

# ADMINADVANTAGE

A woman with dark hair pulled back, wearing a light-colored blazer over a top, is looking directly at the camera. Her right hand is raised in a 'stop' gesture, with fingers spread. The background is a bright, out-of-focus office environment with windows and a red object on the right.

The Executive Office Magazine for Administrative Professionals

April 2018

## What Now?

What Should We Do Now  
About Sexual Harassment  
in the Workplace?

### FEATURES:

Mentor Me - How to Select and Use a Mentor to Enhance Your Career  
How to Communicate With 3 Different Personality Types at Work  
10 Tips To Improve Your Public Speaking

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# ADMINADVANTAGE

## US & NORTH AMERICAN EDITION

303 Twin Dolphin Drive, 6th Floor  
Redwood City, CA 94065 - usa  
Tel.800.406.1348 Fax.888.215.1852

### EDITORIAL TEAM

Susan Silva  
Managing Editor  
susan@deskdemon.com

### PRODUCTION & DESIGN

Robert Olszewski  
Graphic Designer  
robert@deskdemon.com

Kulasekaram Vimalarasa (Raj)  
Web Developer  
raj@deskdemon.com

Suresh Karuppannan  
Website Designer  
suresh@deskdemon.com

### ADVERTISING

Susan Silva  
Advertising & Sales US  
susan@deskdemon.com

Jane Olsen  
Director Advertising & Sales UK  
jane@deskdemon.com

### BUSINESS STAFF & PR

Mek Rahmani  
Founder, CEO & Publisher  
mek@deskdemon.com

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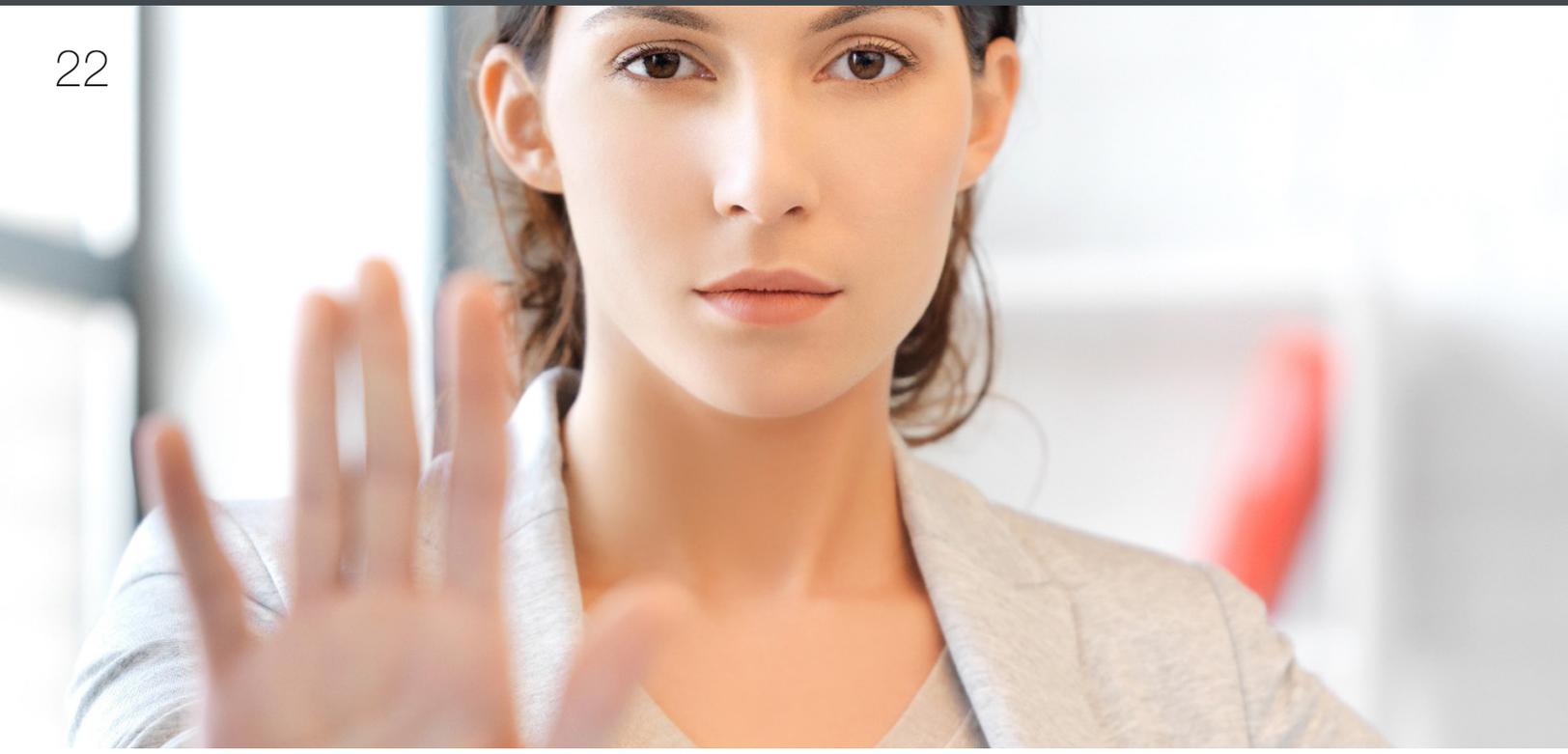
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## CAREER

