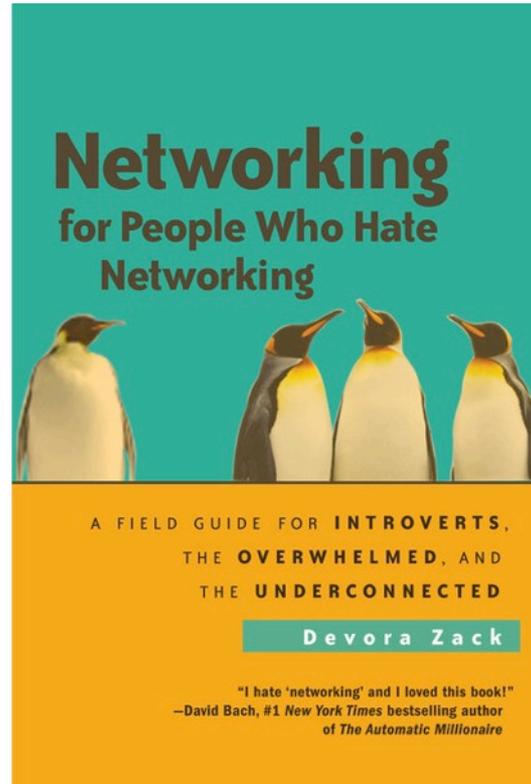


USDOE'11 KEYNOTE



Devora Zack, MBA

President, Only Connect Consulting



U.S. Department of Energy — 12th Annual Small Business Conference & Expo
May 10-12, 2011 - Kansas City, MO

First Impressions

Upbeat	Laid Back	Open	Honest	Humorous
Serious	Warm	Smart	Fun	Dedicated
Energetic	Impulsive	Outgoing	Thoughtful	Confident
Quick	Irreverent	Polite	Sweet	Effusive
Clear	Shy	Precise	Practical	Friendly
Decisive	Organized	Creative	Respectful	Persuasive



Why Does it Matter?

Interpersonal competency 2x important as intellect/expertise for superior leadership.

- Hay-McBer (40 Corporations)

Number one reason for executive derailment – poor relationships.

- CCL



Internal → External

Energy Alone → Energy
Others

Think to Talk → Talk to Think

Depth → Breadth

Quiet → Interruptions

Stillness → Activity

1 - on -1 → Groups



**If one is out of touch with
oneself, then one cannot
touch others.**

- Anne Morrow



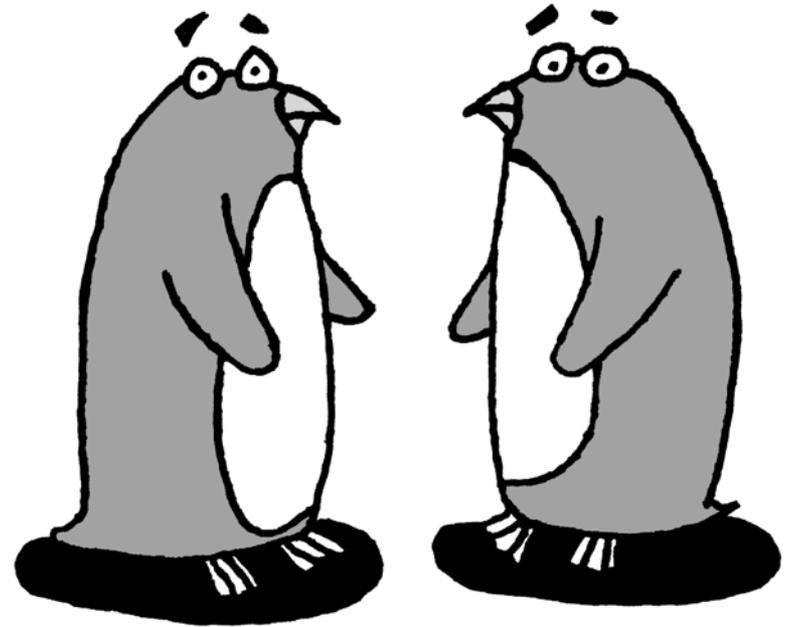
Cheat Sheet

- **Authentic**
- **Positive & Helpful**
- **Focus**
- **Follow Up**



Take it away

An insight to apply:



The beginning is always today.
– Mary Wollstonecraft Shelley