



February 3, 2010

### **Time for Points to Ponder**

***You can never grow larger than your small comfort box;  
the rewards are in being in a huge comfort arena***

... **Last week at NBAA's** Scheduler's and Dispatcher's Annual Conference I was fortunate to have about six first-timers in my "[The Voice of Leadership](#)" seminar. I also had many first-timers in my breakout session "[Getting Results with No Authority](#)". Each of these members, along with the other first-timers, took a huge step out of their comfort zone. They may have not known anyone else attending, or only known one or two people - and each of these people had their own agendas and reasons for attending. It takes courage to feel uncomfortable and proceed on.

**So what does this have to do with you?** How easy is it for you, as a leader, to step out of your comfort zone? In the 'fight, flee or freeze' instant, **do you choose to flee?** Do you

- put off having that difficult conversation or making that uncomfortable phone call?
- tell a staff or team member that you won't be available to discuss their issue when you really don't want to make the time because you may not be able to control your reactions?
- choose to clean out your inbox rather than tackle that overdue project?
- put other tasks on hold waiting for an approval or feedback on an unrelated issue?

These situations can trigger an unconscious unpleasant memory. Your reaction is to avoid the activity - *hence you flee from the situation.*

### **So what can you do?**

- Realize that what your mind tells you is not your current situation - the players are different, the issues are different, you are different.
- Remind yourself that the reaction of the other person will not be the same as the reaction you remember in the previous situation.
- Identify, acknowledge and accept the emotions you are feeling.
- Clarify your thoughts and identify the outcome you want or need.
- Take your deep breath, say your mantra, remain objective and be honest about what you are experiencing.

### **Thanks!**

- To NBAA and all those that participated in my PDP course, [The Voice of Leadership](#) in San Antonio. The three non-schedulers were accommodating in our discussions - and showed a side of leadership that gave us great discussions.
- At that same conference, I offered a breakout session, [Getting Results with No Authority](#). The

best part was when we took real-world situations and dissected them - offering both left- and right-brain solutions.

- To those people that requested my *Colgan Air White Paper* ... from an EI perspective. My *no-cost webinar* to discuss and review EI and the Colgan Air accident is scheduled for sometime the week of February 15. If you have not already done so, [email me](#) for more information and registration.

**Stay connected...More communication for you**

A related [Quick Communique, Points To Ponder](#) , [The First 2.5 Steps](#) is 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 [Personal Excellence / EI](#) and an [interview with IBD](#) to give you some additional pointers.

**Don't wait for a team 'explosion'** to address behavior and personality issues. Being proactive can motivate and encourage your team to increase engagement. 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](#), 281.992.4136 to schedule your own personalized hands-on session.

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