



- I. Huddle Up - HARD FACTS ABOUT THE 'SOFT SKILL' OF EQ
- II. Pep Talk - Monthly Quotes
- III. MVP Award - Profiling successful people choosing balanced living - Tony Scherrer
- IV. Game Schedule - Public Workshop and Team Development
- V. On 3 - Ready...1,2,3 - BREAK

I. Huddle Up - HARD FACTS ABOUT THE 'SOFT SKILL' OF EQ



"Are you in the black or red emotionally with your employees?"

Sure, you have a successful business, but is it successful on the inside? How do you know? When was the latest "inspection"? Your company could be like a house, gorgeous on the outside and being silently destroyed by termites.

A successful leader today has to lead not only with mental IQ, vision and energy. A leader must have a high EQ that is learned and relearned; visited and revisited.

What is EQ anyway?

EQ = Emotional Intelligence. Emotional Intelligence is rooted in self-awareness. However, acknowledging your strengths and weaknesses is just the first part of the equation. EQ includes knowing yourself first and then being in tune to how others experience you.

Ask yourself: Am I aware of how others perceive me or do I assume my intentions are clear and understood?

Last week I gained a degree of EQ the hard way. I was skiing with a fellow entrepreneur and I was recommending a friend to fill a position for his office. He asked, "How can I support her?" I rattled off three ways. As we got on the chair lift, he said, "No, I meant how can I support her and make this a great place for her to grow as a person and enhance her goals in life?" I looked at him. I had just told him exactly how to do that. He said, "Oh, I guess I stop listening when I think I am not being heard."

That was my "ah ha!" moment. A glimpse into my own style. I process information very quickly; as soon as he asked his question I had the answer and shared it. But he didn't think I had fully listened to him so he didn't listen to what I said back. (And I answered so efficiently too!) I learned that while I value a quick answer, this person needs to feel heard before he accepts an answer.

I quickly made a decision to remember to slow down and convey a listening attitude. I got lucky on this one because we talked it out. But think of all the times I don't allow the other person to feel heard. That means I don't get all the information from them—and they don't receive what I say back. This EQ lesson showed me how I was being perceived. And sad to say, *perception is reality*.

Listening to Nonverbal Communication

How are you being perceived? Do you know?

How about the amount of trust you lose when you cancel a meeting with a direct report and do not reschedule?

Do you know what power or influence you exude when you walk into a room or enter a company meeting? How about the manner of which you make your way across the office or enter your home after a day of work?

Studies reveal that only 7% of communication is our actual words, the rest (93%) is body language, pace, tone and other nonverbals. Your eye contact, the way you naturally hold your mouth (smile or frown), the sincerity of your motives, the pace of which you talk, the tone of your voice, your nonverbal clues speak much louder than your words.

Do you realize the message you are sending in the speed of your response to an inquiry? Do you understand the volumes you convey when you wait a week to answer after you've "processed" your response, or when you don't answer at all?

Can you comprehend the amount of trust that is broken when a company conducts an employee survey and then does nothing to answer, address, or acknowledge the issues? You cannot have a team that gets maximum results if there is a lack of trust in the leader.

The How and Why

I've said it a hundred times: people are hired for skill and fired for attitude. Employees join a company with the desire to advance their career and make a contribution to the bottom-line -- and quit because they are undervalued, unappreciated, or rarely acknowledged.

My question to the left-brainers is, why do we think of Emotional Intelligence as "the touchy-feely stuff" or something to "do" when you need something? Increased awareness in the HOW people work and WHY they are motivated directly affects the bottom line in every company and in every life!

I have the joy of seeing results when the EQ of a leader and team members increases. A small investment in the how and the why leads to:

- increased job satisfaction
- decreased turn-over
- improved teamwork
- higher productivity, and
- simply a better more pleasant work environment.

Leaders who humble themselves to look first at themselves, then at how others perceive them, and finally invest in their relationships are the ones we not only want to serve under but ultimately to model our lives after.

How will you increase your EQ this month? Will you?

If not now, when?

