:43 From Doreen Nevin to Everyone:

 Thanks

08:10:36 From Lyssa Young to Everyone:

 A little early for me to be on cam here in Seattle. I'll come cam later :D

08:10:37 From Kimberly Roth to Everyone:

 We need "force mute" in the real world...

08:10:58 From Angela D Garvin to Everyone:

 Kimberly, Yes!

08:11:07 From Janice Hebert to Everyone:

 @Kimberly - indeed!

08:11:12 From Yvonne Bowen to Everyone:

 Lol

08:11:22 From Gloria to Everyone:

 Need some fun. Sounds good.

08:12:16 From Chris Stein - Columbus OH to Everyone:

 So very sorry, had a repair man complete his work, multi-tasking on my day off.

08:13:27 From Cecilia Garcia to Everyone:

 @Lisa same here Joining from California

08:14:05 From Kimberly Roth to Everyone:

 sending virtual coffee to all the west-coasters!

08:14:37 From Lyssa Young to Everyone:

 <3 @Kimberly Roth

08:14:50 From Cecilia Garcia to Everyone:

 Thank you @Kimberly Roth

08:14:58 From Lisa James to Everyone:

 @Kimberly Roth - right back at you!

08:27:07 From Yvonne Taylor - IEUA, CAP to Everyone:

 I flip between and I guess it depends on the audience.

08:27:46 From Cecilia Garcia, Los Angeles CA to Everyone:

 Analytical with a bit of Behavioral.

08:27:47 From Kimberly Roth to Everyone:

 My DISC came back high ISC (almost even across the top), and extremely low D. I was not surprised! (Got "conceptual" on this style assessment.)

08:28:23 From Yvonne Taylor - IEUA, CAP to Everyone:

 Directive with field staff but Conceptual with my Leadership team.

08:29:37 From Lyssa Young to Everyone:

 Considering how ambiguity is in my job description, being behavioral is extra fun. Ha!

08:30:20 From Angela D Garvin to Everyone:

 How can I be Analytic AND Behavioral?

08:30:43 From Janice Hebert to Everyone:

 Behavioral and conceptual?

08:30:50 From Kimberly Roth to Everyone:

 @Yvonne - I can relate to that. My instinct as a manager is to be decisive/directive, and I have to remind myself to be intentional to make space for them to consider options and practice problem solving themselves as a growth opportunity.

08:30:52 From Lisa Frein to Everyone:

 Thanks for asking, Angela. I am also.

08:31:51 From Yvonne Taylor - IEUA, CAP to Everyone:

 I can be a big D with everyone - but I tend to back off out of respect to the Leaders.

08:33:43 From Gloria to Everyone:

 @Yvonne Agreed. Same here.

08:35:02 From Yvonne Taylor - IEUA, CAP to Everyone:

 I am a Leader to a certain degree.

08:38:07 From Kimberly Roth to Everyone:

 @Yvonne - you have situational awareness - that's definitely leadership!

08:39:32 From Angela D Garvin to Everyone:

 Will we be covering Paralysis by Analysis later, I hope. I hope.

08:40:53 From Yvonne Bowen to Everyone:

 No

08:41:01 From Yvonne Taylor - IEUA, CAP to Everyone:

 What has happened to @Lisa James I have experienced as well. It was ground breaking for me.

08:42:52 From Lyssa Young to Everyone:

 I need to incorporate the Self Five into my daily life.

08:48:55 From Angela D Garvin to Everyone:

 Risk Management - THAT's my downfall. I can see ALL the potential pitfalls. I need to learn to assess and drop the options with less that 2% potential existence. 10%? 37%?

08:50:55 From Gloria to Everyone:

 @Angela I would love to have you on my teams. That is so beneficial and we would balance each other out in implementing the projects

08:54:25 From Donna Shaw to Everyone:

 Amen to that!

08:54:40 From Lyssa Young to Everyone:

 One problem - 3 options

08:54:51 From Lisa James to Everyone:

 sometimes, I mention it to my exec and then later circle back with what I did to resolve.

08:54:58 From Gloria to Everyone:

 I like that @Lyssa

08:56:15 From Lisa James to Everyone:

 exactly

08:57:24 From Gloria to Everyone:

 Yes! I was implementing changes as per one manager and boy was there a backlash because it created so many problems and I halted it until further notice

08:57:24 From Lisa James to Everyone:

 sometimes we take on problems that are not ours to solve

08:57:28 From Sherri Bush to Everyone:

 I'm sorry, Chrissy, I will have to wait for the recording - taking yesterday off set me up for a poor opportunity to pay attention to this valuable training. Thank you!

08:58:11 From Janice Hebert to Everyone:

 @LIsa James - agree

09:02:05 From Yvonne Taylor - IEUA, CAP to Everyone:

 High five @ Lisa James 👏

09:02:26 From Gloria to Everyone:

 You don't know what you don't know and find out quickly when problems raise their ugly head

09:02:26 From Sherry W to Everyone:

 I struggle with what I have control over to change and what I don't.

09:02:54 From Janice Hebert to Everyone:

 @ Sherry - same here!

09:03:28 From Kimberly Roth to Everyone:

 With a former employer, my role with the COO was to take on processes that weren't working in areas, create systems around it, and give it back to the team/department. When we were acquired, I was still trying to operate in that mindset, and my executive actually had to remind me not to solve everyone's problems for them - I had to allow some things to fail. Stepping back 1. kept me from taking on unnecessary stress for which there could be backlash or lack of recognition and 2. allowed management to be mindful of what was and was not working in the new environment.

09:04:07 From Donna Shaw to Everyone:

 Ambiguous requests.

09:04:20 From Lisa James to Everyone:

 I don't mind problem solving but I have to be mindful of what I take on

09:04:31 From Angela D Garvin to Everyone:

 Lisa, I hear that!

09:04:52 From Lyssa Young to Everyone:

 Being voluntold when my plate is already WAY too full.

09:04:53 From Chris Stein - Columbus OH to Everyone:

 @lisa, yes

09:05:16 From Janice Hebert to Everyone:

 @ Lyssa Young - yes!

09:05:29 From Yvonne Bowen to Everyone:

 @ Lisa....yes always

09:06:00 From Angela D Garvin to Everyone:

 My sister says our family motto is "Bite off as much as you can possibly chew, and if you don't immediately choke, Repeat Step 1." Great work ethic. Lousy work/life balance.

09:06:44 From Lisa James to Everyone:

 @Angela - love that!!

09:06:45 From Yvonne Bowen to Everyone:

 @ Angela....love it

09:06:56 From Kimberly Roth to Everyone:

 @Angela - oh, my! I think I may have unintentionally internalized that motto! [silently sings "Surface Pressure"]

09:07:03 From Janice Hebert to Everyone:

 @Angela … right

09:08:00 From Lisa Gerbozy to Everyone:

 Yes! @Kimberly Roth - we just lost yet another admin (now down to 3 out of 8) without replacements coming in and those of us left are doing our best to try to let management see how badly we need them!

09:16:21 From Yvonne Bowen to Everyone:

 Yikes!

