

swHw Mastermind

Michelle Myers + Somer Phoebus

All quotes are from Michelle Myers or Somer Phoebus unless otherwise noted.

How do you handle hard clients when you know you've gone above and beyond for them?

If you have to work to keep someone happy, you'll have to work to keep them happy forever. - SP

Go above and beyond, but if you've done your due diligence, and they are still difficult, it will become sideways energy. - SP

Communication always wins. - SP

Ask "Is there something I am missing?" - SP

I'm a department head at my office, and I'm used to having all of my people in one building and now actually don't know if we will ever return to our traditional office again. Curious since the swHw team works virtually all the time -- how do you monitor the performance of others virtually without micromanaging?

You are a good leader for asking that question. - MM

Think about this when you are hiring someone. - MM

Don't bring on a teammate where you have to monitor their performance in order for them to perform well. - MM

Hire slow. - MM

Get to know them personally. - MM

Assume the best of them, and assume you're the one doing something wrong (not giving them enough details, not casting the vision clearly enough, etc. and ask a lot of questions until you uncover the problem. - MM

When you're working virtually, you can still communicate personally. - MM

If it's a larger scale project, reverse engineer smaller deadlines and due dates. - MM

Check in personally. Poor work performance does not always mean there is a work-related problem. - MM

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I think I've made my kids an idol. How can I change that? I love them so much and because my parents both worked and didn't always have a lot of time for me and my siblings, I feel like I've overcompensated and went the other way but I know it's not okay and Somer, I've heard you talk about this so I want to do better. Any advice?

It's easier to idolize your children than to discipline them. - SP

The way we feel, our attitude, if this thing affects that more than what Jesus could, then it has become an idol. - SP

Repent and change your heart from making your children an idol. - SP

Change your heart and then your expectations. - SP

The trajectory of our children is our job. - SP

You can't take credit or the blame for your children. - Unknown

They are the arrow in our bow but we are here to aim our children. - SP

Your child's heart is in Jesus' hands. As a parent, your job is to connect the two together the best you can. - SP

My husband and I are working together to build a new business but we work completely different (he's logical and routine and I'm creative and spontaneous) how can we accomplish what we need to without driving each other crazy?

Assume you're going to drive each other crazy sometimes, but be grateful. - MM

Your business will be stronger because you both have strengths. - MM

See the conflict as both of you wanting what's best for the business. - MM

You're on the same side; you just have different perspectives. - MM

Be respectful and appreciation of the other person's perspective. - MM

Sometimes, you should lose the argument. No one is right all the time. - MM

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Besides working with excellence and kindness, is there anything I could or should be doing to glorify God in my client relationships? My business and industry aren't faith-based, but I have monthly retainer clients so there's a lot of opportunity to build meaningful relationships there.

Build meaningful relationships. - SS

Earn the right to speak into someone's life. - SS

Knowing birthdays/anniversaries, send a text on a hard week, etc.

Starting a new job in July! Advice for leading through change (especially right now?!)

Be a human. - MM

Come in as a human, not a boss, and get to know them personally. - MM

Ask the right questions. - MM

Come in as a student of the organization, not as a boss with an agenda. - MM

Cultivate a shared leadership plan. - MM

Always let the best idea win - not just your idea. - MM

Somer, I'm a natural over-complicator - how do I get better at simplifying?

Identify the bends that you have. - SP

You are more than likely a perfectionist. - SP

You probably see individuals more than you see groups. - SP

Knowing those things about yourself will help you become less of an over-complicator. - SP

In order to do better, you have to start simplifying. - SP

Simplify something that you have to see or touch every day - something that feels heavy. - SP

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Quit being a perfectionist; you're wasting time. - SP

Don't be a control freak; that's sin. - SP

Don't get too stuck in the details. If you're going to be a leader, you have to see the big picture. - SP

Be aware where you're exerting sideways energy. - SP

I know you guys have multiple things you do/juggle. Here's my question... What do you do to keep excited/organized/moving forward in all of your endeavors? I've been working on my personal/ministry blog, and then my husband and I are getting ready to launch a business, and on top of that there's the given of prioritizing family and Jesus. But this is more of a question of organizing multiple businesses. Any helpful tips would be much appreciated!

Figure out your scheduling personality and follow it. - MM

There is not one way to schedule/organize. - MM

Feelings of excitement, passion, will not always be there. Make passion and discipline work together. - MM

Don't expect to be excited about all of your endeavors all of the time. - MM

You are not going to be able to move at the same pace with multiple endeavors. You can't sprint in two different directions at the same time. - MM

Which one are you the power engine of? Give your energy there. - MM

Batch your days. Focus on one thing at a time. - MM

As a business owner and employer, but also mainly as a woman who's known as a Christ follower, what is the boundary line between obeying governing authority which God has put in place, constitutional rights, and providing for your family?

There is one thing that you have to do - listen to the Holy Spirit in your life. - SP

The conviction on your own heart is what matters the most. Push back your feelings, worry, anxiety - take that energy and spend it in prayer. - SP

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Romans 13 – we are to obey the government.

We are to live quiet, peaceful lives. - SP

If it's not the Holy Spirt, then don't do it. - SP

Hand it over to the Lord and remind yourself that He is our provider. - SP

You haven't seen the end of the story yet. - SP

What is the most helpful advice you can give to someone writing a book?

It takes a level of focus. Writing a book is hard! - MM

Ask people to pray for you in the writing process. - MM

There is a lot of opportunity in the gospel for the working woman. - MM

Read the Bible + eliminate cultural bias by reading old books. - MM

Limit cultural bias by digging back into older books. - MM

You have an enemy and he does not want what God wants to happen. The only way to put the enemy in his place is to talk to the only One who can. - MM

How do you continue vision-casting and planning given the state of uncertainty? I would love to hear how you are praying then planning these days.

Things have always been uncertain. Live your life understating that everything is uncertain. - SP

Nothing has changed except for situations right now. - SP

If this has changed your vision for the future, your vision wasn't on God enough. - SP

Go back to your vision and ask the Lord to tell you how to march forward. - SP

You don't have to change your vision, you might have to change your methods and planning. - SP

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Your vision has to be big enough and God enough that no circumstances can stop you from moving forward.
- SP

Go back to the basics. Think about how simple the gospel is - not easy, but simple. - MM

We are called to life FOR the glory of God and the good of others. - MM

Go straight to God. We cannot work on His behalf without talking to Him. - MM

What can we do that helps others? Ask, listen and then act. - MM

How long does it take you to put together your weekly zoom call content? What's that process look like as far as starting with a topic, pulling together info/researching/studying, creating an outline, and note information?

We listen to what's going on in your hearts. - MM

Start in prayer, go to His Word, then listen to what the Holy Spirit is telling you. - MM

Let it take however long it takes. - MM