



April 14, 2010

## **Time for Points to Ponder**

***Those you deal with have their own viewpoint, as you have yours. Do you remember that when you need something from them?***

*-- Shari Frisinger*

**... Are you aware of how you come across to others,** especially when you are stressed and under the gun? Are you blunt, bordering on rude? Does your voice pitch get higher? Are you more animated? Does your face show only negative emotions? If you answered any of these questions "yes", is it a surprise that you did not get the cooperation you so desperately needed?

In my recent NBAA Schedulers & Dispatchers session, we talked about Getting Results with No Authority. [This topic was apparently needed and beneficial.](#)

The key points in getting results, persuading others or negotiating, are:

- The adage "your crisis is not my crisis" applies. Why should the other person do what you want them to? Look at the situation from their perspective. What's in it for them?
- Before you approach them, use your logical mind to practice what you will say to them, and how you will say it. Say it aloud and hear your words and your tone of voice. How would you respond if someone said those words in that tone of voice to you?
- What is your reaction to them when they ask you for help or to do something? Do you huff and puff? Do you smile when you talk with them? Do they have your full attention? Expect to be treated by them the same way you treat them.

How you show your respect to others plays an instrumental role in the level of your relationship.

**What action can you take** to mend or improve your interactions?

1. Remember that the other person has their own concerns, thoughts and problems that may not involve you. These are the elements of their priorities.
2. Observe their reaction to you - beginning with the moment they first see or hear you. Do they flinch at certain words? When does their attitude change? This gives you feedback on how you are perceived.
3. Don't push your needs on them - they will only resist harder. Think of the activity

we did: arm wrestle with someone and the person that pushes their opponent's hand backward the most times wins.\*

4. What thank you will you give them for helping you? It can be something as simple as helping them with one of their problems, emailing them your appreciation with the boss copied, or picking them up lunch or coffee when you go out. Pay attention to what is important to them.

**Conclusion** You don't need a formal title to promote a collaborative team environment. Your best offense is to understand what your emotional triggers are, and to stop them from overtaking your actions. Engage your rational mind so your caveman brain doesn't overtake behaviors. [Contact Shari](#) to bring this and other edgy and results-oriented programs to your department.

\*Did you push hard against your opponent? Or did you agree to be fluid and smoothly move your arm in a half-circle, so each side 'wins'?

### Stay connected...More communication for you

If you missed my EI Webinar on the Colgan Air Accident, you can still [download the handout](#). Look for more blogs to be posted in the areas of Proactive Leadership, Emotional Intelligence and Brain Science - my research continues!

**Do you want proven strategies to increase team engagement and loyalty, and have more hours in your day?** Shari addresses behavior and productivity issues in her keynotes and interactive workshops. *Book Shari now* to experience an edgy perspective on building a high-powered team, resolving conflict and raising your own emotional intelligence excellence. If your team shows signs of not "playing nice in the company sandbox"... [Contact Shari](#), 281.992.4136 to schedule your own team hands-on session.



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