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a MESSAGE from SYLVIA

What Kind of Manager Are YOU on Your BEST Days?

No manager is perfect. Believe me, I know. I remember back to my own management days, and clients talk about theirs all the time. Functioning as a manager in any organization today is no walk in the park. Credible management is hard work that requires inordinate amounts of time, energy and skill. Excelling as a manager happens not by accident but by conscious choice. On a scale of one to ten (with ten representing the highest possible score), how would you rate **your** typical current performance?

Now think about your BEST DAYS. What number would you assign to your performance on those days? And what prompts you to select that number? Is it how you interact with people? Your patience with problems? Wise use of time? Demonstrations of passion? Evidence of results? Positive feedback from others? Get in touch with what specifically makes your best days so sweet.

I think your BEST days are like a barometer for what's possible EVERY day. The fact that you have them at all means you can have them again



... and again ... and again. By incorporating the seven actions identified and described in my feature article below, YOU can create more *best days*. How does that grab you?

Sylvia

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FEATURE ARTICLE

7 SECRETS to Creating More Best Days

Best days aren't usually about luck. Best days are planned. Best days are chosen. Best days are made. So how can you bring more of them into your reality? The answer lies in the following actions that you must embrace and practice on a regular basis:

1. Focus on priorities.

Despite how it may feel, you don't have fifty priorities. Three to five is probably more accurate. Your job is to get clear about what is truly most important on any given day—and then focus on those things. It is *those* things that must drive your activities and your busy-ness. If you're honest, you know that frequently this isn't the case. You burn yourself out on inconsequential tasks that don't bring you closer to meeting your goals.

2. Control your emotions and behaviors.

Over the years I've watched managers undermine both their immediate success and long term careers by failing to restrain their impulses: angry outbursts, snide remarks, rude put-downs, habitual tears. Bottom line? You can't manage others until you learn to manage yourself. It's not about pretending that you don't feel a certain way; it's about exercising discretion when you express your feelings. Allow reason to govern your emotions and behaviors.

3. Contribute to the big picture.

The majority of your conversations, decisions, and actions should support your organization's bigger picture. That's what you're getting paid to do: to contribute to the overall mission and strategic plan. Too often managers approach their work from a limited perspective: their team, department, or division. Look beyond the area you manage. Assess the impact you and your people are making on the whole operation. Identify ways to add more punch to that impact.

4. Engage and develop your staff.

As a manager, a significant part of your duty is to grow the folks who report to you. Sadly, too many managers think it's enough to hand out assignments, announce due dates, and collect the work when it's done. You need to prepare people to do those assignments. You need to show them how to excel in their positions. You need to inspire them to do their best work. You need to take them to the next level of skill and productivity. Demonstrate that you are invested in their success, and you'll be amazed at what they do for YOU.

5. Listen to your intuition.

Those little nudges you get in the pit of your stomach mean something. Don't ignore them. In your management role you must pay close attention to hunches. Trust that your intuition won't lead you astray. A job candidate looks ideal on paper but her behavior during the interview isn't congruent with those impressive credentials. When you sense that there is more to the story than what she has revealed, act on that sense. Ask probing questions to uncover the truth.

6. Demonstrate your competence.

Let people see evidence of your skills, both hard and soft. Most especially, showcase your greatest strengths often. It's important for your staff, Board,

volunteers, stakeholders, customers, and clients to know (without a doubt) that you can handle your job responsibilities with confidence and grace. This builds trust, and you can't put a price tag on that asset.

7. Deal with change.

Today we live in an era of instability, complexity, volatility, and risk. This kind of environment isn't going away. Ever. You need to learn to cope with it, navigate it, and manage it. You can't be resistant to change and deliver the results you're expected to deliver in this day and age. It simply won't work. Successful managers don't have to like change, but they must do what it takes to accept it and flow with it. Then they must inspire their people to do the same.

In summary, understand that *good* performance is the new mediocre. You don't want to be there.

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What Clients Say

Over a span of 5 years Sylvia's individual clients collectively have gained more than 50 different benefits as a result of working with her. You may be interested in seeing the list of the top 10:

1. Confidential sounding board who provides an unfiltered view
2. Increased self confidence that positively impacts professional performance
3. Enhanced self and work related leadership/management skills
4. Deeper insights about self and personal behaviors
5. Problem solving strategies
6. Improved professional image that leverages professional influence
7. Ability to manage change and personal/professional loss more effectively
8. Appropriate language for necessary, difficult conversations with staff, Board, and boss
9. Fresh perspectives on "old" issues
10. Greater work/life balance

Offers and Opportunities

From Good to GREAT Manager VIP Day

Launching Lives is excited to announce VIP Days as a new addition to the company's support packages. Conducted virtually or face to face, these single packed days consist of three to four structured hours (including breaks) of focused, private time with Sylvia. The big benefit? FAST RESULTS when you need them most. Are you tired of being just a "good" manager but you don't know how to elevate your performance to GREAT? Do you need a breakthrough NOW? If time matters, a VIP intensive may be right for you. Learn more about this one day coaching on steroids opportunity by contacting Sylvia directly at 717-761-5457 or Sylvia@launchinglives.biz. (This particular VIP Day is available only during August and September.)

RESOURCES

Check out **William Evans's 2009 paperback** entitled: *Management Skills and Leadership Development Course: How to Be a Great Manager and Strong Leader in 10 Lessons*. Available on Amazon for \$25.

Sylvia's audio product for both new and seasoned managers: Click [here](http://www.launchinglives.biz/products/launching-leaders-with-sylvia.html) or enter <http://www.launchinglives.biz/products/launching-leaders-with-sylvia.html> into your browser.

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TIP

Identify the #1 factor that is getting in the way of you creating more BEST

days at work. That factor may be a belief, an assumption, a habit, a person, a situation, a process, a relationship, or a basic lack of skills. Now brainstorm three strategies for eliminating that factor or reducing its negative impact upon your performance as a manager. Assess the potential effectiveness of each strategy, then implement the one you believe can get you optimal results FAST. Don't delay. There's a lot at stake.

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Where in the World is SYLVIA?

On August 7, 2013 Sylvia participated in the **FIRST Central PA Women's Conference** held at the Radisson Hotel and Conference Center in Camp Hill.



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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Launching Lives Ezine is dedicated, above all, to “building people ... building businesses.” ©2010, 2011, 2012, 2013

About SYLVIA

Sylvia Hepler, Owner and President of Launching Lives, LLC, specializes in career development for both corporate and nonprofit executives and managers. Based in South Central PA, she specifically supports clients as they upgrade their current job performance, seek a promotion, or plan/navigate a career transition. What makes her services unique is that Sylvia helps people to cope with change, loss, and grief as they work on developing their careers. Her professional background includes: nonprofit executive management/leadership, nonprofit community health program start-up, program evaluation, 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 opportunities with several executive coaches of national notoriety, Sylvia offers individual and group coaching, assessments, teleseminars, workshops, keynote speeches, and retreats. She has also created products that augment her coaching services. For more information contact:

[Launching Lives Website](#)

[Click to contact Sylvia by Email](#)

Reach Sylvia by phone at 717-761-5457

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Launching Lives SERVICES

Launching Lives, LLC is a full service career development company for executives located in South Central PA. Utilizing a holistic approach to service provision, Launching Lives focuses on supporting clients as they create the platinum level career they desire by upgrading their job performance, seeking a promotion, or planning/navigating a career transition

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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