

September 15, 2010



Leader Points to Ponder

Too often we accept single responses as the end-all. This is like thinking the tip of the iceberg is the entire threat. ~ S. Frisinger

As a leader, you are pulled in many different directions simultaneously. And you influence how much stress your team members experience; you can mitigate or aggravate any situation. Our emotions can attack when we sense danger and cause us to fight for our life.

Too often we accept "surface responses" to our questions. We ask a question, we receive an answer. And we move on. Leaders with a high level of employee engagement use their abilities to uncover genuine concerns to return the person to their former level of performance.

If you are having the same discussions or the same conflict with the same person and getting the same results (meaning no noticeable or longer-term change), you are simply applying a band-aid to the situation. You are not getting to the core, the real problem. You are looking at the tip of the iceberg and hoping that your pseudo-caring behavior will magically fix the problem.

Below are several things you can do to accelerate fair resolution that will only take a few minutes:

- Think of your challenges, your problem employees and your difficult people. Jot down your thoughts on what happened -- what you know are facts.
- Next, jot down what you perceived their reaction was - both in thoughts and feelings.
- Then jot down what your thoughts are/were out about the incident.
- We'll take it from there - see below.

Thanks to all the leaders and executives have emailed me with your questions, scenarios and challenges. Your questions echoed the others I have heard, and complements my research and my expertise. As a result, my next several newsletters will be part of a series that initially addresses the foundation and the underlying theme of many of the challenges you are facing.

Conclusion As a leader, you have the ability to help others realize their exceptional potential. 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.

Look for my new article: The Seven "In's" Of Leadership Ethics. This is currently available only by [emailing me](#).

Stay connected...More communication for you

Think EI is not relevant in your area? Cessna Pilot Centers have asked me to continue my "EI For Flight Instructors" break-out session in Seattle.

Thanks to Matt @ AIN for the eloquent summary of [NBAA's Flight Attendant/Flight Technician Conference](#).... Scroll down to "Emotions Rule" for my presentation.

My article, The Seven "In's" Of Leadership Ethics, includes such "in's" as inconsistency and incompetence, will also be a white paper. We, as leaders, need to be aware of how our behaviors reflect on our leadership ethics. Read my article to see if you practice any of these "in's".

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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