# Mentor Me

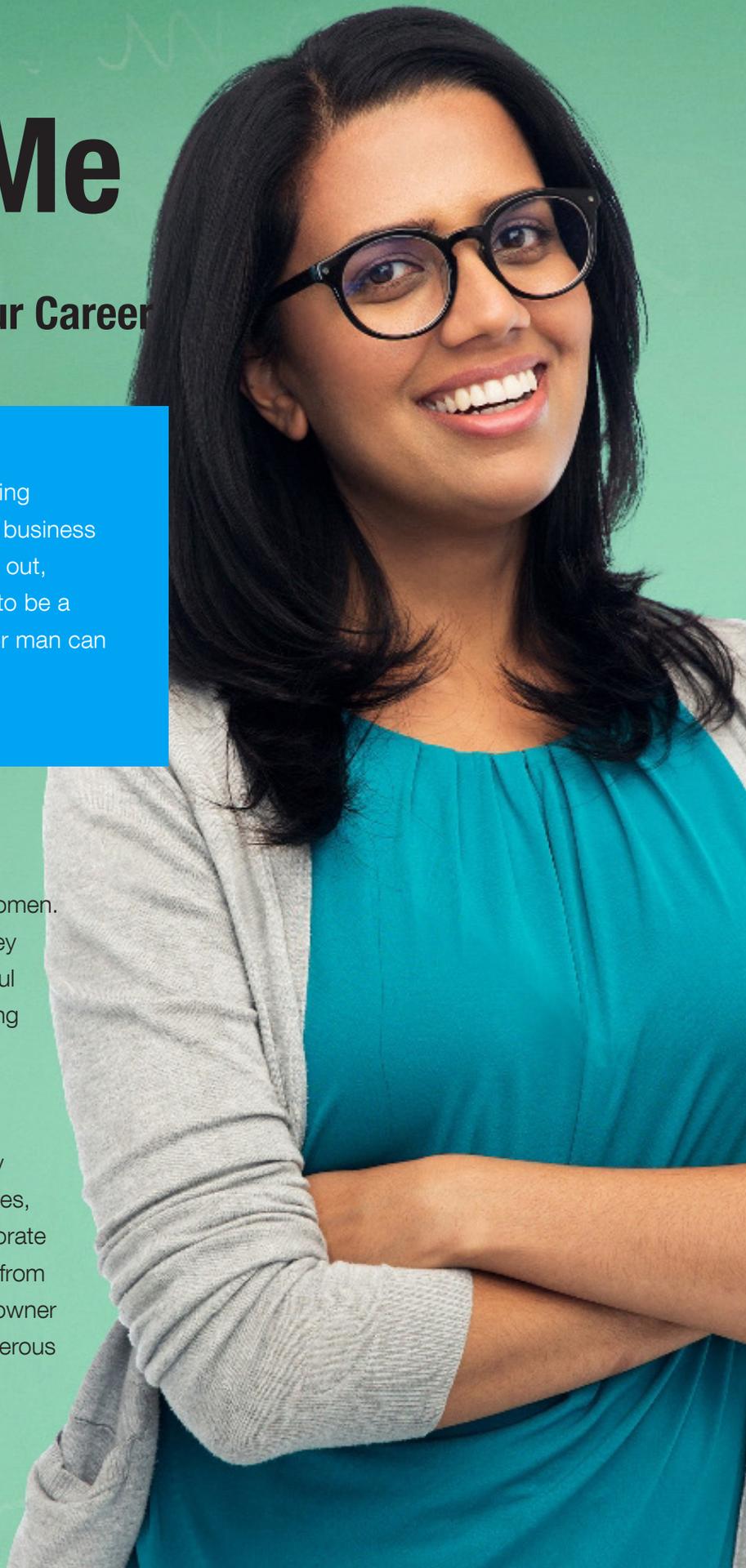
## - How to Select and Use a Mentor to Enhance Your Career

