



Your Points to Ponder

Harvard Business Review - P2P Quick Communique #15

"...If emotional obliviousness jeopardizes your ability to perform...or be compassionate in a crisis, no amount of attention to the bottom line will protect your career....[this] is the key to professional success.*"

Harvard Business Review

76% of the top challenges leaders face at work involve staff, colleagues, clients and team members in two key areas:

1. Hiring and equipping their team for success - both individual members and the company's, and
2. Inadequacies of time and money, while the pendulum swings the other way with increasing responsibilities and tasks.

What is the best way to cope with these pressures? Essentially, learn how to better handle the 'people side' of your department. Realize that everything we experience is based on five core emotions: happy, sad, anger, fear and shame. And remembering that feelings signal important experiences. It is from memories based on these important experiences that causes each of us to act - or react.

In short, emotions lead to action.

The fatal Colgan Air crash is getting a lot of press. I've read the [cockpit data recorder transcript](#) and saw how the Captain and First Officer let their emotions govern their actions. In quickly reading it over, my initial reaction is that the captain showed the following emotions: Anger in the form of jealousy, frustration and annoyance; Fear in the form of arrogance. The First Officer demonstrated: Anger in the form of disgust and frustration; Fear in the form of insecurity, worried and anxiety and Shame by way of disappointment. Both displayed: Sad in the form of unhappiness, dissatisfaction and disappointment. Neither one successfully managed their emotions and it had an unfortunate result.

How do you stop your downward spiral? Become cognizant of your emotions and 'patterns'. You then regain the power to stop these damaging thoughts. This power propels you into action. For more information on effectively dealing with this process, [contact Shari](#).

Is your team facing stress, survivor's guilt or scarcity mentality? These are common precursors of team dysfunctions. Shari is the only speaker and consultant that combines the elements of communication styles, emotional intelligence and how your mind changes your reality. She works with leaders and their teams to fend off these conflicts.

*Harvard Business Review, "Breakthrough Ideas for Tomorrow's Business Agenda," April 2003

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Shari is the only speaker and consultant that combines communication styles, personality behaviors, emotional intelligence and your mind. She works with executives and teams to resolve conflicts and build a more cohesive group. If your team is not "playing nice in the company sandbox", give Shari a call!

[Contact Shari](#), 281.992.4136, to speak to your department, organization, group or conference.

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