



March, 2014 Volume 5, Issue 3

Number 46

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a MESSAGE from SYLVIA

LOW EMOTIONAL INTELLIGENCE #1 SOURCE of WORK STRESS



Last week a client recounted this story to me. Focusing intently on meeting a deadline, she was sitting at her office computer one morning typing furiously when a team mate interrupted her. Grinning from ear to ear, he said he couldn't wait to pass on the latest company joke. Before he could launch into the juicy tale, my client promptly informed him that she was pressed for time, promising to circle back with him later that day. Ignoring her message, the man proceeded to tell the joke. It seemed to go on forever.

I asked my client how she felt in this situation. "Frazzled and angry," she confided. "I could feel the muscles in my neck and shoulders tense. I stared at him without really seeing. I didn't want to be rude. Of course my concentration was totally gone. When he finished, he asked

me why I wasn't laughing. Can you believe it? After he left my work space, I swear it took me thirty minutes to regroup."

Do YOU find yourself in similar scenarios? It's downright frustrating, isn't it? Clearly, this woman's team mate demonstrated low social competence, the ability to "read" what's going on with other people and adjust your behaviors accordingly. Generally, we regard jokes as stress relievers. In this case, however, the joke (an unwanted interruption) added stress my client didn't need.

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FEATURE ARTICLE

SIX MAJOR EQ IMPACT AREAS at WORK

Studies have shown that emotional intelligence determines success more than IQ, personality, and charisma combined. That's a powerful statement. We also know that regular use of emotional intelligence lowers stress levels for you and those around you. Take a look at the following work related areas that can benefit most from infusions of EQ:

1. Sales

Pushing your product and not listening to what customers are trying to tell you? Interrupting, cutting them short, or talking over them? Making your own agenda more important than theirs? This is the fast track to no where. As a sales representative, your job is to put your customers first by building a connection with each and every one of them.

2. Communication

If you have a need to be right—no matter what the issue—you're going to rub many people the wrong way. If you resist different opinions or reject solutions offered by folks you dislike, you set the stage for difficult interactions.

3. Hiring and Firing

Before offering a job to the candidate who answered all of your questions "perfectly", review other relevant aspects of interview performance: eye contact, body language, and voice tone. When you sense that your star employee doesn't fit the organizational culture, don't push those feelings aside. Face them head on and take action.

4. Relationships

Harsh comments, snide remarks, and bad manners harm relationships. The same can be said for attempts to control others. And if you can't show care and concern for people when they're down, well, don't expect to rise through the ranks at work.

5. Reputation

Do people view you as approachable? Respectful? Pleasantly assertive? Do they perceive you as someone who eagerly resolves conflict or deliberately creates it? Do they see you as somebody they want on their team? How you choose to talk and act shapes your image.

6. Career Trajectory

Very simply, if you know what you feel at any point in time and successfully manage those emotions, you establish the foundation for a bright professional future. In addition, if you're able to read other people's thoughts and emotions—and can bond with them no matter what the circumstances—you're going to go far.

Emotions can turn out to be your best friend or your worst enemy. What you decide to do with them makes or breaks your career.

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What Clients Say

As a result of working with Sylvia long term, I am surprised by how much I've grown both professionally and personally. The coaching sessions, activities, tools, and other resources she suggested have helped me to look at myself and how I interact with folks in my world. For example, my behaviors have changed. Now I actually stop and consider other people's perspectives about various situations. I have become more self aware: I pay closer attention to how I stand, sit, walk, and talk. I don't stress over certain things as much anymore. In general my life is more peaceful. I am more confident in my abilities and knowledge, and this feels good.

I think everyone should have a coach, especially if they hold a leadership position. Having a teacher, guide, and confidential sounding board makes a big difference. Coaching with Sylvia was truly an awesome experience! She has an amazing gift for the work she does with her clients.

--Jennifer Fetterhoff, AWI

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Offers and Opportunities

Did your lack of self control produce a negative outcome?

Think of a recent situation in which your temper, silence, or inappropriate comments came back to bite you. You know you must deal with the fall out, but you're not sure how. Send me an email to schedule a FREE 20 minute "help me to clean up the mess I made" phone coaching session:

Sylvia@launchinglives.biz.

I'd be happy to serve you. Remember: There's a price to pay for pretending the incident never happened.

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RESOURCES

Want to Boost Your Personal EQ?

If you're looking for a simple, cut to the chase overview of emotional intelligence and lots of strategies to improve your own EQ in four areas, Travis Bradberry and Jean Greaves's little 2009 hard bound book, *Emotional Intelligence 2.0*, is an ideal choice. You don't have to read it from cover to cover to get what you need. Grab it now on Amazon.com for only \$14.00. You can't go wrong.

Adele Lynn's paperback entitled: *The EQ Difference: A Powerful Plan for Putting Emotional Intelligence to Work* (2005) digs deeply into the subject of EQ, offering real life stories along with practical tips and suggestions for developing your EQ and directly benefitting from those efforts at work, regardless of industry. Check it out on Amazon.com for the low price of \$11.00.

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TIP

Get in touch with some of your emotional intelligence skills now by taking the quick assessment below. Use these ratings to respond to each

statement:

- 4-Always
- 3-Usually
- 2-Sometimes
- 1-Occasionally
- 0-Never/Not at all

- _____ I can identify my feelings throughout the day.
- _____ I know what pushes my buttons.
- _____ I can control my impulses.
- _____ I tolerate various types of frustration.
- _____ I can interpret others' facial expressions and body language accurately.
- _____ I "hear" what other people don't say.
- _____ I behave in ways that build trust and positive relationships with others.
- _____ I empathize with others' disappointments and losses.

NOTE: Be sure to celebrate your "always" and "usually" answers! All other answers indicate areas where you may want to invest energy and time. Remember: the higher your EQ, the less stress you will experience or inflict upon others. That can be a huge win.

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Where in the World is SYLVIA?

SYLVIA FEATURED KEYNOTE SPEAKER for YORK POWER LUNCH

On April 23, 2014 at the Valencia Ballroom in York, PA Sylvia will present this year's BusinessWomanPA **Power Lunch** keynote address entitled *Calibrating Your Career: 7 Steps to Kicking It Up a Notch*. If you are a business woman who lives or works within driving distance of York, be sure to sign up for this inspirational and educational event. Register online at: BusinessWomanPA.com/powerlunch.

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About This Ezine

The purpose of this Ezine is to: 1) Provide readers with valuable FREE content which contributes to personal and professional growth as well as overall career development; and 2) Invite readers to take next steps toward working directly with Sylvia.

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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 Golden, Colorado and Quantum Endeavors in Chicago, Illinois (plus a participant in extensive continuing education opportunities with several coaches of national notoriety), Sylvia offers individual and group coaching, assessments, teleseminars, workshops, keynote speeches, and retreats. She also has created

tangible and downloadable products that augment her coaching and speaking services.

For more information and to connect with Sylvia try:

[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 managers and 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 may be the SOLUTION to any of these issues.

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