



Your Points to Ponder

Deflecting Executive Mishaps

The Center for Creative Leadership: The primary causes of mishaps in executives involve shortcomings in emotional competence. The top ones are: "difficulty in handling change, not being able to work well in a team, and poor interpersonal relations."

In one of my recent coaching sessions with Sam, he disclosed that he had had one of those gosh-awful days where absolutely nothing went right and his self-esteem was being chipped away one golf ball size chunk at a time. During this low point, Dan, a close colleague of his, called. Dan noticed something was not going well with Sam and asked him about it [kudos to Dan for being aware of Sam's sulliness].

As Sam continued on with his sad story, he hoped for some right-brained words of encouragement and hope. Dan, however, missed the mark entirely! Dan's words were slightly deeper than superficial ... they were left-brained - appealing to logical, rational thinking: you'll do better next time, it's not as bad as you think it is, you can learn from this

The problem: Sam was not thinking logically -- he was reacting emotionally to what he interpreted was happening to him.

The solution: Dan needs to encourage Sam to work through his emotions, much like encouraging someone to work through their logical problem. Responses such as: what makes you feel like that? I can understand why you would feel that way. Could there be another way to see that situation? How do you think the other person felt?

After expressing and clearing away the emotional clutter, you can rationally address and resolve any situation.

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THANKS to Daniel Slapo & Corporate Flight Attendant Insider for sponsoring my break-out session at the recent NBAA Flight Attendant Conference. Download my handout from my Aviation webpage.

I have completed my white paper that inspects and dissects the communication human factors of the Colgan Air accident ... email me for your pre-published copy!

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.

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