09:16:24 From Angela D Garvin to Everyone:

 /How did you get a camera in my basement?

09:16:28 From Kimberly Roth to Everyone:

 I have that room in MY home!

09:16:43 From Yvonne Bowen to Everyone:

 Looks like our science room

09:16:48 From Lisa James to Everyone:

 Wow, that's my extra bedroom LOL

09:16:50 From Yvonne Taylor - IEUA, CAP to Everyone:

 That is what offices look like right now after the pandemic

09:16:58 From Lyssa Young to Everyone:

 I want to Kondo that so bad right now.

09:17:08 From Angela D Garvin to Everyone:

 Thanks Ladies! SO glad I'm not alone!

09:17:31 From Kimberly Roth to Everyone:

 "What kind of life do you want to live in this space...?" - Marie Kondo

09:18:04 From Yvonne Bowen to Everyone:

 Gross

09:18:36 From Yvonne Bowen to Everyone:

 Admins are miracle workers at work so of course

09:18:36 From Lyssa Young to Everyone:

 I had to do this clean out to an entire house 5 years ago. So many triggers.

09:19:21 From Lisa James to Everyone:

 short term issue/long term problem

09:19:31 From Yvonne Bowen to Everyone:

 @ Lisa....exactly

09:20:13 From Lyssa Young to Everyone:

 $30k/loss when selling the home because hoarding went out of control for a family member. Problem solved that cleanup. I don't recommend.

09:23:12 From Yvonne Bowen to Everyone:

 Too many cooks in the pot ordering

09:23:24 From Maria Avila to Everyone:

 Agree, too many people involved.

09:24:00 From Janice Hebert to Everyone:

 You need a backup person.

09:24:48 From Maria Avila to Everyone:

 Create a shared digital inventory list that can be accessed besides the main person in charge

09:26:05 From Lisa Gerbozy to Everyone:

 @angela - those traits also make a good admin - attention to detail and foresight

09:26:50 From Lyssa Young to Everyone:

 My team shares ordering, we communicate the updates to delivery and take turns with inventory.

09:27:26 From Chris Stein - Columbus OH to Everyone:

 My former coworker was like Angela, she managed to every possibility and we balanced because I managed to 80% of possibilities.

09:28:17 From Janice Hebert to Everyone:

 We have a central "Stores" location. Anyone can go and get the supplies they need. I'm the go-to person when my team needs supplies, if they can't go get what they need.

09:30:56 From Lyssa Young to Everyone:

 I also keep a supply cabinet next to my office that has all the various cables and adapters my teams can get themselves.

09:31:21 From Lisa James to Everyone:

 @Lyssa - me too!!

09:33:21 From Janice Hebert to Everyone:

 @Lyssa - I do also.

09:33:39 From Cecilia Garcia, Los Angeles CA to Everyone:

 The work-around is the gray area.

09:34:25 From Sherry W to Everyone:

 sorry what page?

09:34:37 From Chrissy Scivicque, PMP, PCM to Everyone:

 Page 29

09:34:56 From Sherry W to Everyone:

 👍

09:35:01 From Maria Avila to Everyone:

 Done

09:35:12 From Chrissy Scivicque, PMP, PCM to Everyone:

 That was fast Maria!

09:35:40 From Maria Avila to Everyone:

 LOL - we're experiencing that same problem at our station garage.

09:35:54 From Chrissy Scivicque, PMP, PCM to Everyone:

 Glad to know it’s relatable!

09:36:13 From Cecilia Garcia, Los Angeles CA to Everyone:

 Done

09:36:25 From Chrissy Scivicque, PMP, PCM to Everyone:

 Thanks Cecilia!

09:36:30 From Lisa Gerbozy to Everyone:

 done

09:36:39 From Shauna to Everyone:

 done

09:36:40 From Donna Shaw to Everyone:

 Done

09:36:53 From Chrissy Scivicque, PMP, PCM to Everyone:

 👍

09:37:03 From Angela D Garvin to Everyone:

 Does it only become a problem when high ranking personnel are effected?

09:37:33 From Sylvia Castanon to Everyone:

 done

09:37:42 From Chrissy Scivicque, PMP, PCM to Everyone:

 Interesting point, Angela…we’ll talk about that!

09:37:43 From Donna Shaw to Everyone:

 @ Angela: a problem for you does not mean its a problem for me?

09:37:53 From Lyssa Young to Everyone:

 Done - but I could write a book on problems

09:38:00 From Chris Stein - Columbus OH to Everyone:

 Done

09:38:01 From Janice Hebert to Everyone:

 done

09:38:04 From Lyssa Young to Everyone:

 I picked my top 4

09:38:23 From Chrissy Scivicque, PMP, PCM to Everyone:

 Top 4 is good Lyssa!

09:38:45 From Angela D Garvin to Everyone:

 oops....done

09:39:06 From Kimberly Roth to Everyone:

 done!

09:39:10 From Dallas, Ann E to Everyone:

 done... :-)

09:39:11 From Gloria to Everyone:

 done

09:39:11 From Yvonne Bowen to Everyone:

 Done

09:39:14 From Kristy to Everyone:

 Done

09:39:35 From Yvonne Taylor - IEUA, CAP to Everyone:

 Done

09:40:13 From Sherry W to Everyone:

 Done.

09:41:07 From Sherry W to Everyone:

 #1 People have taken it upon themselves to find another solution.

 #2 People are complaining.

09:41:19 From Donna Shaw to Everyone:

 Complaining

09:41:25 From Maria Avila to Everyone:

 People complaining, over capacity

09:41:33 From Yvonne Taylor - IEUA, CAP to Everyone:

 I had complaining as well.

09:41:37 From Janice Hebert to Everyone:

 Are there enough spots available?

09:41:37 From Kristy to Everyone:

 Potential parking tickets for having to park in public spots, late for work

09:42:19 From Angela D Garvin to Everyone:

 @Donna, I think you're promoting Team thinking, saying a problem for one may be problematic for all or most. If so, I'm with you. Just used to Good Old Boy thinking.

09:42:22 From Lyssa Young to Everyone:

 Is there a construction project in the parking garage that wasn't communicated which impacted the available spaces?

09:42:53 From Janice Hebert to Everyone:

 Is there an event that may be happening taking up spots?

09:43:24 From Jackie McCown to Everyone:

 are the reserved spots well marked?

09:43:24 From Kimberly Roth to Everyone:

 mess: complaining & employees unable to park/get to work

09:43:58 From Sherry W to Everyone:

 That was my # 2 b/c people do complain, but that doesn't always indicate a problem.

09:44:11 From Donna Shaw to Everyone:

 @ Angela OR are they creating their own problem and now want me to try and fix it.

09:44:41 From Gloria to Everyone:

 delay or preventing for employees getting in office which can effect productivity

09:44:50 From Yvonne Bowen to Everyone:

 Definitely do

09:47:40 From Yvonne Taylor - IEUA, CAP to Everyone:

 Why have parking passes?

