

The Enerpace PaceSetter



We Grow Agile Leaders Who Grow Purpose-Driven Firms

September 2018

Dear Subscriber,

Susan Santiago, SVP Global Select & Franchise Operations for Hyatt Hotels, kicked off the new season of the Professional Women's Club of Chicago with a BANG! One of 6 children raised by a single mother, Susan worked her way up from Server to become the 1st female VP of Food & Beverage, the 1st female Area VP AND the 1st female SVP of all services! She shared 8 great career and leadership lessons with us, which I've summarized below in our Enerpace Expert section.

Yet what impressed me most were her responses during the Q&A session. Asked "Why are you where you are today?", Susan credited her mom who told her to be kind, genuine and sincere. Susan's mom advised her to "Touch their hearts, inspire them, and folks will want to do their best for you." How did she touch their hearts? She spent her first two weeks at any location on a listening tour. Susan met with every manager and asked "What can we do better? How can I support you?"

Whether we manage a team of 500 or lead a group of our peers, we can all apply Susan's empathetic approach. I'll begin! What can we do better with our newsletter? How can Enerpace support you best?

Please hit reply and let us know!

Elene

P.S. Be sure to check out Susan's career & leadership tips in the Enerpace Expert section below!



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Upcoming Events

From Big Dreams to Big Action: Set Goals that Work!

TUG (Tri-Cities Career Services), Monday, 10/8 at 6:30pm at the St. Charles Library at 1 South 6th Avenue, St. Charles. No registration required.

Join Elene as she presents "*From Big Dreams to Big Action: Set Goals that Work!*".

What's the difference between those folks who achieve their goals and those who don't? How come most of us end up setting the same New Year's Resolution year after year? Have a big goal to achieve but don't know where to begin? In this fast-paced and interactive session, we cover the answers to all those questions and more!

Learn:

- Why "New Year's Resolution style" goals rarely work
- Characteristics of good goals
- How to make goals truly motivating
- Common barriers to success & tips to avoid them
- A framework to make goal planning easier

We'll get you into action by using the process you've just learned to start moving forward on one of your very own goals!

[Find Out More](#)



Leadership Learnings

The 3 Things All Humans Crave--And How To Motivate Anyone, Anytime, Anywhere

Christine Comaford, *Forbes*

Leaders have the ability to provide what is necessary for folks to perform at their best. All they need to do is be aware of it and adjust accordingly.

What do your employees crave? What do you crave?

[Find Out More](#)



Career Management Corner

Why Self-Compassion Beats Self-Confidence

Kristin Wong, *NY Times*

Read about the negatives of self-confidence and the positives of self-compassion. Empathy applies to yourself too!

[Find Out More](#)



Business Building Blocks

5 Tips to Help With Successfully Employing Generation Z

Julie Bawden Davis, *OPEN Forum*

Interesting article on all that Generation Z has to offer and all that they are looking for in employment. Empathetic Leadership is part of it!

[Find Out More](#)



Enerpace News

1. Enerpace has been in business for over 16 years! Check out Elene's advice on being an entrepreneur in the article "*Advice and Words of Wisdom From Successful Entrepreneurs*".

[Find Out More](#)

2. In the article "*6 Ways to Prepare for a New Boss, From Real Women*", Elene and others offer actionable tips to adjust to a new boss.

[Find Out More](#)



Enerpace Expert

Susan Santiago, Hyatt Hotels SVP

Susan shared these career and leadership learnings at the PWCC luncheon on September 12, 2018:

1. If you want to grow professionally, you need to portray the next position. People need to SEE you in that role – the way you look, dress, talk, etc.
2. Be patient and have trust in yourself even when you don't get the position you want. It can lead you to something even better!
3. Your behaviors need to model your words. People will do what you're doing.
4. Hire people smarter than yourself and be comfortable as a leader to admit you do not know.
5. Embrace the opportunity provided by leadership to make a difference in the lives of your people.
6. Your voice as a female leader CAN impact corporate change.
7. Don't be afraid to be human and vulnerable. You'll get better results when folks know you on a different level.
8. Continue to learn as a leader and take risks. It's actually rewarding to learn something new!

[Find Out More](#)



Cool Tools

lovingkindness

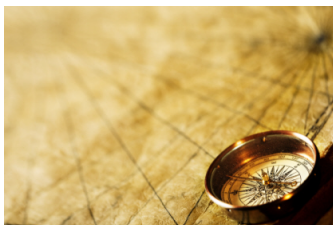
Angela Wilson, Kripalu

If you could choose only ONE activity to boost your empathy, what would it be?

Neuroscientist Richard Davidson found that participants who regularly practice a certain type of meditation show significantly more action in the empathy-centered regions of the brain than those who did not.

What's the secret sauce? A specific meditation style called lovingkindness.

[Find Out More](#)



Great Books

Applied Empathy: The New Language of Leadership

Great book with ideas and tools on how to use empathy in leadership and business.

Find Out More



Quotes You Can Use

"When you listen generously to people they can hear the truth in themselves, often for the first time."

Rachel Naomi Remen

Author, Professor of Alternative Medicine (1938 -)

Ready to learn more?

Go to www.enerpace.com to request

a complimentary coaching consultation!

Questions? Contact us today 1-630-832-4399



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