EMOTIONS AT WORK
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Celebrating organisations with the best HR practices.
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Do you think you can pass the stress test?
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YOUNG LEADERS
How involved are you in your child’s development?
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WHEN I landed my first job as a student, working in a supermarket, my manager advised that one of the keys to customer service was, “leaving your emotions at the door.” The customer is always right, they said, and regardless of our own feelings, we must endeavour to be polite, pleasant and accommodating at all times – even if the customer’s demands are unreasonable or unreasonable.

While I appreciated the sentiment that ‘Customer is King’, I felt the notion that customers are right all the time was a ridiculous one. Not only did it allow for customers to abuse the system in order to get their way, it was also obvious that asking humans to behave as though they are automatons is asking for problems to arise. The research into emotions in leaders and within the context of organisational psychology is a relatively new field. We’re only beginning to scratch the surface of how emotions work, discovering that they play a much bigger role in helping businesses – and people – to thrive than conventional wisdom previously suggested.

According to Dr Daniel Goleman, a prominent thought leader on emotional intelligence, “In a very real sense we have two minds, one that thinks and one that feels”. The idea that we can somehow leave our emotions “at the door”, it is, seems, as realistic an expectation as asking someone not to breathe during work hours.

In this week’s issue, Dr Eugene Tee of HELP University unravels the truth of emotions and how they affect us in the workplace. Organisations, he argues, are not rational, well-oiled machines – rather, they are often messy and complex. This, he says, is because organisations are made up of humans rather than cogs in an industrial machine. An obvious point, we might think, but one that is surprisingly glossed over by many organisations.

In furthering our understanding of how emotions work, we not only place ourselves in a much better position to create a well-balanced, innovative and engaged workforce, but we can also use our knowledge to the betterment of society as a whole.

TUNE IN

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How Are You Feeling?

Women are often said to be more emotional than men. Truth is, both men and women are emotional beings. The difference is that women tend to express their emotions more readily, while men often suppress theirs. Emotions are not necessarily bad. In fact, women are more sensitive in picking up people’s emotions and can turn around a situation pretty quickly. That also makes women more people-oriented than men who are often very task-oriented.

For other great leadership insights, including those by John Maxwell, visit www.leaderonomics.com. And if you missed any of our past issues, go to www.leaderonomics.com/publications and download for FREE!

CONCLUDING THOUGHTS

As empathetic leaders, don’t be quick to draw conclusions if you inadvertently catch your employees cry, especially if no death or job loss is involved. Instead, give them room to gather their composure before approaching them privately to really listen to what may be causing their tears.

An article in the UK’s Independent featuring the science of tears summed it best: “Tears are a positive representation of who we are. It demonstrates not only our deep emotional connections with our world – past, present, and future – but allows us to visibly celebrate that fact.”

Perhaps, that is what this portion of song lyrics mean in Teardrop by Massive Attack: “Water is my eye, most faithful mirror, fearless on my breath.”

Editorial

SANDY TILL NEXT WEEK,

SANDY

CONSIDERING OUR EMOTIONS

Women are often said to be more emotional than men. Truth is, both men and women are emotional beings. The difference is that women tend to express their emotions more readily, while men often suppress theirs.

Emotions are not necessarily bad. In fact, women are more sensitive in picking up people’s emotions and can turn around a situation pretty quickly. That also makes women more people-oriented than men who are often very task-oriented.

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The glitter and glamour of the event not only recognises the best Malaysia has to offer, it also helps businesses to place themselves on a pedestal and show that they are the place for young professionals to enhance their skills and develop their reputation as top talents.

Indeed, the HR Excellence Awards is one of Asia’s largest award shows dedicated to celebrating the achievements within HR profession, with winners setting the benchmark for the HR industry and recognised as the top performers not only in Malaysia but across the whole of Asia. If the past two years of the awards have proved anything, it’s that the standard of HR professionals throughout Malaysia is ever-increasing. This makes for a highly-competitive business community that seeks not only to improve within itself, but also works to transform the nation by driving the economy forward, helping Malaysia to take steps towards its goal of becoming a high-income, developed nation.

There’s no doubt that Malaysia is proud of its growing business community and the progress it continues to push forward year-on-year. The HR Excellence Awards is the ideal platform on which to show off the best of the best within the HR profession, and this year has highlighted the incredible work carried out by organisations throughout the country to improve employee engagement and cultivate best practice in the workplace. We’re sure that next year will present an even tougher challenge for the judges to sort through entries for 2016.

