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### **This Issue's Theme: Likeability**

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

### ***The First Class Manager Coach***

When you are joyful, when you say yes to life and have fun and project positivity all around you, you become a sun in the center of every constellation, and people want to be near you. (from *Much Ado About Loving*)

Do you know if other people like you? Do you know if your boss likes you? How about your employees and peers? To what extent do they like you? How do you **know** they like you? I remember a colleague of mine who was intellectually brilliant, hardworking, somewhat physically attractive, and very experienced in a number of fields. On the surface, she appeared to be an ideal “catch” for any organization. But that wasn’t the case. Most of the folks around her didn’t like her. She thought she was superior to everyone else. She monopolized conversations. She used vocabulary nobody understood. She rarely if ever smiled.

Interestingly, this woman wasn’t aware of how others felt about her. Focused on herself, her projects, and her opinions about many things, she paid little attention to the people in her department. She made everything

about **her**, and, as a result, alienated lots of folks. It was a sad situation.

Invest some time and effort into finding out if others like you and how much they like you. Why? Because just about everything in your current position and overall career depends upon others liking you: landing a promotion, gaining the respect of your Board and staff, being chosen for special opportunities, getting the next job. Ultimately, it doesn't matter how intelligent you are, which schools you attended, or what companies you served. If people dislike you—even a little bit-- you've got a serious problem. Ask others directly how they feel about you. Start with people you trust and feel comfortable around. Then expand your inquiry to include those who make you nervous and insecure. Yes. You must approach them too in order to get the **CLEAREST** picture of **YOU**. I know you can do it!

*Sylvia*

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## FEATURE ARTICLE

Regardless of where you are now on the likeability scale, the good news is that you can increase your rating almost immediately. Try some or all of the following ideas, and watch how you attract people like bees to a honey pot. Seriously. Implementing even one of these strategies on a regular basis can get you results you desire quickly.

- Exercise more self control. Stop interrupting people in personal conversations or meetings. Count to ten and breathe deeply rather than blowing up in rage. Think about the impact of your words before you speak. Know when to remain silent.
- Repair slightly damaged relationships as soon as possible. Don't wait to take action. If you do, the damage only grows. As soon as you realize you've offended or irritated someone, apologize and ask how you can preserve the relationship. Remember: all relationships count to some degree. Telling yourself it's okay that so-and-so no longer talks to you is a delusion that won't serve you.
- Energize your voice tone. Words are important to a certain extent, but how you communicate those words matters even more. Sound enthusiastic and interested. Vary your speed, volume, and pitch to

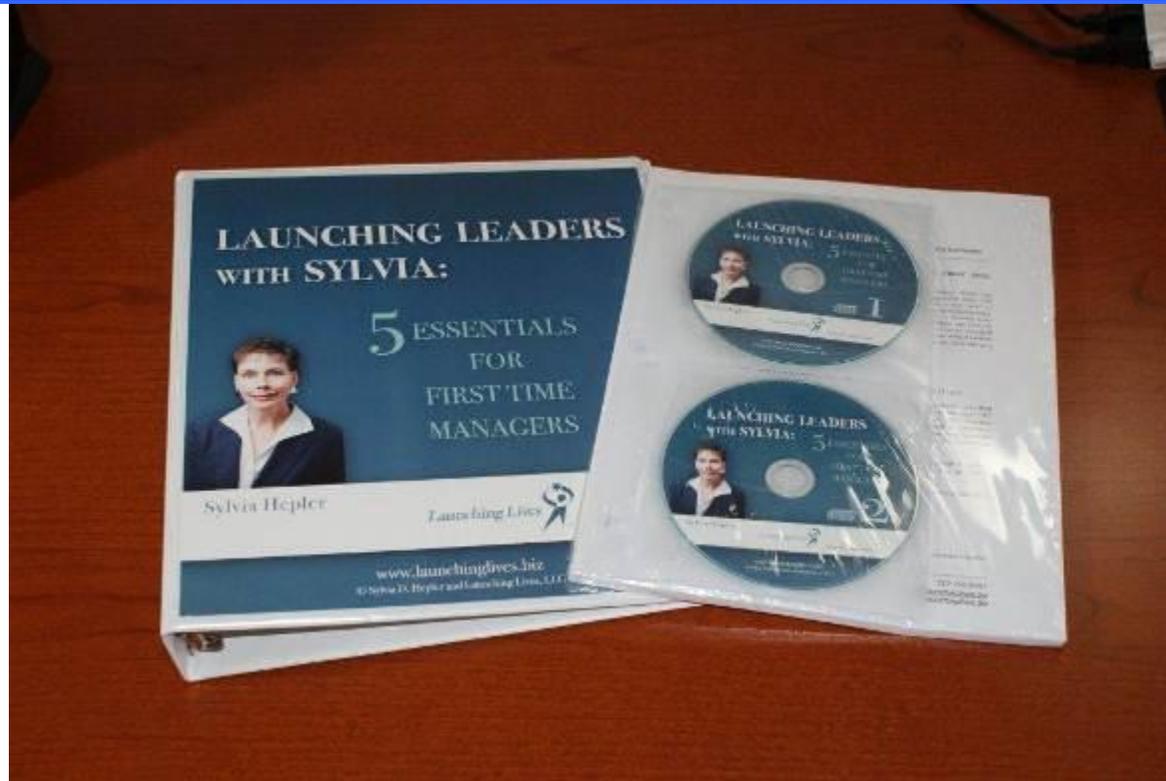
avoid flatness. Lean into your comments, messages, and conversation.

