January 20, 2010

Time for Points to Ponder

Unforgettable, that's what you are
Unforgettable, though near or far ....

... Nat King Cole sang this song in 1951, then it peaked again in 1991 when it was released as a duet with his daughter Natalie. This became his theme song. If you heard the song when it first came out, or when the duet was released, chances are it made an impression on you.

This holds true with many songs ... we remember them based on what happened in our lives when we heard that song. It could be that dance you had with the girl/guy of your dreams, the song played at your wedding, or a song that you and your friends laughed to. It could also be a song that invokes other images: I remember many years ago I was returning from a wedding and "Riders on the Storm" by the Doors played on the radio. That song itself is not filled with joy and glee, which mirrored the dark and stormy night. Every time I hear that song, I remember how my dad squinted to stay on the road in the downpour.

So what does this have to do with business? Any memory - an experience in your past - that has a strong emotional attachment will be remembered far longer than every day events. There is a molecular reason that I won't get into here - suffice to say we remember events that make a strong positive or negative emotional impact.

What you told a staff member or a colleague may have been a direct reflection of your inner thoughts and external reactive behaviors. What do you remember of that event? Probably how much they irritated you. What do they remember about that event? Probably how they felt belittled; how you made them feel devalued. How likely are they to *willingly* work with you again?

How do you circumvent this? Before you lash out [or 'hijack' as those that have taken my sessions know it], remember that they have their own logical reasons for doing what they did. It would shed a spotlight on the situation if you were to ask, in a non-defensive manner, why.

Try it ..... and let me know your results!

Upcoming Events

- I will be presenting my PDP course, The Voice of Leadership in San Antonio on January 26. If you will be attending NBAA's Schedulers and Dispatchers Conference, be sure to register for this enlightening course!
- At that same conference, I will be offering a breakout session, Getting Results with No Authority on Wednesday at 3:30. The discussion will also include getting inside someone else's mind to figure out why they aggravate us!

- To those people that requested my *Colgan Air White Paper* ... from an EI perspective. I have completed my EI analysis of the 7/19/1989 UA 232 Sioux City, IA accident. Request your copy now!
- I will be offering a *no-cost webinar* to discuss and review EI and the Colgan Air accident. Tentatively scheduled for Wednesday, February 17. Email me for more information and registration.

Stay connected...More communication for you

All previous **Quick Communique, Points To Ponder** are available on the Articles page of my website. The left side has our library of complimentary communications **Articles**, the right side, under Newsletters, has these communiques.

Have you taken one of our short self assessments? We have one on Conflict Resolution and an article to give you some additional pointers.

Read my interview with the International MBA about communications, capitalizing on conflict and how to frame failure.

Look for detailed information on *The Science of Collaboration,* Shari's new program. This is based on her research and clients' experiences .... Reclaim your time!

Don't wait for a team 'explosion' to address behavior and personality issues. Being proactive can be very motivating and encouraging to your team. Book Shari now to experience a fresh perspective on building a high-powered team, resolving conflict and raising your own personal excellence. If your team shows signs of not "playing nice in the company sandbox"... **Contact Shari**, 2*81.992.4136* to schedule your own personalized hands-on session.

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