Well done and a hearty congratulations to all of this year’s entrants, winners and runners-up – the hard work for next year begins now. We’ll see you all at the next annual HR Excellence Awards event!

For more information, log on to www.humanresourcesonline.net/hre-awards/2015/my/winners/
Leaderonomics is proud to announce the opening of a new hub in East Malaysia, which will service Sabah, Sarawak and Brunei.

Even as we expand, our mission remains the same: to build people of every age and background into leaders, so that they can be positive and powerful contributors in the development of our nation.

Leaderonomics Borneo offers our world-class Corporate Services, Community and Media initiatives.

CORPORATE SERVICES
Our consultants work with you to create customised solutions and experiential learning experiences to propel your organisation to the next level. Our offerings include learning & development, talent acceleration, talent retention & engagement, and culture & performance services to help set your organisation on a sustainable path to high performance.

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We’ve taken on the mission of investing in the young leaders who will shape Malaysia’s tomorrow. We work with parents, schools and higher education bodies to impact and nurture our nation’s youth from age 8 upwards into young adulthood.

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We take content seriously. We produce leadership content in the form of print, digital, audio and video to bring you the best insights, ultimately in the pursuit of helping you grow.

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For more information on our services, contact our Borneo Business Development Director Onny Maathai at 011 3303 6278 or email onny.mathai@leaderonomics.com

If you are an educator, business owner, HR leader or just passionate about helping others grow to their fullest potential, we want to partner with you!
IHS GLOBAL MALAYSIA’S LATEST WIN IN HR SPACE

The IHS human resources (HR) team also picked up two bronze awards in the Excellence in Innovative Use of HR Technology and Excellence in Talent Management categories.

Shankar Nagalingam, APAC HR director-talent management, cited that he is very proud of the HR team in Malaysia who have the capabilities to support both regional and global operations. His team focuses on building operations excellence and enhancing customer experience.

A SHOWCASE OF HR SYNERGY

The HR team in Malaysia continues to develop and attract high-calibre talents through its innovative and proactive strategies. According to Shankar, when new hires come onboard, the HR team and the business leaders take accountability into their entire life cycle at IHS.

In terms of diversity and inclusion initiatives in Malaysia, IHS has firm support from its corporate leaders and IHS managing director, Vimi Ramasamy.

Shankar Nagalingam, APAC HR director-talent management

Their HR team continues to spearhead initiatives to promote innovation, creativity and remove any bureaucracies that exist in the system. Shankar said: “I am encouraged with my team that continues to lead best practices and strives on being among the best in class in our brand, talents and great place to work efforts. We have great collaboration amongst the business leaders. We are very proud of the strong colleague engagement scores we have in IHS Malaysia.”

In IHS, feedback is taken seriously and every decision matters. As the premier provider of global market, industry and technical expertise, IHS understands the rigour that goes into decisions of great importance, guiding customer with solutions that matches the scope of their needs.

To know more about IHS, visit www.ihs.com

MEDITATION, MINDFULNESS AND SUCCESS

By CHRIS ROEBUCK
training@leaderonomics.com

The old adage “Keep calm and carry on” used in the United Kingdom during World War Two is now underpinned by real scientific research that supports the ideas behind mindfulness and meditation.

These confirm that meditation and thoughtful reflection on a regular basis does change the way your brain works. Harvard Business Review now reports neuroscience evidence on physical changes to the brains of those practising meditation and mindfulness.

THE NEXT BIG THING?

While mindfulness is now sweeping the corporate world as the “next big thing”, its foundation is not new, but lies in the thousands of years of study and practice of meditation and other reflective techniques across the world.

My visits to countries around the world, where a significant proportion of the population have been trained in these techniques through religious or other activity, e.g. Myanmar, confirm to me that these societies have a level of calmness, reflection and awareness of the impact of their actions on others.

A COMPLEMENTARY TOOL?

Mindfulness in the corporate world is not a silver bullet as some seem to make it out, but it is a powerful additional tool to help both employees and leaders take a different and more insightful perspective on what is happening around them, and how to respond to it.

This leads to the “taking a step back” and “helicopter vision” that we often refer to and which the best leaders have been using naturally for years.