By Jean Caton

**W**ho needs a mentor? Aspiring entrepreneurs, successful business people, those just starting out, and everyone who wants to be a successful and career confident woman or man can benefit from having a mentor. ▶▶

Chances are we have all had a mentoring relationship of some type. Many of us are mentors to others. In a survey by CareerWomen.com, 64% of the respondents indicated they have a formal or informal mentor. Successful women frequently credit a mentor for helping them advance in their career.

I am fortunate to have identified mentors throughout my career who have generously shared with me business contacts, resources, tools, and tips that has enhanced my corporate and entrepreneurial success. My transition from a 20-year career in a large organization to owner of a small business was supported by numerous



mentors from the Greek Classics to the modern business world: The descriptions of Mentor, a character in Homer's *Odyssey*, from which we derive the term mentor, give insight into the mentoring relationship.

Homer's character Mentor is a person of deep trust, a wise old man, and an elder who instills knowledge and guides one to find the answers he seeks. In the modern world, a mentor does the essentially the same thing. A mentor can provide advice, facilitate networking with key contacts, accelerate progress on the learning curve, help you navigate the organization's culture, guide decision-making, and be a source of feedback and motivation. Perhaps some of the most beneficial roles of a mentor are to empower, inspire, and believe in you and your success potential.

Finding a mentor who is right for you: The first thing to consider when seeking a mentor is your goals. Define what you are looking for and where you need a mentor's support. Then, observe success. A good mentor is someone who has been there and done that. She/he is someone who has the knowledge and insight to provide value consistent with your goals. Observe the strengths of your managers, peers, and colleagues in your network. Consider those who have

strengths in the areas you most need to develop. Ask them to be a mentor for you. If you want to be part of the formal mentoring program in your organization, don't wait to be noticed. Ask. Asking for what you want often is one of the most daunting things for many mentor worthy individuals. If you are uncomfortable speaking up, speaking out and asking for support such as a mentor then this becomes your number one goal for your work with a mentor or a coach.

Other ways to find a mentor is to participate in volunteer and professional organizations both within and outside your profession organizations. You may even consider a long distance mentor with whom you can speak regularly by telephone.

Tap different expertise. You need not limit yourself to one mentor. Have an entire "Advisory Board of Mentors" if you are fortunate enough to find people who are willing and capable to serve in that capacity.

**Female or male mentor:** Selecting a female or male mentor again depends upon your goals. Cross-gender mentoring can have many benefits. Men and women typically have different strengths. Males can provide guidance in developing the skills to work in a male dominated field; men often have good negotiating skills and are usually the majority of the senior leaders in an organization so they can help with advancement of your career by facilitating your relationships with other senior leaders. Women's strengths include dealing with

## CAREER



the gender bias, building a network of business relationships, team management...

**Be mentor worthy:** Use your mentor's time productively. Complaining or whining is not a constructive use of your time with your mentor. Here are ten tips for a successful mentoring relationship.

- **Know what you want and have clear goals for the relationship.**
- **Communicate your expectations to your mentor**
- **Be open, honest, and direct with your mentor.**
- **Establish priority issues for action or support.**
- **Come prepared to each meeting with issues to discuss.**
- **Don't expect your mentor to be an expert in every facet of business.**
- **Ask for and use resources and contacts with other members in the organization**
- **Solicit feedback from your mentor. Don't take**

**constructive upgrades personally**

- **Recognize the feedback of a good mentor is in your best interest.**
- **Take action. Even when your mentor asks you to stretch outside your comfort zone.**

**Have a mentor and be a mentor:** Be a mentor-enhance the journey of another by sharing your time, wisdom, insight and experience. Don't doubt that you have something to offer another in a mentoring relationship - you most likely do. Here are 12 tips to help you be a good mentor.