Shandel

II. Pep Talk - Monthly Quotes

"The only person you are destined to become is the person you decide to be." - Ralph Waldo Emerson

"Relationships are a prerequisite for producing results beyond ourselves. They expand our imaginations to infinite possibilities that cannot exist in a life of isolation." - Brian Koslow

"He who knows others is learned. He who knows himself is wise." - Lao Tse

"Listening is a willingness to be changed by the other person." - Alan Alda

"We see things not only as they are, but as we are." - unknown

"What a man thinks of himself, that is what determines, or rather indicates, his fate." ~ Henry David Thoreau

III. MVP Award - Profiling successful people choosing balanced living - Tony Scherrer



When you think of the word "proud", that is how I feel about this month's MVP. This guy had made a decision to take the bull by the horns and make his life count for something bigger than himself. When I met Tony I sensed right away he had the potential to do exactly what his intuition was telling him. Then he went straight at becoming that person to fulfill the dream. The possibilities are blossoming daily as he makes the hard choices to live by his values. He and his wife Amy have a contagious joy and energy that fuels their desire to live at a higher level to leave a legacy worth living. It is an honor to present to you, Mr. Tony Scherrer.

Here's Tony...

Are you in a place where, at least from the outside world's perspective, you have everything, yet, inside you are left wanting? I suppose that's where I found myself when I decided to sign up for the Life 301 workshop. The concept of coaching was relatively new to me, but I had decided to take the class because I wanted confirmation of a new course I was intending to head in my business life: leaving a good job to start my own business from scratch. I knew this was an enormous undertaking that would impact many areas of my life, and had spent a good deal of time and energy researching and planning all the aspects of this intended venture. I wanted that final confirmation that I had the right personality, temperament, drivers, and resolve to execute on my plans for the future.

The things I learned in the class helped me identify some of the "less quantifiable" factors that I needed to take a hard look at: me! This was an extremely valuable time where I could slow myself down, take a breath, reassess where I was heading, and make sure I understood well my goals and intentions. In the end, I got what I wanted, but it was far different than what I expected when the journey began.

On the one hand, I did get confirmation that I have the right ingredients necessary that should give a high probability of success in starting my own business. I felt ready to go, and had more conviction that I had what it would take to do it. Concurrent with this, however, I was also discovering some of my deeper motives, wants, and needs, and developed a greater appreciation for what things in my life proved to positively charge me vs. drain me. I began questioning whether or not my plan might not be the best way for me to intentionally live my life, at least at this point in my life. Just as I was realizing these things, I received a call from a former colleague of mine, and we began to discuss the possibility of me joining her firm. Since I had come to a point where I was clear on my personal values and what I needed to stay charged and focused, I was willing to seriously consider this as an option. I had opened up my tunnel vision to new ideas and had a new perspective and so I happily accepted the position and it has proven to be a great decision.

Since that time, my wife and I did a check-in coaching session with Shandel. We were quickly able to identify a few blind spots, put a plan together and take huge strides ahead in our marriage. If you'd told me a year ago, my life would be this fulfilling and peaceful I would have laughed. Now as I think back to this time in my life, I can't help but think that life, and the way it unfolds, has very little to do with coincidence and so much more with intentionality.

- Tony Scherrer

IV. Game Schedule - Public Workshop and Team Development

Our First Public Communication Workshop:

Know yourself; Understand Others - Improve your EQ right now, well okay within 24 hours.

It's easy, inexpensive, and humorous. This course is designed to use different modes of learning to help you maximize your true education of you. Join Master Certified Coach, Shandel Slaten, along with the special treat of her coach, Barb Connor of Coaching Dynamics to gain insight into the communication and behavior styles, the hidden motivators and values that make you tick and the core attributes of your personal talents and skills. Deadline is March 3rd. [Click here to learn more now](#)

90 Day Solution for The Extraordinary Team - Are you being the best leader you can be when it comes to your people? Is your team as efficient and functional as you desire? Are you certain your team has clear communication & priorities? Are you maximizing each person's time, talent, and energy? Contact Shandel for more information - if you want the graphic approach - [check out the sample](#).

Life 301 Class ...New ones start in March?

Okay listen up - it's your chance to get real, to be you and to make a move. It's your life and it is time to take it higher. Life 301 workshops are designed to jumpstart you in 90 days with six sessions to clarify who you are and where you are going.

www.life301.com

Sign up today!
[Download brochure here](#)

[More on 301 and testimonials](#)

V. On 3 - Ready...1,2,3 - BREAK

Thank you for taking the time to read this month's edition of The Coach's Time Out. I truly appreciate you forwarding this newsletter to those whom may find it beneficial. If you desire to subscribe, please click on "update your profile" below or send an email to ss@truelifecoaching.com with the word SUBSCRIBE.

If you would be so kind to forward this to a friend - see below for an easy click to help you pass it on.

Life's a blast - go for the 2 EXTRA points!

Shandel Slaten
Your Life Coach
truelifecoaching.com
206 718 6914

[truth | change | life](#)