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a MESSAGE from SYLVIA

The First Class Manager Coach

Experiment Your Way to Excellence

If you hold a manager or an executive position at work, then your primary job is to **GET RESULTS** that help to fulfill your organization's mission. Too many people in leadership roles lose sight of that. Instead, they fill their calendars with tasks and meetings that really don't yield optimal desired results. Further, they continue to use the same language, strategies, approaches, and tactics they've always used—and then wonder why they keep getting less than what they need and expect.



Maybe it's time to experiment! Maybe it's time to modify language, change

strategies, alter approaches, and shift tactics. Considering that Fall is often associated with beginnings, perhaps September presents a perfect opportunity to test some new ways of doing business.

A client of mine recently complained that her employees couldn't seem to make decisions in group meetings without her physical presence. Frustrated and resentful, she concluded that she was wasting too many precious hours in a week supporting them through decision-making processes they should be capable of handling on their own. As a coach, I recognized this situation as a staff empowerment issue. I recommended some tweaks to her style of communication, and I suggested that she deliberately remove herself from certain meetings to give people a chance to reach consensus by themselves. In essence, I invited my client to EXPERIMENT with different words—different messages—as well as with different actions that have the potential to grow the skills of her employees. At the end of the coaching session she made the commitment to try the experiment. All in the name of getting better results for herself, the staff, and the company at large...

The feature article below provides you with seven ideas for doing some of your own experimenting. It challenges you to let go of your status quo leadership (whatever that looks and sounds like) and to step outside your comfort zone-- at least occasionally. You may be surprised at what happens.

Sylvia

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FEATURE ARTICLE

7 Experiments Worth Trying

Want to get more and better results during a typical work day? Think about how you can use different approaches, different strategies, different tactics, and different words than you normally do. Also consider how you may alter your personal behaviors to influence the bottom line, inspire your people, and enhance the environment. The following seven experiments provide you with a few ideas.

1. **Vary your voice volume.** Start small if experimentation seems scary. If you usually speak softly, turn up the volume to capture people's attention or emphasize a point. If you're typically loud, tone it down periodically during a conversation. It's amazing how others actually notice these shifts. You become more interesting as a speaker and as a leader when you make a conscious effort to use vocal variety.
2. **Ask more "how" and "why" questions.** Instead of accepting people's decisions, comments, and plans at face value, start to probe the layers more frequently. Employ the basic tools of critical thinking. Inquire why someone is going to do a certain project and how he intends to go about it. While this takes more energy than mere acknowledgement, it deepens your understanding and requires the other individual to think through something thoroughly.
3. **Establish appropriate boundaries.** Close your office door for one hour each day and teach people to respect your need to concentrate on your own work for that duration of time. Avoid fraternizing with staff. Discuss your personal life with discretion. Confront policy breaches immediately. Let people know when you've reached your limits related to work load and time commitments.
4. **Become an unexpected valuable resource.** Although folks may view you as a general resource, go out of your way to let them know you have a particular connection from which they could benefit. Volunteer to teach somebody how to apply a complex process. Offer to serve as a mentor to a person who has been identified as a high potential within your organization.
5. **Resist the temptation to solve every problem.** It's easier to give people the answers to their questions and solutions to their problems. In most cases you can do that very quickly. It takes more effort on your part to engage them in strategic dialogue, doesn't it? But people don't grow if you simply hand them everything. Before you provide any input, ask them what they see as a possible response or solution.
6. **Create a culture of learning and development.** Allow people to

make some mistakes without living in constant fear of punishment. Proactively create situations where they can learn from each other. Present opportunity options when possible. Build money into the budget for workshops, seminars, e-courses, books, and meaningful conferences. Teach someone a new skill in sixty minutes or less.

7. **Move from director to partner.** Sounds risky, right? In my opinion (and there are folks who strongly disagree), the most powerful and effective style of leadership is the partnership style. Executed well, it can inspire even mediocre employees to a higher level of engagement and productivity. If you are not currently demonstrating this leadership style, try it for a week. Forfeit your need to boss and control, and meet your staff where they are. Partner with them to brainstorm ideas, solicit their input, plan a project, critique a process, etc. While you may think this is the riskiest experiment of all, you'll probably be amazed at the results you get if you muster the courage to try it!

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Offers and Opportunities

COMING SOON

OVERLOADED and OVERWHELMED? 10 STRATEGIES FOR GAINING CONTROL A Workbook

This downloadable product was created as a result of the highly successful July 25, 2012 [teleseminar](#) focusing on the topic of overwhelm and how to deal with it. Currently being added to “available products” on the website, it is just about ready for launch. Watch your inbox for more information.

RESOURCES

If you regard yourself as an average leader in the privacy of your mind and you absolutely know deep inside that you must improve your game, pick up a copy of *Leadership Presence* by Belle Linda Halpern and Kathy Lubar (2004). While the word, *experiment*, doesn't actually appear

anywhere in the title, the content of this entire book invites you to experiment with scores of both subtle and dramatic strategies for inspiring confidence in your employees, building credibility as a boss, and motivating everyone around you. Informational and unforgettable, it's also a very entertaining read.

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TIP

Select one of the seven proposed experiments in my feature article and make the commitment to try it consistently, beginning this week. Implement that strategy for one month. Then assess the results by asking yourself these key questions:

- How soon did other people notice your shift/change in behavior?
- Who noticed the shift/change?
- What verbal and/ or written feedback did you receive?
- How did you feel about that feedback?
- How did your behavior shift/change impact your team, department, or organization at large?
- How did your behavior shift/change affect key relationships?
- What do you need or want to continue doing based upon the feedback and impact of your experiment?
- What do you need or want to alter based upon the feedback and impact of your experiment?

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Where in the World is SYLVIA?

On September 12, 2012 Sylvia will offer a luncheon talk entitled: "Using Your EQ to Create Your PI" to the South Central PA Chapter of the Association of Fundraising Professionals. This presentation will show attendees how to use their emotional intelligence proactively to form a professional image that truly works for them as well as benefits bosses, colleagues, Board members, and donors.

On September 19, 2012 Sylvia will share the spotlight at the annual day-long GIANT FOOD STORES, LLC Women's Conference to be held at the Harrisburg Hilton. A ninety-minute workshop entitled: "Emotional Intelligence: How to Grow It, Use It, and Leverage It", this highly engaging experience will teach the four components of EQ, differentiate between EQ and IQ, discuss how EQ determines professional success, and provide multiple strategies for enhancing EQ in ways that positively impact various facets of business life.



Join Sylvia on these social networks!

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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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About SYLVIA

Sylvia Hepler, Owner and President of Launching Lives, LLC 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 audio product designed for new managers.

More information is available at her

[Launching Lives Website](#)

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Launching Lives SERVICES

Launching Lives, LLC is a full service 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, workshops, 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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