Mindfulness, and indeed elements of meditation, provide us with a tool to help other leaders who may not naturally have this skill to develop it effectively.

By itself, it is not going to make you a great leader without other key elements such as the ability to engage others, to be effective, ethical and entrepreneurial, but it helps improve the impact of those abilities by making more thoughtful and better decisions.

The increasing body of evidence about the positive effects of mindfulness and meditation now means that it can no longer be dismissed by some as “hippy rubbish”.

The other criticism that it is too complicated and time consuming for the “real world” is also now disproved as positive results can be seen more regularly to close your eyes, take a few deep breaths and reflect on what’s really important or the best thing to do in a situation for everyone (not just yourself) and for long-term benefit (not just a short-term fix).

To Chris Roebuck (www.chrisroebuck.co) is a senior faculty at Leaderonomics and a visiting professor of transformational leadership at Cass Business School in London. He is a sought-after advisor and the developer of Mach 2 leadership – the combination of entrepreneurial, engaging, ethical and effective leadership. To engage Chris for organisational work in your organisation, email training@leaderonomics.com

CONCLUDING THOUGHTS

In the end, we all know that taking a step back, having time to reflect and thinking of the wider implications or big picture does help us make better decisions.

Meditation and mindfulness help us do that even more effectively when the situation requires it.

So even if you don’t fully embrace mindfulness, at least take a little time out more regularly to close your eyes, take a few deep breaths and reflect on what’s really important or the best thing to do in a situation for everyone (not just yourself) and for long-term benefit (not just a short-term fix).

By Chris Roebuck (www.chrisroebuck.co) is a senior faculty at Leaderonomics and a visiting professor of transformational leadership at Cass Business School in London. He is a sought-after advisor and the developer of Mach 2 leadership – the combination of entrepreneurial, engaging, ethical and effective leadership. To engage Chris for organisational work in your organisation, email training@leaderonomics.com

WE ALL KNOW THAT TAKING A STEP BACK, HAVING TIME TO REFLECT AND THINK OF THE WIDER IMPLICATIONS OR BIG PICTURE DO HELP US MAKE BETTER DECISIONS.

By Chris Roebuck
training@leaderonomics.com
The Social glue that makes or breaks teams?

Should we really leave our emotions at the door?

By Dr Eugene Y T Jee

D

o you often experience the following? When you are in a meeting with your team, you feel happy and excited because the company is doing well. However, as soon as you enter into the boardroom, you start feeling nervous and stressed out. You feel like you are back in high school, and you want to hide under your desk to avoid being noticed. This is a common occurrence in the workplace, and it is caused by the social glue that makes or breaks teams.

Social glue is the emotional bond that exists between team members. It is a result of the emotional connections that are formed during team interactions. Social glue is essential for effective teamwork, as it helps to ensure that team members work together to achieve common goals.

The social glue that makes or breaks teams is influenced by several factors, including:

1. Emotions: Emotions play a crucial role in the formation of social glue. Positive emotions, such as happiness and excitement, can strengthen social glue, while negative emotions, such as anxiety and stress, can weaken it.
2. Trust: Trust is another important factor in the formation of social glue. When team members trust each other, they are more likely to work together towards common goals.
3. Communication: Effective communication is essential for the formation of social glue. When team members communicate effectively, they are more likely to form strong emotional connections.

Managing emotions in your organisation

Managing emotions in your organisation is essential for effective teamwork. Here are some tips to help you do this:

1. Recognise that emotions influence team dynamics: Emotions have a significant impact on team dynamics. Understanding the influence of emotions can help you manage them effectively.
2. Create a supportive environment: Creating a supportive environment is essential for managing emotions in the workplace. This can be achieved by creating a positive and safe environment where team members feel comfortable expressing their emotions.
3. Encourage open communication: Encouraging open communication is essential for managing emotions. This can be achieved by creating a culture where team members feel comfortable sharing their emotions.

In conclusion, managing emotions in your organisation is essential for effective teamwork. By recognising the influence of emotions, creating a supportive environment, and encouraging open communication, you can help to strengthen social glue and improve teamwork.
THE IMPACT OF EMOTIONS

SAVE YOURSELF FROM HEADACHES BY LEARNING TO UNDERSTAND THE EFFECTS OF EMOTION

By JUSTIN OOI

editor@leaderonomics.com

A... you heard the song Sunday Bloody Sunday by U2? Sometimes, it feels more like “Monday Bloody Monday” at the start of certain weeks at work. Conversely, have you ever had an extremely busy workday but felt strangely energised at the end of it? Situations are often neutral, but our perceptions and emotions towards them seldom are. This year we’re seeing more budget cuts, voluntary separation schemes and organisation restructuring due to the economic climate. The resulting stress can affect our emotions and, in turn, our productivity.

