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July, 2011 Volume 2: Issue 7

### ***Self Management: A Big Key To Success***

## ***a MESSAGE from SYLVIA***

### ***The Manager's Coach***

We all know people who lose their cool, speak out of turn, tell too much, and inflict their frustration onto colleagues. Most of us know folks who don't deal well with crises, confrontations, surprise situations, and difficult times in general. Many of us have experienced bosses who can't congratulate employees on their accomplishments because of their envy. When we observe these behaviors, we are actually seeing demonstrations of poor self management.

Self management is the ability to use our awareness of our emotions to stay flexible and direct our behavior positively—regardless of what is going on. It's about managing our emotional reactions to circumstances and people. It's the ability to tolerate uncertainty, get comfortable with it, and then act accordingly. Why is this necessary? By putting our temporary (in the moment) needs "on hold" we can pursue larger, more important goals. And this matters a whole lot more than satisfying our immediate whims.

One of my most vivid memories of poor self management in the workplace involves a hospital department supervisor I had years ago when I was thirty. Throughout the entire month of December her anger escalated toward her

staff. Productivity quotas weren't being met, cliques had formed, and undermining conversations were being held amongst various coworkers. There was no sense of cooperation. It was a bad scene, and my boss didn't know how to improve it. On Christmas Eve afternoon she got out a large shopping bag of wrapped gifts. Having witnessed her growing rage for weeks, I felt confused and nervous. Had she forgiven everyone enough to buy presents? Just as I started to consider the possibilities, this woman literally threw a package at me. She continued to throw packages at everyone else, sometimes missing their heads by inches. That "event" triggered fear and uncertainty in me from that day forward. I never trusted Deborah again.

Having trouble with managing your feelings? You may want to try some of the strategies for boosting YOUR self management skills listed and explained in the feature article below:

*Sylvia*

## FEATURE ARTICLE

### **Self Management Equals Self Control**

Although not an exhaustive list, these strategies when implemented can increase your ability to manage your emotions appropriately. Try them and notice how your life at work goes more smoothly. You may experience fewer disappointments. You may attract more opportunities. You may strengthen relationships. Whatever happens, you and others benefit. You cannot lose.

#### Get enough sleep.

Sleep deprivation puts you on edge, making you nervous and irritable. Especially chronic lack of sleep. When you are well rested, you are more able to cope with frustrations, annoyances, and failures. You are more capable of tolerating people who have different work styles.

#### Control your mental messages.

Your outer world often reflects your inner world. If you are fueling negative thoughts all day, don't be surprised when things go wrong. If

you program your mind to focus mostly on positive thoughts, you will find that relationships and projects tend to flow easily.

Count to ten or wait a day.

When someone rubs you the wrong way, refrain from reacting immediately. Take time to calm your mind, evaluate the remark, and consciously plan how you will respond. While your tendency may be to lash out and fire back, don't do it. Your reputation and the other person's dignity are at stake.

Smile more often.

Smiling communicates to your brain that you are happy. Force yourself to smile even when you are in the middle of a frustrating situation. This counteracts the negative emotional state. Try smiling as you prepare for a challenging meeting with a coworker you dislike. It can make a huge difference in the outcome of that meeting.

Schedule fifteen minutes a day to solve problems.

Build problem solving time into your schedule to ensure that you get the opportunity to focus on what is bothering you. Attempting to deal with problems on the fly just makes you more anxious. Sit in your office and ignore the phone and computer for a designated time period each day. Close your eyes to block out distractions.

Find the take-away in every situation.

You may not have liked being criticized, but there is some golden nugget in that exchange. It's your job to find it, and learn from it. Do you need to develop more patience, more compassion, more skill? Connecting with the take-away reduces your stress and puts you in control of your feelings.

Expect change.

If change shocks, angers, or throws you, then set aside time to make a list of all the possible changes you could experience over the next six months. Decide how you will deal with each one of them. Write your actions under each change. Consciously thinking through different types of changes can dilute their negative impact.

