

Alpha Business Coaching Newsletter

"Motivating Yourself"

Dear Small Business Owner:

In last month's newsletter, I talked about motivating your employees by working together to set co-beneficial goals. This month, I'll talk about self motivation, since effectively controlling ourselves is the first step to being able to manage others.

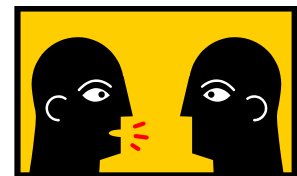
Even if one isn't in a supervisory role, in today's competitive and fast-paced environment, the ability to deal with human-to-human issues is a highly regarded skill. Having an awareness of how our emotions affect our jobs is a fundamental competence needed in today's workplace.

In leadership circles, this has become to be known as having an EQ (Emotional Intelligence) versus having an IQ (Intelligence Quotient). This term became widely known with the publishing in 1996 of Daniel Goleman's best seller, *Emotional Intelligence: Why It Can Matter More Than IQ*.

Companies don't compete with products alone anymore but how well they deploy their people. People desperately feel the need for connection, empathy and open communication at work. More and more companies are seeing that encouraging EQ skills is a vital component of any organization's personnel philosophy.

Below is a quick look at the basic tenets of EQ.

- 1. Self-awareness – knowing one's inner resources, abilities and limits.** This means being aware of and working with your strengths and weaknesses and being willing to learn from experiences. Do you ask for candid feedback from your peers? Do you reach out to people who have different perspectives and stay open to learning new skills? Are you willing to make a joke about yourself, laugh when you mess up?



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2. **Self-constraint – managing our internal impulses.** This doesn't just mean to suppress our emotions, but means to express them in appropriate times and ways. Do we stop others from manipulating our emotions? Even when under pressure, we need to know how to stay focused and not be distracted.

If you've watched the new show on TV called *The Good Wife*, the lead character played by Julianna Margulies is an expert at this trait. People insult her, jab her, alienate her and she rarely responds to the emotion, but uses well chosen words or a gentle smile to deflect the meanness directed at her.



3. **Social competence – being in relationships.** Although we don't like to always acknowledge it, we each live in a community surrounded by others with whom we willingly/unwillingly have relationships. Our awareness of other's needs and our adeptness at getting desirable responses from others shows how well we handle relationships.



These are all skills it takes a lifetime to master. It can help to have others evaluate how we're doing on them. If you'd like help working on your EQ (it can be improved, unlike IQ), give us a call.

Sincerely,

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"Nothing so conclusively proves one's ability to lead others as what one does from day to day to lead oneself." Thomas Watson (founded IBM)