

# The Enerpace PaceSetter

News as Individual as YOU are!

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June 2017

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Dear Subscriber,

Last month I told you about one of my Emotional Intelligence (EI) failures. Ever since then, I've been on the lookout for a "win" to share. It happened in a Starbucks of all places!

I was meeting with one of my amazing and talented clients before attending a meeting together. I ordered an iced tea. Plain. Black. Iced. Tea.

They didn't ask my name. A tea appeared on the counter. Nobody else was waiting. Nobody claimed it. I assumed it was mine and went back to my client. It didn't taste right, but we were talking and I ignored it. When we were leaving, I went to the counter and explained what happened.

The cashier proceeded to chastise me for taking someone else's drink. She said they announced the drink and the man who'd ordered it didn't hear them. Then I "TOOK IT"!

I explained I didn't hear that. There was no name on it. Someone was waiting for me, etc. Yet the Starbucks lady was adamant "YOU TOOK HIS DRINK!". I was getting angry by this point and a second away from giving it back as good as I was getting it. Then I took a breath.

What did I really want? My correct drink. (EI competency: Intrapersonal awareness). Where was the counter lady at? Blame and anger. (EI competency: Interpersonal awareness). What did she want/need? (EI competency: Empathy).

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I sighed and said "I'm sorry I picked up the wrong drink. I want my correct drink please". After telling me AGAIN about the heinous crime I committed, she asked what it was and gave it to me.

Should it be this hard? No. And truthfully a very large part of me wanted to go tweet #Starbucks for revenge. I settled for having a crazy story to share here instead.

Please, learn from my "recklessness" and verify your drink! :-)

Elene

p.s. THANK YOU times a million for all your generous donations to Alopecia/NAAF in support of my daughter Maria! We raised over \$4K and she won 1st prize. Here she is with some of the other top 10 winners.



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## Leadership Learnings

### To be a great leader, rethink your default behaviors

Deirdre Cerminaro, *Medium*



Time spent with the CEO of IDEO reveals key characteristics of EQ.

Great article on how EQ makes you a better leader with these

five default behaviors.

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## Career Management Corner

### Why Do People Quit Their Jobs, Exactly? Here's the Entire Reason, Summed Up in 1 Sentence

Marcel Schwantes, *Inc.*

## Upcoming Events

**All events are open to the public and listed in Central Time:**

**Thank you for participating in our Emotional Intelligence Webinar Series over the last several months. We hope to have more in the Fall.**

**If you missed Enerpace's previous Emotional Intelligence webinars, there's still a chance to see them.**

### June Webinar:

*"What's On Your Inner Playlist? Change the Tune & Create Sales Success!"*

[Recording](#)

### May Webinar:

*"Corporate Politics Secrets from the C-Suite!"*

[Recording](#)

### April Webinar:

*"Negotiating with Emotional Intelligence - Achieve More, Sell More!"*

[Recording](#)

### February webinar:

*"Influence Without Authority Using Emotional Intelligence"*

[Recording](#)

And, our offer of the EQ Group Action Session is still available. Learn **how you rate in all 15 Emotional Intelligence Competencies**, view your EQ results report and attend a 2-hour online workshop.

[Details](#)

This is why Enerpace Coaches work every day to create leaders that people want to work with, and work for!

IF you have a challenge in this area, let's talk!

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## Business Building Blocks

### What Separates the Strongest Salespeople from the Weakest

Steve W. Martin, *Harvard Business Review*



Read about interesting research on what makes a strong salesperson. And, you may be surprised by some of the findings.

Guess how many of these attributes require strong EQ?

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## Enerpace News

1. We hope you enjoyed our Emotional Intelligence Webinar Series. Our most recent one was on June 8th, "*What's On Your Inner Playlist? Change the Tune & Create Sales*



*Success!*". If you were unable to attend, you can still see the recording [HERE!](#) The recordings of the other webinars can be found on the sidebar of our newsletter as well.

We are taking the Summer off from webinars but we may be back in the Fall!

Don't forget, our offer of the [EQ Group Action Session](#) ! You can find out more information and register below. Learn **how you rate in all 15 Emotional Intelligence Competencies**, view your EQ results report and attend a 2-hour online workshop.

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2. Need some help to get out of a rut in your career and professional life? Read this article in the June 2017 issue of the *CFA Institute Magazine* and see what Enerpace has to say about the topic!

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3. Recently, Elene was a guest blogger for [The Prinz Law Firm](#). The article, "*What's Enough?*", discusses the views of executive women and what they can accomplish.

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## Enerpace Expert

### 4 Ways to Tame Your Negativity Bias

Anis Qizilbash, *Entrepreneur*



Learn why we sometimes lean towards the negative and how to train our brains to curtail those biases.

And in the process,

increase your EQ!

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## Cool Tools

### The 12 Best Pomodoro Timer Apps to Boost Your Productivity

by Sean Kennedy

EQ takes work!

We need to manage our time and energy reserves to be able to have bandwidth for interpersonal

awareness, empathy and other critical EQ competencies. The Pomodoro method can help remind us to take breaks and recharge.



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## Great Books

## **Leadership and Self-Deception: Getting Out of the Box**

by The Arbinger Institute



Those with high EQ are aware of their beliefs and what “stories they’re making up” around the behaviors and motivations of other people.

This book is life changing in helping us break free of that self-limiting box.

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## **Quotes You Can Use**

*"A man cannot 'directly' choose his circumstances, but he can choose his thoughts, and so indirectly, yet surely, shape his circumstances."*

James Allen (1864 - 1912)  
British Author of [As a Man Thinketh](#)

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Go to [www.enerpace.com](http://www.enerpace.com) to request  
a complimentary coaching consultation!

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