- **Establish clear expectations and boundaries for the relationship**
- **Create a positive constructive atmosphere.**
- **Allow mentee choice to accept, reject, or ponder advice.**
- **Listen and hear both what is and is not being said**
- **Identify opportunities and offer decision-making guidance as well as solutions.**

- Use a problem-solving, coach-approach, asking questions and soliciting mentee input.
- Offer honest and direct feedback. Don't avoid tough conversations.
- Share stories, including mistakes from personal experience- your career "do-overs."
- Request mentee do 'homework' to enhance growth.
- Serve as a connector to other business colleagues by inviting to lunches, meetings, etc.
- Be open and solicit feedback from mentee
- Be fully present in mentor meetings.

**Divorcing your mentor:** Mentoring relationships will eventually end. One reason is that expectations of the mentor or mentee are not met. Other times there are clashes in personalities or styles. Pitfalls around "fit" are not uncommon. It is also possible to outgrow the mentoring relationship. Establishing a mentoring relationship with an 'until death do us part' attitude is not the best approach.

A good way to avoid a problem ending a mentoring relationship is to establish time boundaries and expectations at the beginning of the relationship. A three-month period of weekly meetings is a good starting point. Either party has the choice to request an extension of the relationship at the end of the expected period. Moving on and finding new and different mentors is worthwhile. A new mentor can further expand your knowledge skills and perspectives. You are never too experienced to benefit from the support of a mentor. 

*Jean Caton is a Career, Business, and Life Coach, Speaker, and Virtual Educator. She has over 20 years of business experience working in four Fortune 500 companies. Now, as an entrepreneur, Jean combines her practical experience in business, with her education and training, to coach, teach, inspire, and empower others.*

*Jean helps women move to the top in their careers or small business. Her clients strengthen their business savvy and expertise and develop the self-confidence required to advance to increasingly higher levels in their organization or business. Take a taste of what Jean can offer you by requesting a complimentary telephone coaching conversation. You may also get a sample of Jean's expertise by joining one of her complimentary preview teleclasses.*

*Jean specializes in entrepreneurial women and those working in the health, science, pharma and engineering fields. She invites you to visit her website to learn more.*

*Jean has an MBA from Boston University and is a graduate of the Advanced Coach Training Program of Coach U.*

# How to Communicate With 3 Different Personality Types at Work

By Martin Hahn

**H**umans are unique in terms of behavior. They show all kinds of different behavior even if they are confronted with the same situations. This is especially true in the workplace. Some workers like to constantly do something in order to get things done and have a feeling of accomplishment. Others like influence others to get things done whereas others try to connect people in order to accomplish something. These three characters can be identified as doers, influencers, and connectors. These three characters have become important figures in the new world of work which is nowadays called the knowledge economy. The doers, influencers, and connectors are basically the new knowledge workers. ▶▶

## HOW TO COMMUNICATE WITH DOERS ▼

These people like to act fast in order to get things done fast. They are inclined go straight to the heart of the problem without any formalities. They try to avoid all kinds of minor details and try to find the best short cuts otherwise they will face boredom. They cherish freedom and accept its risks. They are innovators who often start their own business. They like being acknowledged by the public for their achievements in their area of expertise. They do not like theories and discourses; they like to act. These doers can be found most often in the world of business. They do what they need to do without consulting management textbooks. They are just interested in one thing: action.

They do not like small talk because they want to be to the point. When communicating with doers also try to be straight to the point, avoid complicated stories, speak in direct and short sentences, give direct responses, and avoid theories and debating about their views. In short, try to deliver your messages in a straightforward manner and avoid complicated facts which are difficult to comprehend with common sense. Always appreciate their actions and give fast responses to avoid their boredom.



# WORKSMART



## HOW TO COMMUNICATE WITH INFLUENCERS ▼

These persons like to process their thoughts in a verbal manner. They like to ‘think hard’ when communicating with others. They like to interrupt others especially if the topic of discussion. They do not consider it to be an interruption, but as part of a lively conversation.

They like to interact with others because they are polite, creative, and persuasive. However, they need someone else to do their job. They like social interactions, recognition, and opportunities to show off their creativity. They like to help others solve a problem because they are good in forming long lasting relationships. They like others with sincerity, but this might lead to sad dramas because they do not realize the psychological impacts of their interventions in other people’s lives. Their most favorite activity in their spare time is teasing others.