09:47:59 From Yvonne Bowen to Everyone:

 @ Yvonne T...exactly

09:48:02 From Yvonne Taylor - IEUA, CAP to Everyone:

 Let's have open parking

09:48:03 From Chris Stein - Columbus OH to Everyone:

 people found their own work around

09:49:00 From Yvonne Bowen to Everyone:

 Of course

09:49:22 From Lisa James, CAP to Everyone:

 do you really want to know? :-)

09:49:33 From Yvonne Bowen to Everyone:

 @ Lisa...exactly

09:50:05 From Yvonne Bowen to Everyone:

 Count the way Doreen

09:50:13 From Kimberly Roth to Everyone:

 CEO has a lack of focus time/overloaded schedule - this is the big one I'm tackling

09:50:51 From Janice Hebert - Ocean State to Everyone:

 @ Kimberly - I agree wholeheartedly!

09:50:57 From Angela D Garvin to Everyone:

 @Doreen, Maybe create a cartoon character "MOM", who shows up on cute memos, reminding folks of what Mom's already taught them. Humor makes the pill more palatable.

09:50:59 From Chris Stein - Columbus OH to Everyone:

 @Kimberly, felt it every day in the job I just left

09:51:24 From Lisa James, CAP to Everyone:

 I saw a sign that said, "Martha Stewart doesn't live here". LOL

09:51:34 From Janice Hebert - Ocean State to Everyone:

 People taking the last of a supply item and not saying so ...

09:51:38 From Yvonne Bowen to Everyone:

 @ Lisa....that's a good one

09:51:52 From Janice Hebert - Ocean State to Everyone:

 "It's the maid's day off!"

09:52:07 From Cecilia Garcia, Los Angeles CA to Everyone:

 I had a sign that said "Mom does not work here. Please clean up after yourself".

09:52:24 From Lisa James, CAP to Everyone:

 @Janice & Celia - love those!!

09:52:26 From Janice Hebert - Ocean State to Everyone:

 We have all kinds of signs … they don't help

09:52:41 From Angela D Garvin to Everyone:

 @Kimberly, Have you tried scheduling (and actively guarding "focus time". 2 hrs a week or 25 mins a day.

09:53:05 From Lyssa Young to Everyone:

 1) lack of planning by team members = fires for me to put out 2) My manager is over committed = no flexibility in her calendar and 60% of my day being tied up 3) heavy workload = not enough time for deep thinking 4) Everything is a 9-1-1 = lack of consistent prioritization 5) Request for my manager to review m workload ignored = my perception that my time is unimportant

09:53:27 From Yvonne Bowen to Everyone:

 1. Parent pick up - parent just show up or don't communicate when they will pick up their kids then complain about them not being ready 2. Call outs from work and the sub caller not communicating in a timely manner who is subbing causing issues with having thing ready for the sub when they arrive

09:53:32 From Janice Hebert - Ocean State to Everyone:

 @Angela - I reserve time on calendars … they sometimes use it or they schedule a meeting there ...

09:54:16 From Yvonne Taylor - IEUA, CAP to Everyone:

 Apologies - currently things are a little frustrating at work. No one wants to do the ugly work.

09:54:21 From Chris Stein - Columbus OH to Everyone:

 At one point I was sitting at the reception desk and being the EA to the CEO and everyone thought I should book their conference room.

09:54:37 From Janice Hebert - Ocean State to Everyone:

 @Lyssa Young - I can relate!

09:55:20 From Lisa Gerbozy to Everyone:

 @yvonne - Amen!

09:55:21 From Angela D Garvin to Everyone:

 See if you can get him (that was sexist) to admit how much time he NEEDS, versus WANTS, and let him know you'll help with that, but he has to have your back while you have his (and, of course schedule a backup - because they will overschedule.)

09:56:05 From Lyssa Young to Everyone:

 @angela oh, it's well beyond that. I work with Designers.

09:56:10 From Angela D Garvin to Everyone:

 @Janice, That last note was for you. For what it's worth. 🙃

09:57:01 From Janice Hebert - Ocean State to Everyone:

 @Angela - Thanks! I try!

09:58:30 From Yvonne Bowen to Everyone:

 That's right

10:09:59 From Angela D Garvin to Everyone:

 Hey Chrissy, LOVE all the stuff you'll be posting after the Lab concludes (AND the fact that we know it ahead of time - makes note taking so much easier.) Will you be posting the results of the polls as well? There's good information there. If not posted separately, will we be able see it in the replay?

10:11:02 From Chrissy Scivicque, PMP, PCM to Everyone:

 Good point…I will screenshot the results!! I don’t think they show up in the video…But I’ll do that right now.

10:11:44 From Chrissy Scivicque, PMP, PCM to Everyone:

 Done 🙂

10:12:38 From Angela D Garvin to Everyone:

 @Chrissy, Thanks! You ROCK!

10:13:06 From Chrissy Scivicque, PMP, PCM to Everyone:

 👍

10:16:05 From Shauna to Everyone:

 Here :)

10:16:08 From Maria Avila to Everyone:

 Here

10:16:18 From Lyssa Young to Everyone:

 grabbing coffee, but listening in

10:16:19 From Brandi Coates to Everyone:

 Back

10:18:22 From Kimberly Roth to Everyone:

 "And what else...?"

10:19:15 From Angela D Garvin to Everyone:

 @Kimberly, 👍

10:19:24 From Lyssa Young to Everyone:

 I love the 5Y method! Become a 3 year old!

10:19:26 From Shauna to Everyone:

 As I have "matured" in my years, so has my ability to be able to seek out information gathering vs. assuming!

10:19:44 From Kimberly Roth to Everyone:

 LOVE that 5Y option!

10:21:28 From Yvonne Taylor - IEUA, CAP to Everyone:

 @Kimberly, same. I love that there are tools that I forgotten about - these days all I know is how to run around on fire !

10:21:32 From Gloria to Everyone:

 I like it

10:21:44 From Gloria to Everyone:

 I love these tools, too

10:21:48 From Gloria to Everyone:

 They save so much time

10:22:04 From Janice Hebert - Ocean State to Everyone:

 👍

10:22:30 From Angela D Garvin to Everyone:

 Not interrogating; Collaborating. Love this! Takes the sting out of critiques.

10:22:52 From Chris Stein - Columbus OH to Everyone:

 When I sold PartyLite, and we were trying to get people to sell, we used a variant of the 5 whys to get to a reason why somoni might want to join the team

10:24:20 From Janice Hebert - Ocean State to Everyone:

 @Chris Stein - same - doing Younique

10:24:33 From Kimberly Roth to Everyone:

 I'm visually seeing mind mapping being useful with these models

10:24:40 From Chris Stein - Columbus OH to Everyone:

 Simon Sinek's "Why"

10:26:18 From Donna Shaw to Everyone:

 @ Chris Loved PartyLite!

10:27:22 From Kimberly Roth to Everyone:

 Oh my gracious! I've been dealing with burnout this quarter. Totally using these methods to dig through it.

10:28:29 From Janice Hebert - Ocean State to Everyone:

 Burnout … went from supporting three people to over 20 people - due to a vacant position that didn't get filled ...

10:30:31 From Lyssa Young to Everyone:

 This is an issue right now at my office.

