

## **Emotional Management by Dacia Wiegandt, Inner-Circle N.S.D**

Managing emotions is so important in running your Mary Kay business!

Working with woman can be challenging. We work with so many different personalities. This is a business where we're selling a dream. We have to be consistent with our attitude. We're being watched from all angles!

Ex. In Miami I deal with many different backgrounds, cultures, and different personalities!

This is a business and you have to learn to get a grip on your emotions. When you work, take the emotion out of it. I don't mean that you don't care for other's feelings. But just like men go to work and don't take the emotions to work, we have to do the same! Mary Kay would say, "You want to have the heart of a woman and the head of a business man!"

As Sales Directors this is one of those skills that falls into the make or break category.

Your people will come and go. Your peers will come and go. Sometimes even your mentors will come and go. You can't put your dreams in someone else's hands. Don't attach your dreams to someone else.

The velvet curtain has been lifted and you will now be exposed to things that your director protected you from as a consultant. **KEEP YOUR EYE ON THE PRIZE, PUT YOUR BLINDERS ON, AND FOCUS ON WHAT YOU WANT.** Even in Mary Kay, human nature is human nature.

Would you agree with me that there's probably someone in every single occupation that hasn't done well while others did? So, if you see people come and go, you can't let it rock your boat. Most of the time, her lack of success has more to do with her personal situation than Mary Kay. And the scoreboard never tells the story behind the numbers, so you can't just assume the worst. Ask yourself a

question. Have you worked with someone at another job who failed or quit? Did her quitting keep you from being successful at your job? The same is true of your position as a Mary Kay sales director. We each have our own opportunity. You must choose to take advantage of YOURS and not allow yourself to be distracted by what other people are doing around you!

## **10 ways to handle your emotions**

**1. Pray for wisdom and diligence-** Ask God to help control your emotions and to be able to handle different personalities.

As a believer of Christ, prayer has been my avenue!

Start your day in prayer and devotion to help with handling your emotions.

**2. Attitude-**Your attitude is the KEY TO SUCCESS! It has to be CONSTANT! --When you wake up, when you're on the phone, at appointments, at classes, talking with con, directors, and with your NSD's.

For example, a consultant acts in a way you wouldn't, wears the wrong attire, an offspring speaks to you the wrong way! STAY IN CONTROL, DON'T CHANGE YOUR ATTITUDE! YOU STAY CONSTANT!

a. You smile, look in their eye and respond in kindness and love.

b. DON'T SNAP BACK! If you're upset, take a day to think, pray for the right response.

c. Come back in a calm manner. Speak without raising your voice.

## **3. Acting as a lady at all times**

Don't air out your dirty laundry. Nobody needs to hear your drama. Everyone has their own issues and they're looking to get away from the everyday hustle and bustle. They want to escape the everyday battles. Mary Kay is not perfect, but it teaches a different thinking process. It's a positive environment. It's a business haven unlike others!

**4. REACH UP-** Whenever you're feeling frustrated, down, scared, or just out of focus. REACH UP. Do not call your peers or sister directors. Call your senior or NSD. That's it! Why? She has been there before!

**5. Treat people Right-:** For example, the founder of Starbucks was once asked, "How's the coffee business treating you?" He answered, "I have no idea. I'm not in the coffee business. I'm in the people business."

Same is true with us. You're in the people business more so than in the cosmetic business. People are the BEST and WORST piece of the business! WOMAN ARE EMOTIONAL! YOU MUST BE THE CALM IN THE STORM!

For example, we are the thermostat of our units-Bring it up and down. Sales up and recruiting down.

**6. GAIN CONTROL OF YOUR EMOTION-** Learn to work the numbers, take emotion out of the equation. When you gain control of your emotion, you gain control of your paycheck!

When your unit size is larger you have so many to work with you're not as emotionally attached as if you had 30-40.

**7. WORK, DON'T WORRY!**

Worrying will do nothing! People are not attracted to those that worry! The following scriptures are a good example of not worrying...

- Matthew 6:25
- Matthew 10:19
- Matthew 6:27

**8. Fill your cup-** Go out of your way to get your cup re-filled-SOME OF YOU ARE DOING IT THIS WEEKEND!  
SEMINARS, N.S.D RETREATS, LEADERSHIP, CAREER CON, THIS WEEKEND, DIRECTOR/ CONSULTANT CALLS, ETC.....

**9. Set short term goals to give yourself victories!**

I'M ALL ABOUT BIG GOALS BUT YOU ALSO HAVE TO BE REALISTIC WITH THE TIME YOU'RE WILLING TO PUT IN AND MAKE SURE IT MATCHES YOUR GOAL!

- Set yearly, monthly, daily and hourly goals.
- Have a goal notebook for every month.

10. **Eagles fly alone**- Remember, what you think about you bring about! It's so important to maintain a successful attitude at all times. Don't let yourself slip into scarcity mentality. Eagles fly alone. Surround yourself by being around successful people and really minimize the time spent with negative, minimal thinkers!

Boundaries, BOUNDARIES, BOUNDARIES! You must learn to turn it off and on when necessary!