When communicating with the influencer use cheerful words because they like happiness, allow them to cut off your sentence as long as the conversation is continued afterwards,

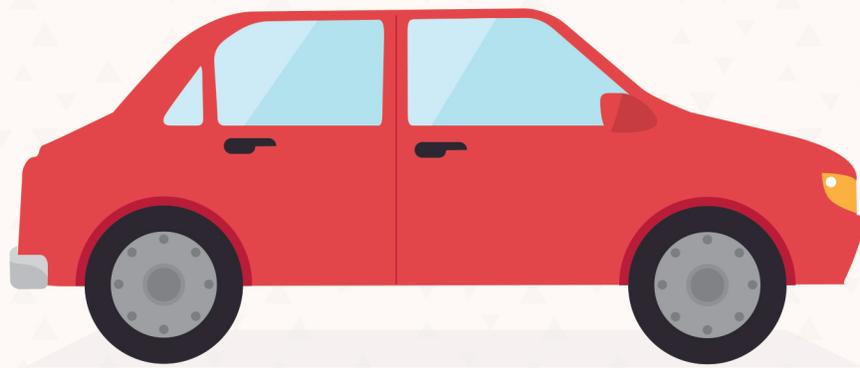
show sympathy when they are talking, pretend to be influenced by them, and avoid debating with them. If you control yourself, these people will not be able to influence you. Ironically, they are truly impressed by others who are not influenced by them.

## HOW TO COMMUNICATE WITH CONNECTORS ▼

These persons are the connectors of several persons who are experiencing a common problem. They are hard workers and trustworthy persons. They like to listen to opinions of others than giving their own opinions. Although they seem to be tough at times, they can accept changes as long as they are useful for themselves and others. When communication with connectors try to be honest and to the point, ask what they have done so far, praise them in a personal and sincere way, appreciate them with smiles and other relevant body language to show your admiration for them, always say that they know better, avoid small talk, and ask for their opinions and praise their opinions. Connectors are effective workers who can follow instructions well if you know how to appreciate their accomplishments.

They will become good colleagues if we can speak with in a straightforward and responsible manner. Consistency is also important for them and it will all lead to the fulfillment of expected outcomes. 🚩

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# A Smelly Ordeal: How to Deal With Scents and Fragrances at the Office

By Brandi Britton, OfficeTeam

**D**oes it ever feel like your olfactory senses are under assault at work? If you're sensitive to scents or chemicals, it might. And even if you aren't, certain smells in the office can still be less than pleasant. ▶▶



Spring and the approach of seasonal allergies are potent reminders of the many scents in the air. For some professionals, a floral bouquet or flickering candle on a colleague's desk isn't beautiful or calming, but rather the cause of headaches, dizziness, sinus congestion and breathing problems.

Allergies aside, many people are simply put off by certain odors. According to a recent OfficeTeam survey (<https://www.roberthalf.com/blog/management-tips/smells-in-the-office>), 63 percent of workers have experienced a colleague's offensive smells. Respondents identified eating stinky food as the most annoying coworker behavior, followed by wearing too much body fragrance and having a strong scent (such as incense or candles) on their desks.

Coping with workplace aromas can be a real challenge — and disruptive enough to slow you down and ruin your day. Nonetheless, if you're like 46 percent of workers in the survey, you suffer in silence. Why don't more office workers speak up about their allergies and aversions?

## APPROACHING THE TOPIC OF SCENT-SITIVITY CAN STINK ▼

Let's face it: Telling coworkers they're the cause of office odors is not an easy conversation to have. Fragrances are very subjective and personal. What may come across as delightful to one person may be revolting to another. There

are also cultural differences. Think kimchi, garlic, fish sauce, curry, refried beans, malt vinegar and certain cheeses. The last thing you want to do is upset someone you work with every single day.

That being said, most people don't purposely set out to cause others discomfort. They may have become desensitized to their tuna sandwiches or patchouli-sage incense, and not realized it makes others gag. But if your job performance or workplace happiness is being compromised, it's time to do something about it. Here are seven strategic ways to manage a pungent situation.

**1. Consider an indirect approach.** If you don't feel comfortable speaking bluntly, try an off-hand comment when you and the offender are both in a group. Without naming any specifics, you could mention how you're sensitive to certain airborne allergens and irritants, and how they affect your concentration and health. With any luck, the one responsible will get the subtle hint.