10:31:18 From Lisa James, CAP to Everyone:

 we have this issue with lack of zoom conf rooms

10:32:17 From Janice Hebert - Ocean State to Everyone:

 This was an issue before most of our meetings are virtual

10:33:56 From Angela D Garvin to Everyone:

 @Chrissy, Low Priority question: I recently ran across Lucid Chart when I was looking for flowchart creation. Do you know (OTTOYH) if you'd get both with one subscription?

10:35:48 From Cecilia Garcia, Los Angeles CA to Everyone:

 @Janice Hebert, same here. Employees took it upon themselves to use the conference room/dial-in-conferencing without checking availability.

10:35:59 From Yvonne Taylor - IEUA, CAP to Everyone:

 easiest fastest solution = RETIREMENT (lol)

10:36:10 From Lyssa Young to Everyone:

 Yes! Everything is too fast, there's too much, and there's no breathing room.

10:36:11 From Cecilia Garcia, Los Angeles CA to Everyone:

 Love it!

10:45:40 From Sherry W to Everyone:

 @Lyssa Yes!!

10:48:01 From Angela D Garvin to Everyone:

 Ah. I need to start of list of hurdles. And then NOT look at the forest, but concentrate on each tree. Otherwise, I’m eating an elephant, and I’ve become allergic to that dish.

10:48:22 From Kimberly Roth to Everyone:

 Y'all don't mind me... I'm just over here having therapy with myself running the 5Y on my burnout... ; )

10:48:40 From Angela D Garvin to Everyone:

 @Kim, I hear THAT!

10:48:46 From Lyssa Young to Everyone:

 Laughing with you @angela

10:49:58 From Sherry W to Everyone:

 It was so much easier though when I was younger and may not have taken all the perspectives into consideration. :O

10:51:19 From Sherry W to Everyone:

 Speak it Kimberly!!

10:51:21 From Yvonne Bowen to Everyone:

 That's good

10:51:31 From Cecilia Garcia, Los Angeles CA to Everyone:

 Imposter syndrome at work.

10:51:37 From Janice Hebert - Ocean State to Everyone:

 @Kimberly - YES!

10:51:39 From Lisa Gerbozy to Everyone:

 Love it!! (clapping)

10:51:39 From Donna Shaw to Everyone:

 That is good therapy!

10:51:47 From Maria Avila to Everyone:

 You're on point Kimberly, can completely relate!

10:51:57 From Lyssa Young to Everyone:

 Preach it

10:52:13 From Yvonne Bowen to Everyone:

 You're not

10:52:15 From Angela D Garvin to Everyone:

 I used the 5 Why's too, and learned a lot. Thank you Chrissy!

10:52:36 From Chris Stein - Columbus OH to Everyone:

 👏

10:53:05 From Lisa James, CAP to Everyone:

 We never have people issues, ha!

10:53:22 From Kimberly Roth to Everyone:

 Right, Lisa...? ha!

10:53:29 From Yvonne Bowen to Everyone:

 5Ys does dig into the EI

10:53:38 From Yvonne Bowen to Everyone:

 of a situation

10:54:50 From Janice Hebert - Ocean State to Everyone:

 Agreed - can't say no … I get "Janice will do her magic and make it happen." Feel like a failure if I can't "make it happen." I'm not a magician.

10:55:08 From Janice Hebert - Ocean State to Everyone:

 magician

10:56:47 From Kimberly Roth to Everyone:

 Oh, Janice - YES! The "magic" comment. It's not magic - it's skills... with a bit of mania mixed in!

10:58:13 From Chris Stein - Columbus OH to Everyone:

 Linda, is your sound up; I've done that before, lol

10:59:03 From Yvonne Taylor - IEUA, CAP to Everyone:

 @ Janice's comment. Not only do I feel like I failed but my Supervisor/Manager sees it the same way.

10:59:43 From Kimberly Roth to Everyone:

 @Linda - next to your mute button, there's a little up arrow - click there, and try some of your other options under "select a microphone". Sometimes systems are pulling the wrong input/output.

11:01:54 From Janice Hebert - Ocean State to Everyone:

 @Yvonne - you can only do so much, especially if you're working with others and not getting the cooperation/flexibility you need.

11:02:27 From Yvonne Bowen to Everyone:

 Self awareness and self regulation

11:03:32 From Cecilia Garcia, Los Angeles CA to Everyone:

 👏

11:04:31 From Cecilia Garcia, Los Angeles CA to Everyone:

 I went with short-staffed

11:05:11 From Janice Hebert - Ocean State to Everyone:

 I was thinking short-staffed, too.

11:06:16 From Chris Stein - Columbus OH to Everyone:

 I used the fishbone diagram on why people kept asking me to book the meeting rooms for them, so I looked at all the variables that could contribute to the mess: technology, equipment, people, process, environment

11:06:18 From Lisa James, CAP to Everyone:

 I was getting to perhaps they did not think it was a priority or they were having difficulty getting the data

11:06:22 From Sherry W to Everyone:

 That happened in my department and it was b/c of when the financials dropped and the timing on those. She could not get me the info on time.

11:06:30 From Chris Stein - Columbus OH to Everyone:

 I like visual things

11:07:44 From Yvonne Taylor - IEUA, CAP to Everyone:

 Words I can't say out loud - "I have to much on my plate."

11:08:09 From Yvonne Bowen to Everyone:

 @ Yvonne T....agreed

11:08:32 From Jackie McCown to Everyone:

 I've also learned to start with intent before I start drilling people with questions. I'm struggling here because, so my intent is to be helpful, etc.

11:09:00 From Yvonne Bowen to Everyone:

 Reframing is key to find new perspective and new solutions

11:12:31 From Cecilia Garcia, Los Angeles CA to Everyone:

 You would think that reserved spaces would be labeled "Reserved".

11:13:04 From Lisa James, CAP to Everyone:

 no consequences

11:13:46 From Yvonne Taylor - IEUA, CAP to Everyone:

 These people from across the street hasn't ever gotten their car towed.

11:13:47 From Janice Hebert - Ocean State to Everyone:

 Is this the same company? Was there an agreement made for parking?

11:14:15 From Angela D Garvin to Everyone:

 You would think folks would both read and respect the "Reserved". Wait...why would you think that? 😆

11:14:24 From Jackie McCown to Everyone:

 I had a similar situation. I made sure the "reserved" was obvious and the consequences would be towing, then I hired three tow trucks to sit in the parking lot - problem solved.

11:14:46 From Kimberly Roth to Everyone:

 @Yvonne - before I left the office for this week, as I was trying to move things off my plate, I did vocalize. "I am preparing to be out next week, and am working to complete my current requests and tasks. I am currently at capacity, but I am happy to assist with [new request] when I return if still needed."

11:16:29 From Brandi Coates to Everyone:

 Our organization actually experienced a very similar parking scenario.

11:18:47 From Lisa Gerbozy to Everyone:

 Lighbulb! Absolutely a game changer for me.

11:18:51 From Chris Stein - Columbus OH to Everyone:

 The broader question allows for brainstorming

11:19:15 From Lisa Gerbozy to Everyone:

 This is exactly why I signed up for this course. 🤩

11:20:03 From Kimberly Roth to Everyone:

 "Is that the right information?" Good question, Sherry!