# RESOURCES

## EQ: Assessment and Insight Tools

To find out your individual scores in each of the four emotional intelligence—EQ for short—components which are self awareness, self management, social awareness, and relationship management, sign up for an EQ test using [this link](#). What you get is very much worth your \$39.95 investment. The lengthy report includes your actual scores as well as specific strategies for increasing the lower ones. You may print out the report within minutes of taking the test.

The book that corresponds with the EQ test is entitled: *Emotional Intelligence 2.0*, by Travis Bradberry and Jean Greaves (2009). Easy to read and packed with practical guidance, this resource can grow your EQ knowledge almost overnight if you are open to learning. The strategies for boosting your EQ alone make purchasing this book worthwhile.

Daniel Goleman's *Emotional Intelligence: Why It Can Matter More Than IQ* (1995) delves deeply into the emotional realm and its impact upon every relationship, decision, action, and plan. More academic than the book mentioned above, readers will need to spend significant time with this one in order to grasp key points and implement them in their own lives. A priceless read, however, by the “father of EQ”.

## TIP

### Seek a Role Model

One of the best things you can do for yourself is to seek a role model for self management. If you really want to increase your self management skills, then talk to someone who has mastered this component of emotional intelligence. Ask that person how he or she learned to manage his/her feelings and behaviors so well. Ask for guidance, suggestions, and tips. See which of these resonate with you. Begin to practice them, and keep notes on your successes.

## *Where in the World is SYLVIA?*

On June 26, 2011 Sylvia served as a guest on Gene Venno's blogtalkradio show, presenting on the topic "How To Inspire Your Staff To Greatness" for members of the Association of Public Adjusters. Sylvia reappears again as a guest on July 12, 2011, this time speaking about "developing trust in the workplace".

On July 19, 2011 Sylvia travels to York to provide the luncheon keynote for the Women's Network of York. Her topic focus during that event is slated to be "The 3 Stages of Change: How to Create an Experience That Really Works". About 40 business women are expected to attend.

Finally Sylvia maintains her presence in [local media](#) as well as on the Internet where she actively posts on [Facebook](#), [YouTube](#), [Twitter](#) and [Linked In](#).

## *About This Ezine*

This Ezine is 1) to provide readers with valuable FREE content which contributes to both personal and professional growth and 2) to invite them to take next steps toward working directly with Sylvia.

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*Launching Lives Ezine* is dedicated, above all, to "building people...building businesses." ©2010, 2011

## *About SYLVIA*

**Sylvia Hepler**, Owner and President of Launching Lives, is an executive coach based in South Central PA. Her mission is to support corporate and nonprofit executives and business owners as they solve problems, develop leadership skills, and increase balance in their lives. Her background includes: nonprofit executive management/leadership, public speaking, business and freelance writing, teaching, and retail sales.

A [certified executive coach](#) through The Rescue Institute in Colorado and a participant in extensive continuing education, Sylvia is a platinum level expert author on [ezinearticles.com](http://ezinearticles.com).

She has produced an audio CD entitled, “Making Change”, [two special reports](#) for persons in management positions, and an e-book entitled, No Surprises: A Business Guide for Starting Your Coaching Practice.



More information is available at her [Launching Lives Website](#)  
[Click to contact Sylvia by Email](#)

Reach Sylvia by phone at 717-761-5457

## *Launching Lives SERVICES*

Launching Lives is an executive coaching company located in South Central PA. Its mission is to support managers and executives to solve their most pressing problems, develop leadership skills, and increase balance in their lives utilizing a holistic approach. Launching Lives focuses on BUILDING PEOPLE through individual, private coaching, group coaching, specialized products, speeches, and retreats. Most coaching takes place by phone.

Often people don't really know HOW they might benefit from coaching.

Quite simply, ask yourself these questions: “What can’t I seem to resolve on my own? What is keeping me awake at night? What am I missing when I look at a certain situation? How can I get to the next professional level? How can I learn certain skills quickly? How can I narrow my professional gaps? How can I motivate my staff? How can I communicate more effectively so I serve myself and others better? How can I reduce my work-related frustration? How can I develop a viable plan of action for myself and/or my organization? How can I obtain greater job satisfaction? Coaching is the SOLUTION to any of these issues.

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