

Welcome to the thirty-fourth edition of Jennifer Selby Long's *Traveling Light*. Are you blessed with the talent and opportunity to lead? *Traveling Light* will skyrocket your impact and lighten the load in your life. It's based on the work of executive coach and management consultant Jennifer Selby Long.

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The Unexpected Way to Build Trust, Confidence, and Interaction

Two weeks ago on my blog, I posted a list of top ten best practices in current economic conditions. Today I'm going to dive a little deeper into the third, from an unexpected angle. On the chance you haven't memorized the list just yet, the third item is, "Daily efforts to build trust, confidence, and interaction with employees."

I've chosen this because this economy calls for a fresh approach, not just the obvious and tired methods of interacting with employees. The best leaders are also grappling daily with the powerful human need for authenticity, to have complete integrity between who you are on the inside and what you do on the outside.

This wave of expanding conscientiousness (or consciousness, for those who are more spiritually-oriented) will continue and I believe it is the beginning of a massive global transition, not just a trend triggered by the financial meltdown.

As such, leaders are rightly questioning their tried and true "corporate" methods of connecting with others and are searching for more open and authentic ways to communicate. It's time to look around you, think through your own experiences, and create authentic and fresh ways to build trusting relationships and stay connected.

A client of mine did just that. Although in this example she was the employee reaching out to her former boss, notice the authentic and unconventional subject matter, and consider how you might also communicate in an authentic way for you, in all of your working relationships.

Several years ago, this client was going through an emotionally gut-wrenching time. At the time that she started her new job, although no one could see this from the outside, she was emotionally wrung out, untrusting, and taking anti-depressants to help her cope with her day-to-day feelings.

Her new boss was perhaps the most objective individual she had ever met, and he certainly wouldn't have passed any "warm and fuzzy" test with flying colors. She noticed throughout the years that she worked for him that he most genuinely didn't see anyone's color, gender, ethnicity, or age. He was not dramatic. He was certainly not exciting. He only saw results or lack of results.

My client is excellent at producing results, and her boss' objectivity, stability, and consistency created the perfect environment for her to recover and get back on her feet. She excelled.

She recently realized that he had no idea the difference he had made in her career and her life. Their career paths had moved them into different industries, so she realized that if she didn't make it a priority, he would never know.

She booked an appointment and came to see him in his new business, where she told him the story of what she had been going through when she first worked for him, and thanked him for creating the perfect environment for her to recover and become the leader she is today.

As he is so outwardly unemotional, it took a lot of courage for her to directly tell him this. He was surprised and happy. She just wanted him to know what he had done, what a difference it made, and how much she appreciated it.

As she told me, "Thank the people who've made a difference. It's good karma." We could use some good karma. Who has made a difference in your business? In particular, how has your team made a difference? Have you thanked them from a place of genuine appreciation? Giving them a raise doesn't count. *Use words, too!* Make the effort.

If this particular way of communicating just doesn't feel authentic for you, spend some time determining a way that does feel authentic. It doesn't cost a dime, and especially if you're usually not expressive, it will go a long way toward building trust, confidence, and interaction with your employees and everyone else.

News

Fans of travel writer Rick Steves, and anyone considering a trip to Spain, can hear me share my favorite tiny Spanish whitewashed hill town on his radio show, "Travel with Rick Steves." I'm a huge fan of his, and it was so fun to be a guest on his show! He's every bit as nice live as he is on his TV program.

Just go to http://www.ricksteves.com/radio/radio_menu.htm to see when the Spain episode will be aired on your local radio station.

Was I the only one standing up in my living room, entirely alone, cheering and clapping at the end of Barack Obama's inauguration speech -- as if I were right there in the crowd? What an amazing and historic day.

Selby Group is on the move! We're back in Oakland after three years in San Francisco.

In November I had realized that I needed to find more time for my writing, but I didn't want to compromise the time available for my coaching and consulting clients. The no-brainer solution was to eliminate my commute (sometimes the obvious solution really *is* the best solution).

However, I was bound by the lease through mid-June.

Enter the dynamic young entrepreneurs in my building – within weeks, two different business owners approached us about taking over our lease to accommodate their fast-growing businesses. The winner moves in February 1. Perfect timing!

The new Selby Group phone number is:
(510) 595-3800

Our new mailing address is:
3871 Piedmont Avenue, #66
Oakland, CA 94611

I'll be out of the office January 29 – February 1, participating in my first Association for Psychological Type International board meeting in Dallas. I'll also have an opportunity to meet many members of the vibrant local chapter there.

The APTi conference also takes place in Dallas, August 5 - 9, and it's going to be an amazing development experience, so mark your calendars now and take advantage of the special room rate.

Four hundred and fifty professionals who use psychological type in their businesses will converge in the beautiful Dallas Fairmont hotel, along with top Jungian scholars, to further our knowledge about the constructive and ethical use of differences. To learn more about the conference, click on <http://aptinternational.org/content.asp?p=133>.