11:20:19 From Yvonne Bowen to Everyone:

 Exactly

11:21:13 From Yvonne Bowen to Everyone:

 A phrase a past leader taught me in those situations that helps" it's not hard, it's just new."

11:23:17 From Angela D Garvin to Everyone:

 @Yvonne - Writing that one down!

11:24:17 From Lisa Gerbozy to Everyone:

 to frame the problem in a way that I'm not boxing myself into one solution - to try and see what might be the bigger situation

11:24:59 From Angela D Garvin to Everyone:

 Perfect Example: The Monitor and the Merrimack.

11:26:50 From Angela D Garvin to Everyone:

 RE: M&M above. An example of how you can misdiagnose the problem itself.

11:28:19 From Jackie McCown to Everyone:

 With Teams, I'm starting to see more asynchronous brainstorming. That way when we get to the actual meeting, we're ahead of the game.

11:31:41 From Janice Hebert - Ocean State to Everyone:

 Actually meet to brainstorm

11:32:32 From Kimberly Roth to Everyone:

 I love mind-mapping, but my favorite is still a good wall of post-it notes!

11:32:57 From Janice Hebert - Ocean State to Everyone:

 use a white board

11:33:01 From Gloria to Everyone:

 Our team favors meetings and throwing ideas out loud, then discussing it. Additional ideas will be sent to the facilitator after the meeting up to a certain point to then discuss at the next meeting before something was chosen

11:33:49 From Yvonne Taylor - IEUA, CAP to Everyone:

 I use mind mapping. I use my notebook when I am doing it alone but I will get up and use my whiteboard when we are all together.

11:34:20 From Gloria to Everyone:

 Another time, the leaders got together and put large and small colored sticky notes all over the conference wall. Each color represented a topic

11:35:25 From Yvonne Taylor - IEUA, CAP to Everyone:

 People like having a visual. Gets them engaged.

11:35:55 From Chris Stein - Columbus OH to Everyone:

 @Yvonne, yes! I'm very visual

11:36:07 From Angela D Garvin to Everyone:

 Make sure that all the players are involved in the brainstorming. Some folks will have problems or solutions, but they're not talking.

11:36:11 From Gloria to Everyone:

 I like the variations shared in the workbook.

11:36:27 From Kimberly Roth to Everyone:

 And of course from the theatre: "Yes! And..."

11:36:33 From Yvonne Taylor - IEUA, CAP to Everyone:

 I remind everyone - take a picture before you leave the room

11:37:33 From Angela D Garvin to Everyone:

 Learn to recognize assumptions. Assumptions tend to be subliminal. Learn to dial up the volume on assumptions. You can learn to sense that energy and recognize the assumption.

11:40:38 From Lyssa Young to Everyone:

 Manager has not prioritized providing feedback on my roles and responsibilities when requested in last month.

11:40:56 From Gloria to Everyone:

 9

11:41:00 From Angela D Garvin to Everyone:

 4

11:41:05 From Lyssa Young to Everyone:

 6

11:41:07 From Chris Stein - Columbus OH to Everyone:

 7

11:41:08 From Janice Hebert - Ocean State to Everyone:

 5

11:41:11 From Yvonne Taylor - IEUA, CAP to Everyone:

 7

11:41:15 From Shauna to Everyone:

 7

11:41:43 From Kimberly Roth to Everyone:

 7 - I was evaluating as I went along rather than spitballing

11:41:49 From Gloria to Everyone:

 Brainstorming is unleashing the creative beast and giving it a license to do its thang

11:42:30 From Angela D Garvin to Everyone:

 @Gloria, 👍

11:44:19 From Kimberly Roth to Everyone:

 Love that, Gloria!

11:46:38 From Gloria to Everyone:

 TY!

11:52:27 From Gloria to Everyone:

 No

11:52:33 From Yvonne Bowen to Everyone:

 No

11:52:34 From Donna Shaw to Everyone:

 no

11:52:35 From Maria Avila to Everyone:

 No

11:52:35 From Sherry W to Everyone:

 No.

11:52:35 From Lisa James, CAP to Everyone:

 No

11:52:36 From Chris Stein - Columbus OH to Everyone:

 no

11:52:38 From Angela D Garvin to Everyone:

 Nope.

11:52:41 From Janice Hebert - Ocean State to Everyone:

 No

11:52:44 From Yvonne Taylor - IEUA, CAP to Everyone:

 it probably helps to avoid doing everything when you are in a room full of others.

11:52:58 From Kimberly Roth to Everyone:

 Have not - but I love the idea!

11:53:02 From Lisa Gerbozy to Everyone:

 haven't heard of it

11:53:11 From Jackie McCown to Everyone:

 Yes - it was fun!

11:53:14 From Angela D Garvin to Everyone:

 Have we all worn the different hats, though, in working a problem?

11:57:01 From Cecilia Garcia, Los Angeles CA to Everyone:

 I would say yes and we are not aware if ut,

11:57:09 From Cecilia Garcia, Los Angeles CA to Everyone:

 \*it

11:57:29 From Jackie McCown to Everyone:

 I gave my most negative person the yellow hat - it was challenging for her

11:58:12 From Gloria to Everyone:

 @Jackie I was thinking about doing the same thing on our team

11:59:18 From Chrissy Scivicque, PMP, PCM to Everyone:

 That is SO smart, Jackie. It’s a great way to get people outside of their normal way of thinking.

12:04:03 From Angela D Garvin to Everyone:

 Love it.

12:04:06 From Shauna to Everyone:

 love it!

12:04:10 From Lyssa Young to Everyone:

 Great playing devil's advocate

12:04:17 From Chris Stein - Columbus OH to Everyone:

 I like that it gets you think outside the box

12:04:40 From Janice Hebert - Ocean State to Everyone:

 It makes you think about other options - opens up your mind

12:04:43 From Maria Avila to Everyone:

 yes, I think it's a tool that would be helpful

12:05:11 From Kimberly Roth to Everyone:

 helpful to think about risks & decide if they are outweighed by the opportunity

12:07:20 From Yvonne Taylor - IEUA, CAP to Everyone:

 We use something like this when we are evaluating proposals.

12:07:32 From Kimberly Roth to Everyone:

 especially like this in recruiting

12:07:32 From Lisa Gerbozy to Everyone:

 familiar with C&E matrix

12:07:38 From Chris Stein - Columbus OH to Everyone:

 yes, Yvonne when we review RFPs

12:07:52 From Yvonne Taylor - IEUA, CAP to Everyone:

 same @Kimberly

12:08:34 From Janice Hebert - Ocean State to Everyone:

 We use this for feedback after interviewing applicants for open positions. Rating is based on requirements for each individual position. Our scoring is opposite of what you have.

12:13:00 From Janice Hebert - Ocean State to Everyone:

 We use for RFP's also

12:13:19 From Lisa Gerbozy to Everyone:

 I don't remember - it's been so long since I've used it. I was hoping you'd be familiar with it. 😉 we used it to prioritize projects.

