



## **Leadership Points to Ponder**

**React and the situation manages you  
Respond and you are in control  
~ S. Frisinger**

**As a leader, your** actions are mirrored, your values exposed and your ethics tested daily. Your followers' perceptions color the unstated meanings of your words and define your behaviors.

*Dan rushes into meetings late, with a flurry, and dominates the conversation, turning it around to what he wants to discuss. He is passionate about his team and the results they are achieving, yet doesn't notice when he has talked too long, when others want or need to change the subject, or when no one is listening.*

How many times have you worked with someone like this ...someone that is not aware of how others perceive their behaviors, someone that will make their point no matter what everyone's' reactions are. These type of people have been called narcissistic, clueless, arrogant or oblivious.

In reality, they are simply unaware of their own emotions and the effect these emotions have on others.

As a leader, your leadership style reflects your degree of self-awareness. This is more than being a take-charge type of leader; you can be an effective leader and be self-aware; you can also be an effective leader and not be self-aware. The monetary consequences to the latter can be immeasurable.

Below are several things you can do to quickly check yourself:

- Take note of what gets you defensive, irritated, angry or frustrated.
- Take note of your thoughts both before and after - what caused this emotional shift?
- Is your transformation tied to one person, a tone of voice, a mannerism or "[fightin' words](#)"?
- Jot down what your thoughts are/were out about the incident.

**Conclusion** As a leader, your behaviors are magnified. Knowing yourself and how to successfully interact with your direct reports, peers and colleagues can make the difference between a high stress job and a fulfilling career where you really make a difference. [Contact Shari](#) for clues and information on understanding and improving your own team dynamics.

**Thanks to leaders and executives** that emailed me with questions, scenarios and

challenges. These dovetail into my research. Next week we'll continue with Part 2 and explore what caused your reactions and will address the underlying theme of many of the challenges you are facing.

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

Thanks to Ann for recommending me to an NBAA Flight Department, and thanks to that Florida Flight Department for your high level of interaction and participation. Your Texas BBQ on the beach was outstanding!

If you have not already read Matt Thurber's AIN Article: [NBAA's Flight Attendant/Flight Technician Conference](#).... Scroll down to "Emotions Rule" for my presentation.

Think EI is not relevant in your area? Cessna Pilot Centers have asked me to continue my "EI For Flight Instructors" break-out sessions for 2011. Look for updated information and examples.

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 are practice any of these "in's".

**Do you want strategies to understand your team's dynamics and increase productivity?** Shari addresses behavior and communication challenges and their impact on the workplace. *Book Shari now* to experience an edgy perspective on leading with impact and influence, avoiding your personal decision traps and gaining insight into the thinking processes of others. If your team shows signs of not "playing nice in the company sandbox"... [Contact Shari](#), 281.992.4136 to schedule your own no cost consultation.



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