

# The Enerpace PaceSetter

News as Individual as YOU are!

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**March 2018**

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Dear Subscriber,

Did you know Chicago has a Women's NBA team? We do! Amber Stocks is the GM & Head Coach of the Chicago Sky team. Her leadership philosophy is summarized by this TEAM acronym:

- **Trust** your preparation to execute in crunch time
- **Empower** the team on the floor to make calls without a timeout
- **Affection** builds players up so they step into what's possible
- **Manage** expectations that not every shot will go in, so the team stays engaged and resilient

The final point really struck me. How often have you heard a leader acknowledge failure as a possibility up front? What kind of a coach gives a pep talk saying 'we might not make it'?

In my corporate life, we spent a LOT of time "window dressing" our forecasts and business plans. Any revenue miss required an action plan to close the gap. Sometimes business conditions had changed and there really was no way to hit our number with the current expense budget. How powerful it would have been to have an honest conversation and manage expectations, instead of creating a "gap closing plan" I knew wouldn't succeed!

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## Upcoming Events

[IIA Chicago Chapter 58<sup>th</sup> Annual Seminar](#)

Where in our lives today do we need to manage expectations? What needs to be said? Where are we receiving the behavior we tolerate instead of that we desire?

Spring is a time of rebirth and new beginnings! Seize the season and make it happen!

Happy Spring -

Elene

Monday, April 9th  
7-6pm cst in Rosemont

Elene & Enerpace will be speaking on "Corporate Politics Survival Guide – Secrets from the Top" for The Institute of Internal Auditors!

Now open for registration!

[Find Out More](#)

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## Leadership Learnings

### Which Behaviors Must Leaders Avoid?

Amy Jen Su and Muriel Maignan Wilkins, *Harvard Business Review*



Expect engagement and followership? Then avoid these behaviors!

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## Career Management Corner

### Job Seekers: Just Say No To These 10 Employer Demands

Liz Ryan, *Forbes*

Some requests you should expect – and how to handle them!



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## Business Building Blocks

### 6 Tips for Working Better with Freelancers

Carol Roth, *Bank of America Small Business Community*

With our current "gig economy", it's common to use contractors, freelancers and project workers.

Here are 6 areas where it's important to manage mutual expectations.

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## Enerpace News

1. In these changing times, we're seeing more women leaders in politics and in business. As a woman entrepreneur, Elene shares some of her thoughts in the article, "5 Things I've Learned About Being a Female Entrepreneur".

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2. Enerpace will be participating in the Union League Club Networking Extravaganza on April 17th. We will be showcasing Enerpace and all that we do! To find out more about the Union League Club, click below.

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3. Does it feel like things are changing faster than you can keep up? Want to increase your ability to operate in a "VUCA" (Volatility, Uncertainty, Change, Ambiguity) world?

Contact us to take the Leadership Agility Self-Assessment.

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## Enerpace Expert

### How Do Your Workers Feel About Harassment? Ask Them

Andrea S. Kramer and Alton B. Harris, *Harvard Business Review*



As leaders, do we know what culture our folks expect at work? When was the last time we communicated what OUR expectations are of them?

These experts give us a great place to start.

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## Cool Tools

### Interruption Tip Sheet

Andrea S. Kramer and Alton B. Harris, *Breaking Through Bias*

You may need to manage interruptions in order to manage expectations!



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## Great Books

### ***Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior, Second Edition***

by Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler, and David Maxfield



We know it's important to make folks accountable and manage expectations from the beginning.

So what happens when those promises are broken? This book provides tips on handling those broken commitments right when they happen!

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## Quotes You Can Use

*"Your present circumstances don't determine where you can go; they merely determine where you start."*

Nido Qubein (1948 - )  
American Lebanese-Jordanian Businessman,  
Motivational Speaker, and President of High Point University

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a complimentary coaching consultation!

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