12:13:25 From Angela D Garvin to Everyone:

 Wow. Weighting the criteria helps solve my problem of not assessing the useless items (meteors from the sky) Thanks!

12:14:22 From Lisa Gerbozy to Everyone:

 C&E - Cause and Effect matrix - it's part of Six Sigma program.

12:26:26 From Angela D Garvin to Everyone:

 Uh-oh. Watching TV during the break, and now I'm seeing the strategies for the decision-makers at Chicago Med. 🤣

13:00:38 From Angela D Garvin to Everyone:

 Raining!

13:00:38 From Sherry W to Everyone:

 I looked out a window.

13:00:45 From Shauna to Everyone:

 Yes! Took a lovely walk!

13:00:49 From Donna Shaw to Everyone:

 Storming here

13:00:52 From Yvonne Bowen to Everyone:

 No...overcast and raw out

13:00:53 From Lisa Frein to Everyone:

 It has rained the last several days in St. Louis.

13:00:56 From Chris Stein - Columbus OH to Everyone:

 Sorry Chrissy

13:00:56 From Angela D Garvin to Everyone:

 My ceiling's not leaking though. Knock wood.

13:01:02 From Janice Hebert - Ocean State to Everyone:

 Overcast … possible rain

13:01:03 From Yvonne Taylor - IEUA, CAP to Everyone:

 I want some rain 😔

13:01:23 From Lisa Frein to Everyone:

 It is supposed to be beautiful for the next several days.

13:01:34 From Lyssa Young to Everyone:

 Rain in Seattle. I grabbed a 20 minute nap.

13:01:39 From Kimberly Roth to Everyone:

 45 minutes is longer than I expected! Light lunch at a nearby coffeeshop AND time to walk by the water!

13:01:44 From Janice Hebert - Ocean State to Everyone:

 played with my Chocolate Lab

13:01:45 From Lisa James, CAP to Everyone:

 I did my dishes LOL

13:02:26 From Lisa James, CAP to Everyone:

 pet my kitty :-)

13:02:50 From Sherry W to Everyone:

 I can't believe what time it is. :O

13:04:12 From Yvonne Bowen to Everyone:

 Yes we do

13:04:24 From Lisa James, CAP to Everyone:

 that's an understatement :-)

13:04:34 From Janice Hebert - Ocean State to Everyone:

 Wow!

13:06:05 From Gloria to Everyone:

 good

13:06:11 From Janice Hebert - Ocean State to Everyone:

 👍

13:06:15 From Angela D Garvin to Everyone:

 Good to go!

13:06:16 From Yvonne Taylor - IEUA, CAP to Everyone:

 I'm good

13:06:17 From Chris Stein - Columbus OH to Everyone:

 👍

13:06:23 From Gloria to Everyone:

 🥳

13:06:24 From Donna Shaw to Everyone:

 👌

13:06:25 From Doreen Nevin to Everyone:

 good

13:06:26 From Shauna to Everyone:

 💪

13:06:37 From Kristy to Everyone:

 👍

13:06:41 From Cecilia Garcia, Los Angeles CA to Everyone:

 good to go

13:10:26 From Angela D Garvin to Everyone:

 The psych world has a name for it: Demand Resistance.

13:14:49 From Donna Shaw to Everyone:

 I read that based on your recommendation. Fantastic!

13:19:19 From Gloria to Everyone:

 Just bought Sway. Will be here tomorrow. Thanks for the recommendation.

13:20:15 From Gloria to Everyone:

 My manager constantly

13:28:47 From Kimberly Roth to Everyone:

 algorithms

13:28:57 From Yvonne Bowen to Everyone:

 Absolutely

13:30:08 From Angela D Garvin to Everyone:

 Would Courtesy Bias also apply to going with the bosses idea to avoid controversy?

13:34:43 From Gloria to Everyone:

 which fall into microagressions

13:34:43 From Angela D Garvin to Everyone:

 Congratulations to your new fiancé. (One is not supposed to congratulate the bride, as she is the prize, not the hunter. Heh.)

13:35:04 From Gloria to Everyone:

 Stereotyping I mean fall into microagressions catergorie

13:36:40 From Lisa James, CAP to Everyone:

 we get treated as admins also

13:36:56 From Lisa James, CAP to Everyone:

 we're just "an admin"

13:37:20 From Janice to Everyone:

 @Lisa James - yes

13:38:06 From Angela D Garvin to Everyone:

 @Lisa. Yes!

13:38:30 From Yvonne Bowen to Everyone:

 @ Janice yes they do often discount our worth and value

13:39:27 From Chris Stein - Columbus OH to Everyone:

 It seems that every one of these traps occurred as the pandemic unfolded, as we learned new information almost hourly.

13:39:51 From Chrissy Scivicque, PMP, PCM to Everyone:

 Very good point, Chris! We saw these all play out in real time at all levels of leadership

13:43:39 From Angela D Garvin to Everyone:

 Sooo Many apply. Value Attribution (Does “Self” count as a potential person here?)

13:43:46 From Donna Shaw to Everyone:

 NO!

13:43:50 From Angela D Garvin to Everyone:

 NO.

13:44:14 From Janice to Everyone:

 As a person who has seafood allergies, I was appalled!

13:44:17 From Yvonne Bowen to Everyone:

 She definitely ignored important information

13:44:56 From Yvonne Bowen to Everyone:

 dietary restrictions is a admin/ea 101 thing that you don't play with

13:45:05 From Angela D Garvin to Everyone:

 Kosher food is sometimes required.

13:45:45 From Janice to Everyone:

 Gluten

13:46:45 From Yvonne Bowen to Everyone:

 Recency Bias

13:47:01 From Yvonne Bowen to Everyone:

 Ostrich effect

13:47:04 From Angela D Garvin to Everyone:

 (a little bit0: Reactive Devaluation – ‘cause she’s angry at her boss now.

13:47:40 From Yvonne Bowen to Everyone:

 Agreed

13:48:21 From Chris Stein - Columbus OH to Everyone:

 Command and clustering

13:48:22 From Angela D Garvin to Everyone:

 Variation on: Availability Heuristic The tendency to overestimate the importance of information that is available to you. --Assuming you have all the info.

13:49:00 From Janice to Everyone:

 Anchoring Bias, Availability Heuristic,

13:51:29 From Lisa Gerbozy to Everyone:

 👏

13:52:30 From Sherry W to Everyone:

 You are speaking my language..... :)

13:52:31 From Janice to Everyone:

 Or you ask them what they want … "I don't know"

13:52:47 From Chris Stein - Columbus OH to Everyone:

 It's why I like Home Chef; I don't have to decide what's for dinner

13:52:47 From Yvonne Bowen to Everyone:

 So true....I'm toast when I get home

13:52:53 From Angela D Garvin to Everyone:

 Einstein had multiple versions of the same outfit, so he doesn't have to decide what to wear.

13:53:35 From Sherry W to Everyone:

 `@Chris Trying Hello Fresh this month for the same reason.

13:53:46 From Lisa James, CAP to Everyone:

 never thought of it that way - great point!!