**2. Have a heart-to-heart.** Sometimes it's better to tackle the issue head on. Speak with them gently but directly. Choose a private setting to avoid embarrassing them. Don't include other people in the conversation, as that may make it seem like everyone is ganging up on them. A one-on-one chat over coffee may take some of the pressure off. Don't criticize their personal preferences, but do be candid in sharing your reaction to strong aromas. Use your emotional intelligence to read their body language and gauge their reaction



during the conversation.

**3. Bring up your health.** When you ask people to stop wearing strong perfumes or not burn scented candles, most will be sympathetic when they find that scents and chemicals trigger your migraine or cause respiratory distress. Let them know fragrance sensitivity is a real affliction, not just a picky preference. Tell them that while you hate asking them to change their behavior, you do have an actual physical reaction to certain odors.

**4. Research office policy.** There's a growing recognition of fragrance sensitivities. And multiple chemical sensitivities (MCS) affect millions of

workers. However, only 19 percent of survey respondents said their company has a scent-free policy. Such rules aren't required by law, but a growing number of organizations are proactively addressing the issue. Find out if your employer has guidelines regarding office smells.

**5. Escalate the issue as necessary.** Subtle hints and one-on-one conversations don't always work. In that case, take it to the next level by approaching your direct supervisor or a human resources manager for help like 15 percent of those surveyed. Discuss the situation calmly and professionally, explaining how strong scents

affect you physically and mentally. One solution could be to move your workstation further away from the break room, if the smell of people's microwaved lunches turns your stomach. Or, depending on your sensitivity and how many employees are affected, HR could send out a company-wide email asking personnel to voluntarily opt in to a fragrance-free environment.

The message should be educational — that fragrance sensitivity is a real issue — and include a list of common scent offenders, including:

- **Personal care items like lotion, shampoo and hair spray**
- **Perfume, cologne and aftershave**
- **Body odor**
- **Scented candles**
- **Oil diffusers**
- **Air fresheners**
- **Incense**
- **Cleaning products**
- **Certain foods**

**6. Research and make suggestions.** In the spirit of cooperation, find a middle ground if possible. If your neighbor loves scented candles, suggest lighter aromas like beeswax or bergamot. Take the initiative to make a list of fragrance-free cleaning supplies to share with management.

**7. Take care of yourself.** As a backup plan or in a pinch, have a few DIY solutions up your sleeve. You may want to keep an odor neutralizer,

like citrus peel or activated charcoal, at your workstation. A desk fan can blow away strong odors and keep your immediate environment smelling fresher. Saline drops help clear nasal passages and filter some allergens. And just in case, have antihistamines handy.

Think about it — most people spend 40 or more hours at the office each week, which is a long time to put up with strong smells. At the end of the day, everyone just wants to work in a harmonious, respectful environment. The key to navigating conflict is a healthy dose of office etiquette. Clear the air with colleagues, courteously and diplomatically, and everyone will breathe a whole lot easier. 

*Brandi Britton is a district president for OfficeTeam, the nation's leading staffing service specializing in the temporary placement of highly skilled administrative and office support professionals.*

*OfficeTeam has 300 locations worldwide and offers online job search services at [roberthalf.com/officeteam](http://roberthalf.com/officeteam). Connect with us on Facebook, LinkedIn, Twitter and our blog.*

TRAINING

# 10 Tips To Improve Your Public Speaking

By Seneca Gates





**S**weaty brow, racing heartbeat, trembling hands, cold clammy skin - it's time for that big speech, and all you can see is what seems like thousands of piercing eyes in a crowd of maybe twenty people. Public speaking consistently ranks as a top fear for most people when asked about things that give them the heebie-jeebies. ▶▶

The good news is that public speaking anxiety is a completely normal physiological response. What isn't normal is when you let this fear take you away from becoming the amazing professional that you are destined to be. All CEOs and professionals in their field are expected to have some level of comfort giving speeches-yet sadly, lots of experienced people haven't taken the time to face the fear head on. Growth doesn't take place in your comfort zone, and you won't win a game by staying on the sidelines.

I recently finished up an assignment as a facilitator in the classroom which was both an awesome and rewarding experience. Being a facilitator forced me to face my public speaking anxieties head on. The list below are things that I have found to be effective not only in calming the nerves, but also helpful in sharpening your

public speaking abilities.