HOW DO EMOTIONS AFFECT OUR WORK PERFORMANCE?

Happy workers are productive workers. A recent study by economists at the University of Warwick found that happiness led to a 12% spike in productivity. Happy employees feel motivated to do more and raise the quality of their work. A recent study by economists at the University of Warwick found that happy workers are productive workers.

If your workplace is filled with rain-dos” to complete for the day and focus on our job performance and satisfaction. Since there’s no such thing as a perfect company, decide what you can do to affect company, decide what you can do to

In this era of multitasking (read: organised chaos), there are more than a dozen tasks to complete in each day. Learn to differentiate what’s urgent versus what’s important. Personally, I pick about three “must-dos” to complete for the day and focus my energy on them. The rest, I consider a bonus if I complete them too. The sky usually doesn’t fall despite having some leftover tasks.

Table 1

<table>
<thead>
<tr>
<th>Emotion</th>
<th>Positive</th>
<th>Negative</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confidence:</td>
<td>I've handled projects like these successfully.</td>
<td>My boss trusts me.</td>
</tr>
<tr>
<td>Satisfaction:</td>
<td>My boss treats me.</td>
<td>Others are micromanaging me.</td>
</tr>
<tr>
<td>Calmness:</td>
<td>We can complete this urgent task together.</td>
<td>Others are dumping work on me.</td>
</tr>
<tr>
<td>Excitement:</td>
<td>We're launching a new product.</td>
<td>I hate these endless reports.</td>
</tr>
<tr>
<td>Joy:</td>
<td>I finally got that promotion!</td>
<td>I didn't get that promotion!</td>
</tr>
</tbody>
</table>

1. EVALUATE

If you’re worried, panicking or angry, stop for a minute or two to think. Why am I feeling this way? Is it worth the angst? Are there any other actions or ways to communicate that would be less stressful but still reach the goals?

It’s during such stressful moments that we don’t seem to have a minute to spare, that it’s essential to interrupt our emotionally-charged state of mind with rational solutions instead. Writing down these solutions may save us from hours or days of headaches later on.

2. PRIORITISE

In this era of multitasking (read: organised chaos), there are more than a dozen tasks to complete in each day. Learn to differentiate what’s urgent versus what’s important. Personally, I pick about three “must-dos” to complete for the day and focus my energy on them. The rest, I consider a bonus if I complete them too. The sky usually doesn’t fall despite having some leftover tasks.

3. ASSERT YOURSELF

Some unhappy souls constantly get bullied at work because others know they can get away with it. Being assertive is not about being rude but asking others to be reasonable. For example, “Yes, I can help edit your presentation, but I would appreciate that you prepare your initial draft first.”

4. CHOOSE YOUR BATTLES

An outspoken senior colleague once declared as he stormed out of our boss’s office, “I won the argument, but I lost the war.” We should stick with our principles. But if it’s just minor details, it’s best to compromise. It’s wiser to save your cards for bigger matters such as negotiating annual KPIs (key performance indicators), budgets, pay raise, etc.

5. FORGIVE OTHERS

People sometimes say or do things at work which anger or frustrate us. It may be hard to forgive, especially if the offended was done intentionally or in an underhanded manner. Don’t be a doormat; confront the offender in the most professional manner possible.

However, whatever the outcome, do yourself a favour and forgive others. Why? As a famous phrase goes, “Unforgiveness is as effective as drinking poison and waiting for the other person to die”. Let toxic grudges go and give cheers to your emotional health instead.

CONCLUDING THOUGHTS

These suggestions are based on the concept that emotions are by-products of our thoughts. It’s true that emotions are hard to control at times but we can change the way we think, and thus manage our emotions which influence our job performance and satisfaction. Since there’s no such thing as a perfect company, decide what you can do today to make your office a happier place.

If you do find a perfect company, please don’t join it, as it would no longer be perfect. It’s healthy to take your job seriously, but don’t take yourself too seriously – life really is too short.