- Find common denominators between yourself and another person. The key is to minimize differences and accentuate the commonalities. Focus on a passion, concern, or skill you share. Talk about mutual goals and dreams. Provide evidence that you can relate to the individual in ways that matter to him/her.
- Get in touch with how others are feeling and acknowledge it. This requires you to read people's faces and body language. It requires you to hear the words they speak and the ones they don't. Once you figure out how they feel about a particular issue or topic, validate those feelings. While validation is not agreement, it shows you care.
- Walk in others' shoes occasionally. It's a form of empathy, and demonstrations of empathy make you more likeable. Perhaps you never had cancer. Perhaps you don't have children. Perhaps you never suffered a fender bender. That doesn't mean you can't imagine what it's like to be ill, care for kids, and deal with vehicle repairs.
- Demonstrate self confidence. State your views clearly and directly. Look people in the eye and smile. Stand tall and sit up straight. Be proactive. Ask questions. Offer ideas. Volunteer for tasks and projects instead of waiting for someone to approach you.
- Look at yourself through the eyes of others. This isn't easy to do. It may cause us some discomfort. By actually viewing ourselves as other people see us, we have to take off our rosy colored glasses. But this is exactly what I invite you to do. Be willing to shine a light on your shortcomings and less desirable traits. Then figure out how to diminish them or extinguish them altogether.

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## *Offers and Opportunities*

\*\*\*\*\* COMING SOON IN FEBRUARY\*\*\*\*\*



### *Launching Leaders With Sylvia: 5 Essentials for First Time Managers*

This packaged audio product, which includes five CDs, transcripts, and worksheets, focuses on:

- Mindset for managing
- Time management
- Professional image
  - Supervision
- Trust building

Ideal for anyone who recently started a management position or expects a promotion.

Your investment? Only \$197

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## RESOURCES

*Likeability Factor: How to Boost Your L-Factor & Achieve Your Life's Dreams* by Tim Sanders is an ideal resource if you need and want others to like you more than they currently do. Published in 2005, this compact, easy to read book examines why and how likeability serves you as well as provides specific strategies for making yourself more likeable. Two valuable nuggets at the end are brief, single page assessments that help you determine how likeable you truly are. It's worth picking up this book just to get those assessments. Not only will you find them useful for yourself but also for your staff and colleagues. Cost: \$12.95.

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## TIP

List your top 3 traits, features, attributes, or actions that you believe help people to like you. Actually write these on paper so that you can enjoy looking at them. There is much power in the written word. Then identify specific ideas for enhancing each of those 3 things. For example, if you list “usually willing to listen to others’ problems and concerns”, you may consider adding value to this particular action by taking your willingness to listen to the next level. You can do that by gently motivating people to focus on finding viable solutions to their problems instead of just talking about them in circles.

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## *Where in the World is SYLVIA?*

On January 24, 2012 Sylvia facilitated a ninety minute interactive workshop with Harrisburg YWCA staff: The Language of Leaders: Spoken and Unspoken.

On February 4, 2012 Sylvia spoke to members of the Harrisburg chapter of Epsilon Sigma Omega during their “Pink Goes Red” event. Topic: How Coaching Enhances Mental Health. This group is the oldest African American sorority in the U.S.

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## 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](#). She has produced an audio CD entitled, “Making Change”, [three 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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