



June 30, 2010

Time for Points to Ponder

It's smarter to look at the situation from the other person's point of view than to let your anger get the best of you.

~ S. Frisinger

As a leader, your mood is contagious and your most intense emotion will permeate your entire department. Your mental preoccupation could be interpreted as negativity towards others. Whether you are in a bad mood or not is irrelevant. It's your team members' perception that matters.

Your mood has a great impact on your team members because of the position you hold; it impacts your team's performance and their own self regard. Your team will unconsciously mimic your moods, and their moods will affect those they interact with. Do you really want to start a domino effect of negativism to rumble through your department or organization?

Getting angry - or any of the anger intensities - without looking past your own boundaries and limitations, can result in disaster. To avoid this, you need to:

- Get yourself under control. When you become defensive, you are not able to think clearly. Your mood fuels the emotions of the other person, and they get defensive (either by arguing or by withdrawing), which adds fire to your emotions, which intensifies theirs See where this is going?
- Ask the other person to explain what they did and why. Watch your voice and be sincere in your request. Be sure to get the facts (the who/what/when/where and how), and also their underlying thoughts. It is through the latter that you will see the world through their eyes.

Once you are able to see the situation the same way they do, you can better understand their behaviors. It is only then that you can have an objective, yet empathetic discussion. The emotional cloud will be lifted and your mood will lighten.

Leaders who show a more positive frame of mind will be seen by others as more charismatic. Charisma is creating a positive emotional connection between the you and your team. The results for you, as the leader, is that others are naturally drawn to you and your influence will be more far-reaching. Your team results include outstanding performance and higher commitment.

Conclusion Leaders who react favorably to stress are seen as more approachable and garner stronger team loyalty. Your reputation as supportive and fair will precede you. As the boss, you have the ability to help your employees realize their exceptional performance. How you interact with them - the words you use, the signals you send - all affect their performance. [Contact Shari](#) to bring this and other edgy and results-oriented

programs to your department.

Reference: Johnson, S. (2009). Do you feel what I feel? Mood contagion and leadership outcomes. *The Leadership Quarterly*. 814-827.

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Thanks to Scott Arnold, AirCare Solutions Group, NBAA, the Flight Attendant Committee, and the Corporate Flight Attendants/Flight Technician attendees for an exciting conference! The ten participants of my "Creating and Achieving Goals for your Success" learned more than they thought they would .. remember Snow White? Those that attended my "Maintaining your Composure at any Altitude" tell me they will have a difficult time forgetting Amy and Tex.

For previous Points to Ponder on how your mood affect others, read [What People Remember](#). Visit our [article page](#) for information on [How to Solve Workplace Communication Problems](#).

Do you want strategies to increase your own personal level of leadership that are founded in the latest research? Shari addresses behavior and productivity issues in her keynotes and interactive workshops. *Book Shari now* to experience an edgy perspective on leading with direction, 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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