Justin Ooi has over 13 years of experience in corporate communications and marketing. His professional experience provides him with insights on building brands and reputation through strategic engagement with critical stakeholders. To connect with him, email editor@leaderonomics.com
By LLOYD GREEN
editor@leaderonomics.com

INSPIRATION can be found in many ways, it can be shaped by many people.

But when inspiration is presented in the form of Kiran Bedi, voted India’s most admired and trusted woman, you know it must be making a real difference.

In her guise as a social commentator, activist and author, Bedi is a champion of serving the community, having pioneered 35 years of tough, innovative and welfare policing in the Indian Police Service. This has been combined with numerous years of entrepreneurship, as well as establishing non-profit organisations that reach out to children, women and adolescents in need of education and skills development.

Bedi is a disciple of humanity. As someone once wrote, “She has the discipline, strength, determination, resolve, resilience and non-violence of Mohandas Gandhi.”

Enjoying freedom of expression since retiring in 2007, Bedi is now relishing the chance to share her wisdom with others, penning best-selling books and inspiring a generation of people from all around the world.

HUMANITY AND TRANSFORMATION

Speaking on a topic close to her heart — that of transformation — Bedi shares how humanity has the ability to reshape our world.

“Transformation is not quantum but it is quality. We focus on one person at a time, and we should reach out to those who genuinely need us,” Bedi says.

“Transformation is about filling vacuums. It comes from within. We transform by doing, in spirit and in emotions.”

As India’s first and highest-ranking woman police officer, Bedi dedicated her life to transforming the well-being of others. Since joining the police service in 1972, she held numerous high-ranking positions in the fields of narcotics, traffic management and VIP security, as well as being inspector-general of prison, Tihar Jail, where she championed long-lasting reforms that have changed the face of the Indian correctional system.

In the face of adversity, she demonstrated a tenacity like no other. She was known as “Cane Bedi” for her extensive use of cranes to tow cars which do not comply to authorised parking spaces, without fear or favour.

Reflecting on her career, Bedi believes reform manifests itself in quality. She suggests, through her police and philanthropy work, that providing a means of filling a void in society has been the best way of reconnecting outcasts with the rest of the world.

SPIRIT OF GIVING

“The world is clearly divided between the ‘haves’ and the ‘have-nots’. And each ‘have’ has enough to give to the ‘have-nots’ provided they believe in giving,” she says.

She goes on, “I was in a position of influence as a police officer. I made my influence into influence for others, and I believe the world has enough compassion for the have-nots.”

“Look at the way people are now migrating from one continent to another. Why are they migrating? It’s a movement from the ‘have-not’ to the ‘have’. And there’s a reason for the have-nots... nothing but corrupt and bad governance.”

“You and I may not be able to transform the political leadership, if the civil servants in a position of influence and affluence can come to the spirit of giving, then there’s enough to share around.”

SOWING GOOD SEEDS EARLY

Bedi says leadership plays an equally important role in carrying out change, and is passionate about the importance of instilling leadership qualities in people from a young age, rather than waiting until they are in positions of influence.

“If we really want the right leadership, then we must sow the right characters at the school level. We need to sow seeds of compassion, giving, discipline, and integrity,” she says.

“We shouldn’t think leadership comes late or that leadership is outside of ourselves. If we have the habit of sowing good seeds at school level, imagine the impact when a leader grows up passing on the same skills to others.”

RELENTLESS SERVICE AND RECOGNITION

Bedi’s two non-profit organisations — Navjyoti for welfare and preventative policing, and India Vision Foundation for prison reforms, drug abuse prevention and child welfare — have maintained her 40-year service to the community.

As a result of her tireless dedication, Bedi has received numerous accolades over the years highlighting her illustrious stature among modern day leaders.

Bedi has received numerous accolades over the years highlighting her illustrious stature among modern day leaders.

Her list of achievements include being awarded the UN medal for her role as Civilian Police Advisor to the UN Peacekeeping unit in 2004, and receiving the Mother Teresa Memorial National Award for Social Justice in 2005.

PERSONAL INSPIRATION

Bedi is grateful that she has had the opportunity to transform the lives of many.

“I need no inspiration. I just need to be myself. A fruit-bearing tree is not taught to bare fruits. It is only natural for it to bear fruits,” she says.