13:54:01 From Janice to Everyone:

 My s-I-l does a weekly menu … that's what they get

13:56:06 From Yvonne Bowen to Everyone:

 10am when the caffeine from the 2nd cup of coffee has kicked in

13:56:08 From Angela D Garvin to Everyone:

 D&D dice have up to 20 sides for when the decision doesn't matter,

13:57:46 From Kimberly Roth to Everyone:

 I did a 100 day dress challenge - 100 days in the same dress. It definitely made my decision making quicker.

13:57:49 From Gloria to Everyone:

 I wore wrap dresses and flats for years. It was so easy going to work.

13:57:57 From Yvonne Taylor - IEUA, CAP to Everyone:

 Makes laundry easy too

13:58:25 From Yvonne Taylor - IEUA, CAP to Everyone:

 My bf is a blue jeans and black tee guy.

13:58:30 From Janice to Everyone:

 pick the outfit out the night before

13:58:59 From Cecilia Garcia, Los Angeles CA to Everyone:

 It's your uniform.

13:59:11 From Kimberly Roth to Everyone:

 Wool&

13:59:31 From Lisa James, CAP to Everyone:

 wonder who would notice

14:00:11 From Chris Stein - Columbus OH to Everyone:

 Is that why Friday's, which I call "uniform day" and wear branded clothing, seems more relaxed or freer to get the work done?

14:00:16 From Kimberly Roth to Everyone:

 Instagram: @hundreddayhabit (my 100 days) and the company is @wool.and

14:01:23 From Janice to Everyone:

 https://wooland.com/collections/all-merino-wool-dresses?gclid=CjwKCAjwjtOTBhAvEiwASG4bCNaco8gbubAj1c3-UDLmSzxECBfyRjqJfEgSfZpfmtkrLJPcC1Uo\_xoCbT0QAvD\_BwE

14:02:03 From Cecilia Garcia, Los Angeles CA to Everyone:

 Bank Secrecy Act

14:02:33 From Kimberly Roth to Everyone:

 $10,000 is the magic number... so many compliance training videos, and I don't even handle cash!

14:03:03 From Sherry W to Everyone:

 Oh that stinks.

14:03:13 From Sherry W to Everyone:

 Hindsight.

14:04:15 From Angela D Garvin to Everyone:

 $2,00 was my big one. Double-booked hotels. One my boss asked for, and one that I thought he'd change to, because his colleague was staying there. Didn't notice the overseas cancelation policy was 2 wks ahead, rather than 24-72 hrs. The no-show penalty was not one night, it was the entire stay booked.

14:04:35 From Cecilia Garcia, Los Angeles CA to Everyone:

 KYC = Know Your Customer

14:04:42 From Angela D Garvin to Everyone:

 Experience is what you get when you didn't get what you wanted.

14:05:32 From Gloria to Everyone:

 I can dismiss my intuition when my resources get low

14:07:21 From Chris Stein - Columbus OH to Everyone:

 It wasn't a bad decision, I was blamed for tech failure; my lesson was to have a back up plan. I acknowledged that something happened (not my fault) and I created a fail safe

14:08:46 From Shauna to Everyone:

 so easy to do that!! :(

14:08:46 From Angela D Garvin to Everyone:

 Good boss!

14:08:55 From Yvonne Bowen to Everyone:

 Sounds like you have a good boss there.

14:09:26 From Janice to Everyone:

 That's happened to me and others. I do my best to remember to check the invitee list before I send the calendar invite.

14:10:02 From Tovey Blake (she/her) to Everyone:

 I say it's only a mistake if you don't learn from it

14:12:54 From Jackie McCown to Everyone:

 I ordered this seafood banquet for a holiday party one time...

14:13:15 From Lisa Gerbozy to Everyone:

 Jackie 😆

14:13:16 From Chris Stein - Columbus OH to Everyone:

 At the same time I was covering the reception desk, I forgot to put a speaking engagement on my CEO's calendar and they called to ask where she was. UGH. When I told her, she responded that she really wanted to speak to that group.

14:16:11 From Angela D Garvin to Everyone:

 A psychiatrist accidentally forgetting to BLIND CC all of his patients.

14:17:03 From Sherry W to Everyone:

 My boss handed me a couple of pieces of paper together to scan out to a large group and walked back in his office. I was on the phone and someone was waiting to talk to me in my office about something. My boss stuck his head out of his office and asked if I'd taken care of what he'd given me. I ran to the shared copier, scanned the doc, saved it down and sent it out to the large group he noted. About 10 minutes later someone in the group emailed me and let me know that I included her Confidential Bonus information....it was stuck to the back of the stack of papers my boss had given me. :O

14:19:10 From Donna Shaw to Everyone:

 Was that a decision or a mistake?

14:19:30 From Sherry W to Everyone:

 I decided to blame it on him. :)

14:19:49 From Donna Shaw to Everyone:

 😆

14:20:07 From Yvonne Bowen to Everyone:

 Speed and accuracy don't always travel well together

14:32:23 From Kristy to Everyone:

 How do you present or sell an idea that doesn’t necessarily solve an active problem but could potentially improve morale and company image?

14:34:49 From Yvonne Bowen to Everyone:

 Yes. Wrote my own job description. The job has existed for over 30 years but it never had an actual job description which lead to clarity issues with expectations and responsibilities. Long story short the Board of Education liked the format I used for the proposed job description so much that at the last Broad Meeting it was proposed as the new format for all job descriptions moving forward.

14:37:08 From Angela D Garvin to Everyone:

 @Yvonne: Good Luck and Smooth Sailing!

14:37:16 From Lyssa Young to Everyone:

 Sell them on the value add for them.

14:37:39 From Jackie McCown to Everyone:

 Timing when an idea is presented is important too - also, it's not hard, it's just new

14:38:08 From Lisa James, CAP to Everyone:

 Be ready for their questions!

14:40:57 From Yvonne Taylor - IEUA, CAP to Everyone:

 It is a wonderful thing when you are supported.

14:41:55 From Donna Shaw to Everyone:

 🙂

14:41:56 From Lisa James, CAP to Everyone:

 @Yvonne - good luck, you will do great !

14:41:58 From Angela D Garvin to Everyone:

 FYI for fun: a Ted Talk a few weeks back, about Avoiding Paralysis by Analysis.

 https://www.youtube.com/watch?v=1mLQFm3wEfw&list=PLz08L9RRhWaGE6chdPeTPOTThEV3DckZY&index=8

14:42:04 From Lisa Gerbozy to Everyone:

 👏

14:42:12 From Cecilia Garcia, Los Angeles CA to Everyone:

 👏👏👏

14:42:22 From Angela D Garvin to Everyone:

 G. Gordon Liddy was fond of saying “You don’t make a decision; you TAKE a decision.”

14:42:40 From Yvonne Bowen to Everyone:

 🙌

14:43:51 From Angela D Garvin to Everyone:

 Helped me see I might already know the best answer.

14:45:48 From Chris Stein - Columbus OH to Everyone:

 🥇

14:46:23 From Janice to Everyone:

 🌟

14:46:44 From Kimberly Roth to Everyone:

 "If there is a problem, yo' I'll solve it..."