"There are only two types of speakers in the world. 1. The nervous and 2. Liars." - Mark Twain

### 10 TIPS TO IMPROVE YOUR PUBLIC SPEAKING ▼

**1. Stop trying to get rid of the fear** - The fear and anxiety you are experiencing is the fight or flight response. It is a completely normal physiological response your body is giving off due to a perceived threat. Thousands of years of evolution have programmed us to be afraid of tigers and other scary things that could kill us. The threat of tigers and other predators is no longer a real concern, but your body doesn't know that. The threat is now in the form of dozens of gazing eyes from audience members who you think are somehow ready to pounce. The good news is they usually don't pounce from my experience. Stop trying to rid yourself of fear, instead you are going to embrace the fear and refocus it. In other words, let go of outcome.

**2. Diaphragmatic Breathing** - This is a breathing technique that involves filling the lower portion of the belly up with air and then pushing the air out through your mouth. It helps open up the chest when your body wants to close it up due to fear. Repeat these breaths as many times as seems necessary. They feel good. Do them.

**3. Do some light exercise** - Find a place where you

## TRAINING



can comfortably do push-ups, body squats, or jumping jacks. Get the blood flowing in your body. This has the effect of tricking your body that you have already experienced the effects that anxiety has on your body before you have actually taken the stage.

**4. Visualize giving the best speech of your life** - Start with the end in mind. See yourself giving an amazing talk and literally feel the experience in your body. How are people reacting? How are

the words flowing from your mouth. Where the mind goes, the body follows.

**5. Positive Self-Talk** - OK, prepare yourself for some potential weird stares from strangers. Go to the bathroom (private space is best) or anyplace with a mirror, and look yourself dead in the eyes and tell yourself with emotion, "I am the best." Tell yourself with emotion that you are going to give "the best damn speech ever." This works best if you

infuse it with both emotion and movement. The subconscious mind picks up everything you say whether you believe what you are saying or not most of the time. Get yourself psyched up, it's game time!

**6. Stop and Stare** - As soon as you walk up on that stage, you are going to take a moment and pause for a couple of seconds. Keep your chin and chest high, and wait for the room to quiet down. You are a confident and well-prepared professional speaker, and this is what confident and well-prepared people do.

**7. Find Allies** - Getting past the first thirty seconds of public speaking is the hardest part to get through for most people. You might feel like there are hundreds of stares being cast your way. Find the people who are embracing your message and make eye contact with them. Your message won't be for everyone, and that's okay. Find those who understand, and connect with them.

**8. Know your audience** - Before the talk begins, go around the room and meet the people in the audience. If possible, try to build a quick rapport with them. It also helps to know your audience from a demographic perspective. If you want to open a door, it's helpful to know if the lock requires a combination or a key.

**9. Practice, Practice, Practice!** - This cannot be stressed enough. Practice like you play. This works best if you can have trusted professionals watch you practice and then give you feedback.

Take the feedback and act upon it. Also, practice in the room where you will be speaking in, if possible, and become familiar with the surroundings. If you fail to prepare, then you are preparing to fail.

**10. Realize that your talk is a gift** - Your speech or talk is a gift. You are giving the audience information that hopefully changes them or inspires in some way. It has nothing to do with receiving, and everything to do with giving. You are not looking for validation or reassurance, you are looking to communicate and connect. Kill your ego. Give your gift.

Don't let the fear of public speaking keep you from being your best. If you are afraid, just know that this means you should be actively embracing the fear and taking steps to interact with it. Things don't get easier, we simply get better. Go Crush it! 

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LIFESTYLE

# What Now? What Should We Do Now About Sexual Harassment in the Workplace?

By Bonnie Low-Kramen



**T**he assistants of the world have known the sexual harassment situation for a long, long, long time. It has been a taboo and stigmatized subject and the cause of much personal shame and embarrassment. It is discomfort of the highest order with symptoms of nausea, headaches, and sleepless nights. Sexual harassment can feel like a terrorist attack because you rarely know when or how it is going to happen. The assistants of the world don't only work in Hollywood and not only in America but everywhere. They are 95-98% female. These women are the backbone of their companies, the face of the company culture, and the right arms to their executives.▶▶

Note: Men are sexually harassed too but given the worldwide demographics, women are the primary targets.

Many of these women have been bullied, humiliated, abused, and sexually harassed over a long period of time. They have willed themselves to stay quiet out of abject fear and simply not having any roadmap for what to do. These behaviors have somehow become their “normal.” They sit at their desks isolated and alone in the problem, often paralyzed, terrified to speak up in fear of retaliation. They avoid and resist conflict at every turn and most would be loathe to bring charges.

Until now.  
Maybe.