“For me to think positively, being of value to others and getting up every day to serve others is an inner habit that keeps me doing what I do. It’s an attitude.”

“It’s just the right thing to do. As that was the way I grew up and was taught, that’s the way I believed, so that’s the way I practised my belief. That is what gives me joy, and I see it works tremendously.”

Catch an impressive line-up of global transformational leaders live at the 2015 Global Transformation Forum on 21–23 Oct 2015 at the Kuala Lumpur Convention Centre in KLCC, where Bedi will be speaking on Day Two of the forum.

Key speakers include Datuk Seri Idris Jala, chief executive officer of Femandu; Helen Clark, administrator of the United Development Programme and former Prime Minister of New Zealand; Goh Chok Tong, former Prime Minister of Singapore, and Arnold Schwarzenegger, former Governor of California, actor and bodybuilder.

A first of its kind, this forum brings together key policymakers, global leaders, corporate mavericks and experts onto one stage to promote sharing of best practices and approaches on how socio-economic transformation can effectively take shape in a global environment.

For ticket and event information, visit globaltransformation.com
A leader’s role can get a bit messy. We all know it’s not just about leading by example, living your values, and giving pep talks.

A leader must also be able to identify her team’s weaknesses and find practical solutions. In my experience with organisations, a very common vulnerability is the frequent breakdown of dialogue. Why can’t we connect? Why is there so much conflict? How will this project ever move forward? I spoke with my colleague George Kühn, professor of Leadership and Organisational Behaviour at one of the world’s leading business schools, the International Institute for Management Development (IMD) in Switzerland, about what gets in the way of healthy, worthwhile dialogue — the kind of dialogue that ensures work gets done and measurable progress is made.

I’ve summed up his responses below. When dialogue is great, it allows participants to discover a greater truth. This can be done between two people, or among a whole group of individuals. But to arrive at that greater truth, both sides have to meet certain criteria and not engage in blocking behaviour. There are various ways to impede useful dialogue, which I break into two categories, primary and secondary.

PASSIVITY

This is simple. If one party is passive, that party is not engaged, and a real dialogue just won’t be possible.

For example: Prepare yourself to be fully present for a dialogue. Remind yourself to put your phone away, make eye contact, and sit still. Focus on what the person is saying, not what you’re about to say.

DISCOUNTING

Whenever there are putdowns or disrespect floating through a conversation, its participants are being discounted. Being respectful is an essential part of dialogue, as is not being taken hostage by a discount, which can happen in a second. For example: Plan your words carefully. Think about how you sound. “Well I just don’t get it” can be taken as a discount. It would probably be wiser to say, “Can you explain this idea a bit more?”

REDEFINING

Not answering questions or blocking them is also called redefining a transaction. This never works for having a great dialogue. And how many meetings are filled with people who don’t answer questions?

For example: People may react to how a question is asked, not the question itself. If asked with a gruff tone, people may shut down, tune out, become defensive, or change the subject. Notice your mindset. If you’re angry or frustrated, take a moment to get into a neutral state before starting a difficult conversation.

OVER-DETAILING

Giving more details than actually are necessary. Now if you think about meetings... and you think about limiting the amount of details shared in them, the amount of time you could save would be incredible.

For example: Know when to cut your answers short. If a colleague asks how a call went with a particular client, and you feel yourself ready to vent, take a breath and remember it’s not the time.

AND FINALLY, THE FOUR-SENTENCE RULE

It’s become pretty clear that a person can really only maintain maximum full attention for only four sentences. Whenever you’ve gone beyond four sentences, be aware that the listener’s brain is on over-alert, and he or she is probably getting exhausted.

For example: If you want to be heard, keep your statements concise. When someone has to expend a lot of energy to listen, they tend to just shut down. Your potential for a great dialogue is immediately lost.

And then there’s what I call secondary blocks – generalisation, rationalisation, exaggeration, and lack of honesty. These also get in the way, but to a lesser degree. Watch out for them.

But when you work to eliminate these primary blocks – over-detailing, redefinition, discounting, and passivity – you will start having much better dialogues. Try it!
A  young professional looking to climb the ranks quickly, it’s paramount that I be in touch with the pulse of what’s happening around me. That means understanding the entire ecosystem that I’m a part of and being able to adapt to thrive inside it.

The downside, however, of making yourself visible to others is that you are very much in the spotlight.