14:47:08 From Angela D Garvin to Everyone:

 Thank you SO MUCH! The 5 Why's and the 6 Hats are going up on my bulletin board.

14:47:12 From Lyssa Young to Everyone:

 Looking forward to the course in June.

14:47:30 From Janice to Everyone:

 Hoping to be able to take the course on June 24

14:47:55 From Chris Stein - Columbus OH to Everyone:

 This is a great reinforcement and practice of strategies as I begin my new role on Monday. Using items from the Task and Time Management already from March, so I'm really excited to take all these things with me. Thanks

14:48:06 From Donna Shaw to Everyone:

 🤚

14:48:22 From Cecilia Garcia, Los Angeles CA to Everyone:

 This was so much fun. Definitely gave me new insight to making decisions. Thank you Chrissy! You're the best!!!

14:48:27 From Kimberly Roth to Everyone:

 @Chris - so exciting to start fresh & fueled.

14:48:44 From Linda Orlando to Everyone:

 Thank you Chrissy for this training. I learned from you and the other attendees. Have a great weekend to everyone.

14:48:51 From Donna Shaw to Everyone:

 Thank you Chrissy!!!

14:49:19 From Sylvia Castanon to Everyone:

 thank you, Chrissy!! another great lab!!

14:49:58 From Lyssa Young to Everyone:

 Great group therapy today :D

14:50:12 From Yvonne Bowen to Everyone:

 @ Lyssa...yes

14:50:15 From Lisa Gerbozy to Everyone:

 Thank-you Chrissy! Another great day well spent. ❤️

14:50:26 From Chris Stein - Columbus OH to Everyone:

 Will the Q & A be in the recording as well? I would love to stay on, but my mother's realtor scheduled a showing at 5 :15 and I have to get my autistic stepson out the door and in the car.

14:50:34 From Kimberly Roth to Everyone:

 opportunity could be proactively preempting a problem

14:51:44 From Janice to Everyone:

 This was my first Lab … it was great … lots of insight and great input from the wonderful attendees!

14:52:56 From Doreen Nevin to Everyone:

 My first Lab also. It was great and I'm looking forward to doing more.

14:54:49 From Lisa Frein to Everyone:

 Will you do the one about the changing jobs? You did one last fall on a Saturday but I wasn't able to attend.

14:55:23 From Kimberly Roth to Everyone:

 I have CAP & PACE - I've uploaded for both

14:56:04 From Tovey Blake (she/her) to Everyone:

 Always a pleasure, can't wait to watch the replay!

14:56:21 From Maggie Bowman to Everyone:

 Thank you!

14:56:32 From Kimberly Roth to Everyone:

 Thank y'all! Enjoy your weekends!

14:56:59 From Yvonne Bowen to Everyone:

 Yes

14:57:02 From Sherry W to Everyone:

 It depends on the Executive

14:57:57 From Janice to Everyone:

 It does depend … my current one is on top most of the time. My other, I had to chase him down.

14:58:03 From Sherry W to Everyone:

 Patiently Pester.

14:58:24 From Yvonne Taylor - IEUA, CAP to Everyone:

 I wasn't sure if I wanted to bring this to the group but I am currently on the verge of work overload - I am currently full supporting my Manager, and with a recent reorg another Manager, and two Directors and this is until a reorg of Admin staff is finalized. My Manager has kindly labeled me an Enabler. Now what do I do?

14:58:39 From Yvonne Taylor - IEUA, CAP to Everyone:

 Do I need therapy? lol

14:59:22 From Jackie McCown to Everyone:

 iWatch or Fitbit - then you text them and it buzzes them

15:00:26 From Sylvia Castanon to Everyone:

 signing off. Have a great weekend, everyone!!

15:00:27 From Cecilia Garcia, Los Angeles CA to Everyone:

 Logging off. Thank you everyone. Enjoy your weekend!

15:00:38 From Sherry W to Everyone:

 @Doreen Same. I have a hard time keeping myself on time. I get focused on a project and then it's an hour later.

15:06:01 From Jackie McCown to Everyone:

 I am at capacity, but I can get to that in two weeks...they'll find another way.

15:06:01 From Yvonne Bowen to Everyone:

 Boundaries Yvonne T. You are a limited resource.

15:07:53 From Yvonne Bowen to Everyone:

 If you keep doing it, they will never see that they need other admins to get it done

15:08:38 From Janice to Everyone:

 You have to draw the line before you burn right out.

15:09:13 From Janice to Everyone:

 @Yvonne B - you are right! Keep doing it, they think you can just keep doing it!

15:09:28 From Angela D Garvin to Everyone:

 @Yvonne - I can suggest another tack. LMK if you want my cell #.

15:10:17 From Janice to Everyone:

 @Angela - what's your tack?

15:11:15 From Yvonne Bowen to Everyone:

 It's about priorities. Exactly.

15:11:39 From Janice to Everyone:

 My boss says the same to me … he says "I'm your first priority ...

15:12:38 From Angela D Garvin to Everyone:

 The other Tack: Boss as Ally/

15:13:43 From Janice to Everyone:

 @Angela - good point!

15:14:08 From Jackie McCown to Everyone:

 Growth only comes outside of your comfort zone

15:14:57 From Janice to Everyone:

 @Yvonne T. - you know all the history … you have the knowledge … you're the go-to person

15:15:01 From Yvonne Bowen to Everyone:

 That's all the more reason to start training your replacements with the reorg of the admins. Value yourself and start making time for yourself dear.

15:15:39 From Yvonne Bowen to Everyone:

 Me

15:15:41 From Jackie McCown to Everyone:

 Make this part of your succession- you have to have others do it

15:15:43 From Sherry W to Everyone:

 Practice makes perfect.

15:16:50 From Yvonne Bowen to Everyone:

 Wow!

15:17:57 From Yvonne Bowen to Everyone:

 Exactly

15:19:11 From Janice to Everyone:

 Track your workload?

15:19:46 From Jackie McCown to Everyone:

 @Yvonne Bowen - I need an admin in San Diego or Seattle - where are you?

15:20:01 From Yvonne Bowen to Everyone:

 I'm in Connecticut

15:20:09 From Yvonne Bowen to Everyone:

 @ Jackie

15:20:31 From Jackie McCown to Everyone:

 @Yvonne Bowen - Dang it!

15:20:47 From Angela D Garvin to Everyone:

 oops! I figured I was already in the group, so forgot to intro myself. I'll do that soon-sh.

15:20:50 From Janice to Everyone:

 I'm just sorry I didn't already take the Project Management Lab

15:21:40 From Yvonne Bowen to Everyone:

 @ Jackie....lol.....maybe we can discuss something virtually.... email me Yvonne.bowen@ymail.com

15:23:24 From Shauna to Everyone:

 Thank you! A great Friday!

15:23:26 From Janice to Everyone:

 Thank you! I'm off

15:23:52 From Dallas, Ann E to Everyone:

 Thanks sooooo much!! 😺

15:26:20 From Angela D Garvin to Everyone:

 410-258-7265

15:30:24 From Angela D Garvin to Everyone:

 There was a NEW Twilight Zone, where the Admins were ranked higher than the VP's.