



January 6, 2010

Time for Points to Ponder

... **Thank you** for all your comments --- and challenges --- to my newsletter editions. Not all the feedback I received has been made 'public' for a number of reasons. I have read and pondered your emailed thoughts....all of which has given me new perspectives and new angles to consider.

Below are the top 5 Points to Ponder that have sparked the most interest, feedback, defensiveness, and yes laughter. Enjoy!

- [Deflecting Executive Mishaps](#): "The primary causes of mishaps in executives involve shortcomings in emotional competence.....difficulty in handling change... and poor interpersonal relations ..."
- [Harvard Business Review on Emotional Obliviousness](#): "...If emotional obliviousness jeopardizes your ability to perform ...or be compassionate in a crisis, no amount of attention to the bottom line will protect your career ... [this] is the key to professional success*..."
- [Indecision in Strategy is Pain in Execution](#): "After we wallow in this strategic indecision pond, our execution pain attaches itself to catastrophic thinking..."
- Fightin' Words [Part I](#) and [Part II](#): Which of these words do you use to inadvertently cause defensiveness and conflict?
- Rewarding Unemployment [Part I](#) and [Part II](#): What behaviors are you unknowingly approving of? Changing the consequences of the behavior is the only way to change the behavior.

All of these, and more, can be found on our [Articles](#) webpage.

Upcoming Events

- I will be presenting my PDP course, [The Voice of Leadership](#) in San Antonio on January 26. If you will be attending NBAA's Schedulers and Dispatchers Conference, be sure to register for this enlightening course!
- At that same conference, I will be offering a breakout session, [Getting Results with No Authority](#) on Wednesday at 3:30. The discussion will also include getting inside someone else's mind to figure out why they aggravate us!
- To those people that requested my Colgan Air White Paper ... from an EI perspective. Due to popular demand, I have hastened my due date to analyze the transcripts of the July 19, 1989, United Airlines DC10 accident in Sioux City, IA. Expect it next week

Stay connected...More communication for you

All previous [Quick Communique, Points To Ponder](#) are 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 [Conflict Resolution](#) and an [article](#) to give you some additional pointers.

Look for detailed information on *The Science of Collaboration*, Shari's new program. This is based on her research and clients' experiences Reclaim your time!

Don't wait for a team 'explosion' to address behavior and personality issues. Being proactive can be very motivating and encouraging to your team. 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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