People are going to watch you closely when you’re ambitious. The question they are asking themselves is, “Would I follow this person into battle?”

So ensure the answer to that question is “yes,” you need to show them a calm, capa
able and yet courageous demeanour. You must be in control of your emotions and be able to discern when to display them. With that in mind, let’s explore different expressions of emotions in the workplace and assess some of their pros and cons.

1 HAPPINESS

Some days I make a point of showing up to work happy. I smile when I come in. I say “good morning” loudly. I only have a small team at the moment, but I can guarantee that on days like these the likelihood that my staff will ask for time off will double, or my boss will come in and remind me about that really tedious report we need to submit next week.

WHAT’S GOING ON?

Every boss has things they don’t like to do: for example, as an Australian, I’m conditioned to take my annual leave in chunks.

But in Malaysia, staff seem to prefer taking long weekends as often as possible, so I tend to ho and hum when some
one asks me for next Monday off.

By showing up to work in a great mood, I give my colleagues the chance to broach these kinds of topics with me in a more comfortable space; and even though I still cringe on the inside, I make an effort to smile and say “sure.”

Nobody’s in a great mood all the time, so being happy to the point of being idealistic may give people a pause to con
der how genuine you really are.

Being yourself is important – authen
ticity is of vital importance as a leader.

By showing up to work happy, I smile when I come in. I say “good morning” loudly. I only have a small team at the moment, but I can guarantee that on days like these the likelihood that my staff will ask for time off will double, or my boss will come in and remind me about that really tedious report we need to submit next week.

WHAT’S GOING ON?

Expressing anger at work is compli
cated. If you care to Google it, you will find some very interesting studies which have shown that men and women are perceived differently when they express anger in the workplace.

For men it confers an advantage. It shows passion. For women, it seems to create the impression that they can’t control their feelings.


A reality we need to deal with.

Unfortunately, yes.

Expressing anger is the emotional equivalent of dropping a large rock in a pond. You can only drop the rock, but the waves created by that action is entirely out of your control.

3 DISAPPOINTMENT

“I’m not angry, I’m just disap
pointed” is the line we all dread to hear.

As much as anger can upset a person, they will usually write it off as a knee-jerk reaction. Disappointment, on the other hand, really sticks with you.

When someone respects their boss, an expression of disappointment is going to have a huge impact.

I’ve seen people stay up all night redrafting proposals and dropping every
thing to take a second shot at a piece of work in order to make amends.

WHAT’S GOING ON?

The relationship between managers and staff members is deep. Everything from promotions to pay rises to opportu

tunities for growth stem from bosses’ feedback about their employees. That means when expectations aren’t met, staff will take it very seriously.

As a manager, if you are going to let someone see that you’re disappointed in them, you’d better be more than sure that you’ve set them up for success. Very often managers set their staff up to fail

ure by providing inadequate support or clarify on what’s required.

Turning around after that and saying you’re disappointed is a sure-fire recipe for disaster. Don’t be surprised if you see resumes spitting out of the office printer if you’re this kind of boss.

4 PASSION

Passion is infectious. When you work for someone who’s passion

ate about what they do, you often feel connected to something bigger than yourself.

Passion gives you a sense of purpose in your work that no amount of goal-setting and mid-year performance reviews will ever achieve.

WHAT’S GOING ON?

Showing passion for what you do helps you cross that line between man

agement and leadership. When you really believe in what you’re doing, you have a certain inner buzz, energy and enthusi
asm, which others will find infectious.

When you can communicate your pas
sion to others, they will follow where you lead.

As with all things, it’s important not to be a constant bubbling pot of emotions, otherwise peo

ple will get passion fatigue.

But when used in the right place at the right time, showing your passion will inspire the people around you to follow you straight into Mordor if that’s what you’d ask of them.

IN CONCLUSION

It’s really worth reading up in your own time on the benefits and drawbacks of showing emotions at work. There are all kinds of ups and downsides to it that merit thought and consideration.

The most important skill you can cultivate as a young leader is awareness of your emotions. That’s the first step in learning how and when to display them to the best effect.

And don’t be discouraged if you’re hav

ing a bad day and snap a little. Nobody’s perfect.

Showing your emotions at work

HOW ARE YOU TODAY?

In the world of work, showing your emotions is the equivalent of dropping a large rock in a pond. You can only drop the rock, but the waves created by that action is entirely out of your control.