The assistants of the world are not highly paid influential movie stars and they wonder if this new spotlight being shone on sexual harassment will make a difference now? Do they really have any new clout? Despite the media attention, the fear of speaking up is not going to go away in a minute. It took a very long time to get to this place so it's going to take a while to move us to a brighter, more enlightened culture of respect.

The media attention is beginning to reveal the high price we are paying for permitting these toxic behaviors to persist. (See the October 19th Washington Post article where I am quoted about sexual harassment of assistants.) The

trauma of harassment does not only last the day it happens or the week or even the month, but for years. If it is true that thousands of women have been the target of workplace harassment then it must follow that we have thousands of traumatized staffers helping to run companies. That begs the question – If an individual is in emotional pain and turmoil, distracted by feelings of embarrassment, anger, depression, betrayal, disappointment, and regret, is it possible to expect a high level of productivity from that individual? The answer is a crystal clear NO WAY.

This obviously affects the bottom line, costing companies dearly in the form of revolving doors of staff and plummeting profits. The cost of protecting high producing harassers results in low morale, sick time, and legal costs to settle in court. Gretchen Carlson settled for \$20 million in her lawsuit against Fox News.

It would seem from all the media attention that some harassers will be held accountable and may end up in jail and/or lose their jobs. But many will not.

How about those who are still there?

Education is the answer. I am not a fan of firing people until an effort has been made to provide education and coaching. If harassers are fired without coaching, they will just get hired at a new company and will repeat the same pattern of abuse. We must break the cycle in order to

## LIFESTYLE

be free of sexual harassment and that happens through awareness and coaching.

Tomorrow is a new day to stop blaming the victims for sexual harassment. Here are four suggestions for a long-term fix so we can realistically move forward in a healthier and more respectful way as individuals and as companies.

Shining a light begins at the top. Assistants agree that no real and long-lasting change will happen in our workplace unless CEOs and upper management leaders commit to put muscle into zero-tolerance policies against harassment which is a form of workplace bullying.

When sexual harassment happens to you End it right when it starts. Know that you are the CEO of You, Incorporated and as such, you have every right to speak the clear and confident words: "I don't know what gave you the idea that I want that, but I don't. That will be the last time. If it happens again, I will take action." "I won't do that. I don't feel comfortable and that is not what I was hired to do." "We need to talk about what just happened. You cannot speak to me like that. It is not productive or effective."

#MeToo Support Groups Expert therapists speak to all staff as a way to offer realistic and healthy ways to heal the wounds. Peer-to-peer mentoring can be an ongoing company endorsed and supported activity.

Orientations for new managers. With guidance



from experts and involvement by assistants, companies can create orientations for all new managers on the adherence to a culture of respect and professionalism which applies to all staff at every level. Accountability systems need to be implemented which make it safe to come forward to report infractions.

Sensitivity Training for both men and women to remove the stigma and taboos. We can no longer blame our victims for abuse. In order for real change to occur, we need a big dose of empathy education. Many men have no idea about the depth and breadth of this problem so how can we ask them to be a part of the solution unless they have information?

Education and training in colleges are critical. Universities can add classes in emotional intelligence and how to manage/lead human beings with a special emphasis on gender differences.

Leadership expert Simon Sinek (StartWithWhy.com) challenges us to “Imagine a world where we feel safe at work.” He knows what I know which is at this moment in time people do not feel safe at work. If leaders doubt this, I suggest asking their teams.

We have much work to do to have a workforce who feel safe. Safe to be free to do great work without fear of sexual harassment. Safe to speak truth to power without fear of retaliation.

Safe to expect a culture of respect & accountability when issues arise.

It is high time that we break the silence and the patterns of abuse. What is clear is to commit to building cultures of respect is a smart business strategy that will not only benefit our current workforce but our daughters and sons and generations beyond.

It is completely within our reach to leave this as our legacy. It's our choice. It's a new day. Isn't it time? 

***Bonnie Low-Kramen worked for 25 years as the Personal Assistant to Oscar-winning actress Olympia Dukakis. She is an international trainer and speaker and the bestselling author of “Be the Ultimate Assistant.” Bonnie is speaking in 11 countries in 2017.***

***Article originally appeared on the blog “Be the Ultimate Assistant”***

***<http://www.bonnielowkramen.com/2017/10/23/what-now-what-should-we-do-now-about-sexual-harassment-in-the-workplace/>***