

The bottom line

Your business achieves its mission by competing profitably. Many obstacles threaten to impede your success, some external. Too many may be internal, with your most important asset: your people.



Motivating cats (and people) you care about can be difficult!

Relationships are difficult. Leading people can be like herding cats.

You have to make serious decisions about what to be, do, have and let go in order to accomplish your mission. You don't have to do it alone.

For expertise with human relations, support with interpersonal processes and coaching for the leadership team, call Dr. Ray Wm. Smith, a therapist who also owns a business.

When you're ready for more that hearing "Whale Done!" then call Dr. Ray at (509) 466-6632.

How to Win

Dale Carnegie had it right: to win friends and influence people, we need to listen well, to customers, vendors, suppliers, peers, those who report to us and those we report to.

Dr. Ray Smith earned a doctorate in counseling and personnel services, spends his day listening effectively and training people how to listen so others will open up (as well as how to talk so others will listen).

You may know how to negotiate for a win-win. You may want to know how to listen so that people feel heard, feel like a winner themselves and feel excited to help you achieve your goals.

How to Lose

Olympic athletes taught us that winners do what losers are unwilling to do. Another way to look at it might be there are some things you want to lose:

- ☑ **Attitudes** that cost money
- ☑ **Behaviors** which alienate
- ☑ **Conflict** that's unnecessary
- ☑ **Decisions** which leave people out of the loop
- ☑ **Energy** drainers
- ☑ **Fear** of failure or ridicule that keeps good ideas quiet and good people leaving

What attitudes at your office are costing you money?

Who You Gonna Call?

Call for a free initial consultation



"One of the reasons I liked Scouts as a boy," Dr. Ray said, "was that no matter your rank, there were older guys who could help you. And the only way to say thanks for their help was to pass it on to the younger guys."

As adults, there are still people who can help us.

Dr. Ray: first he listens then he helps you to help the people who matter most, including the person in your mirror!

Dr. Ray Wm. Smith
Licensed Mental Health Counselor

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When the going gets rough...

"When the going gets rough, the tough recruit!"

Dr. Ray gets recruited by:

- physicians for the care of their own families,
- managers when critical incidents produce stress at work,
- supervisors with employees who fail random drug tests,
- employers concerned about angry outbursts on the job,
- spouses who feel helpless with their loved ones,
- parents needing directions with raising their children,
- executives overwhelmed with expectations,
- and companies wanting to be more effective.



Call Dr. Ray
when you need a
bright idea

Training at Your Location

Dr. Ray Smith provides proven, practical solutions for your business at your location:

- In-service workshops, seminars, brown-bag lunches
- Classes or groups
- Weekend retreats
- Telephone or e-mail consultations
- Organizational development:
Team building, mediation, leadership training, communication skills
- Conducting assessments
- Executive coaching
- Board Retreats
- Confidential consultation

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*A safe place of hope
and healing*