When someone respects their boss, an expression of disappointment is going to have a huge impact.

I’ve seen people stay up all night redrafting proposals and dropping every
thing to take a second shot at a piece of work in order to make amends.

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PARENTS, HOW INVOLVED ARE YOU? IF GROWING UP TO BE A LEADER IS SO IMPORTANT, WHY DO WE LEAVE THE TEACHING OF OUR CHILDREN TO OTHERS?

By JEAN SELVAM

DES the level of parental involvement in a child’s life affect their ability to become leaders? Let’s take a step back and consider this: does parenting and leadership go hand-in-hand? It is a known fact that being a parent is one of the toughest jobs in the world. Every parent wants their child to be happy and grow into an intelligent and successful person. That’s a lot of pressure for anyone to handle.

At the same time, being a good leader at work is difficult as well because he or she also wants their employees to be happy and grow into responsible people who contribute towards the success of the organisation. Can you see the similarity?

VISION
Parenting and leadership certainly go together because there are many overlapping qualities to these two aspects. First and most importantly, parenting and leadership require a vision. Having a vision of success is pertinent to the development of your child or employees, because they will ultimately look up to you as the parent or leader for guidance and support.

They will pick up on your beliefs and level of energy, particularly in overcoming challenges in order to achieve their success.

PASSION
Additionally, being a parent and a leader requires passion, determination and commitment. These three qualities are meant to be the driving force when dealing with your children or your people. As a parent and a leader, you are already determined and committed to the growth and progress of your children and your people. Having the passion to be great at this gives you the heart and the motivation to continue on.

COMMUNICATION SKILLS
Last but not least, being a good parent and a leader means having great communication skills. It is such a cliché thing to say, isn’t it? But the question is, what is required to have a clear, consistent, two-way communication? People often miss the importance of having good rapport with someone, listening and providing feedback, and ultimately taking accountability and dropping the blame game. You need to learn and practise these basic skills before having great communication with your children and your employees.

How else would you as a parent and a leader be able to build trust, instill confidence and inspire your children and your employees to accomplish their goals?

CONCLUDING THOUGHTS
So going back to the question at hand, does the level of parental involvement in a child’s life affect their ability to become leaders? Yes, it certainly does.

A report by the Council of Economic Advisers in United States states that “Teenagers are most successful at meeting today’s challenges if they have close bonds with their parents. Young people are most likely to avoid dangerous or destructive behavior when they are closer to their parents. Similarly, teens who are closer to their parents are more likely to be successful in school.”

Ultimately, children are most likely to be successful and great leaders when parents are able to remain connected and develop a strong family bond.

Jean is a qualified family therapist and is passionate about working with parents, children and youths from diverse backgrounds. Check out her upcoming parenting workshop this October at HELP University. For details, email jean.selvam@leaderonomics.com or visit: www.leaderonomics.org/parentworkshop

Do you find connecting with your teenager to be a struggle? Do you try to find common ground but find yourself constantly stuck in a rut?

UNLOCKING THE BARRIERS OF COMMUNICATION with Your Teens

10 OCTOBER 2015 (SATURDAY) 2PM-4PM | 31 OCTOBER 2015 (SATURDAY) 10AM-12PM

@ HELP University

EVENTS IN OCTOBER

MASTERS OF WEALTH 2015

Nov 10–11, 2015

One World Hotel, Petaling Jaya

Organised by Success Resources Malaysia Group, this two-day event will feature the author of bestselling book Rich Dad Poor Dad Robert Kiyosaki with a panel of speakers who will prepare you with the financial education which you were not taught in school.

An event not to be missed! Find out more at www.mastersofwealth.my

MALAYSIA HR AWARDS

Oct 29, 2015

Sunway Resort Hotel & Spa, Petaling Jaya

Look out for the upcoming 15th Malaysia HR Awards presentation, organised by the Malaysian Institute of Human Resource Management (MIHRM).

The Malaysia HR Awards will be presented in 8 categories:

- Employer of Choice Award
- SME Best Employer Award
- MSC HR Innovation Award
- HR Best Practices Award
- HR Leader Award
- HR Manager Award
- HR Specialist Award
- HR Best Student Project Award

Those interested to be part of this awards presentation are invited to make reservations via the secretariat office (MIHRM) 03-7955 6536.

Also next week

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