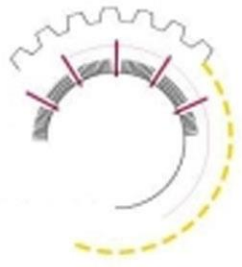


Speed Traps, Pot Holes and Idiots - eliminate your everyday roadblocks!

prepared for





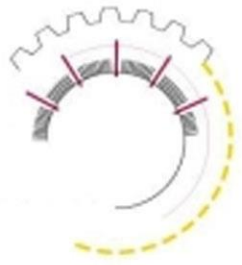
Four Reactions to Change

Nose to the g_____

G_____

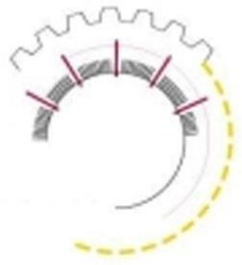
D_____ in h_____

New _____



Nose to the grindstone

- Use a web search engine to find meetings, events, articles and other resources in and for your industry.
- Attend a local or national association meeting in your industry.
- Ask someone you respect for a book they recommend and read it!
- Hire a trainer or speaker on a topic your employees could benefit from.
- Ask a peer who you look up to for suggestions on what areas you could improve in.
- Send them a link to a video or website.
- Share information you have learned at a meeting or conference.



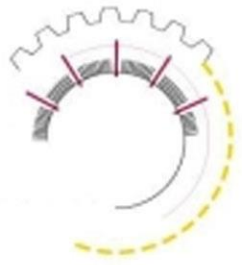
Four Reactions to Change

Nose to the grindstone

G_____

D_____ in h_____

New _____

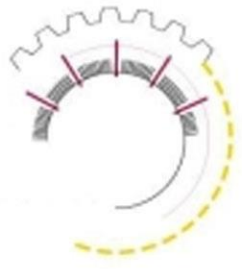


Gossip

“In my opinion”

“I believe”

“I feel”



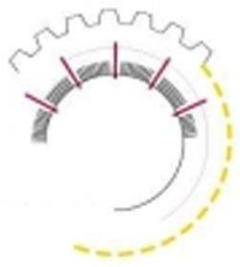
Four Reactions to Change

Nose to the grindstone

Gossip

D_____ in h_____

New _____



Deer in headlights

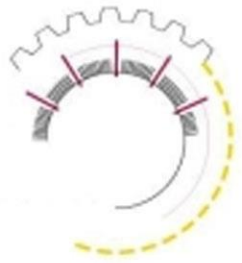
Lee Stoerzinger (www.leestoerzing.com) Daily Fun Plan

Date: _____

- Learn one new topic about my business
- One excellent article for “The Envisionary” (his newsletter)
- Hand out cards, newsletters or write to someone
- Work on one part of the strategic plan
- Set 3 appointments

Priorities for the day:

- | | |
|----|----|
| 1. | 2. |
| 3. | 4. |
| 5. | 6. |
| 7. | 8. |



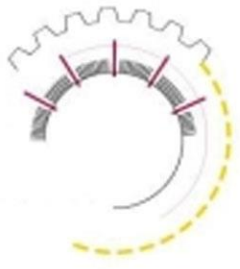
Four Reactions to Change

Nose to the grindstone

Gossip

Deer in headlights

New _____



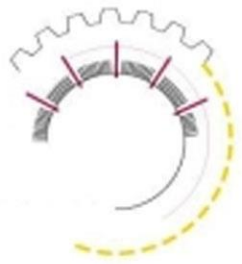
New Job

According to Jake Gibbs of Legacy Frontiers, (www.legacyfrontiers.com) people tend to be unhappy in their job when they are not engaged. There are two questions to ask yourself if you feel disengaged:

- 1) Are you rusted out?
- 2) Are you burned out?

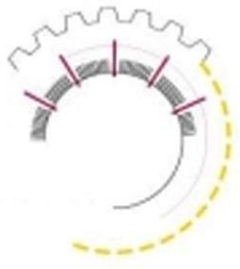
These are two leading causes to disengagement and ultimately decrease satisfaction on the job.

As a rule of thumb, unless the situation is unhealthy, you may want to try to leverage your investment in your current job. Many companies support career webbing or career development within the company. This can also be a great opportunity to rediscover your talents and shoot for that raise you have been looking for.



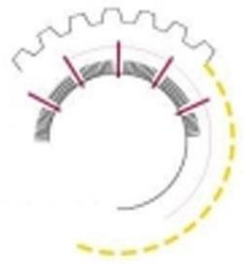
People tend to like change if it is their idea

- Help people change
 - get others involved in the process and it will be their idea.
 - Understand their goals and align those with the changes occurring.
- Ask questions instead of dictating.
- Help people understand why change is required.
- Get involved in the change process.

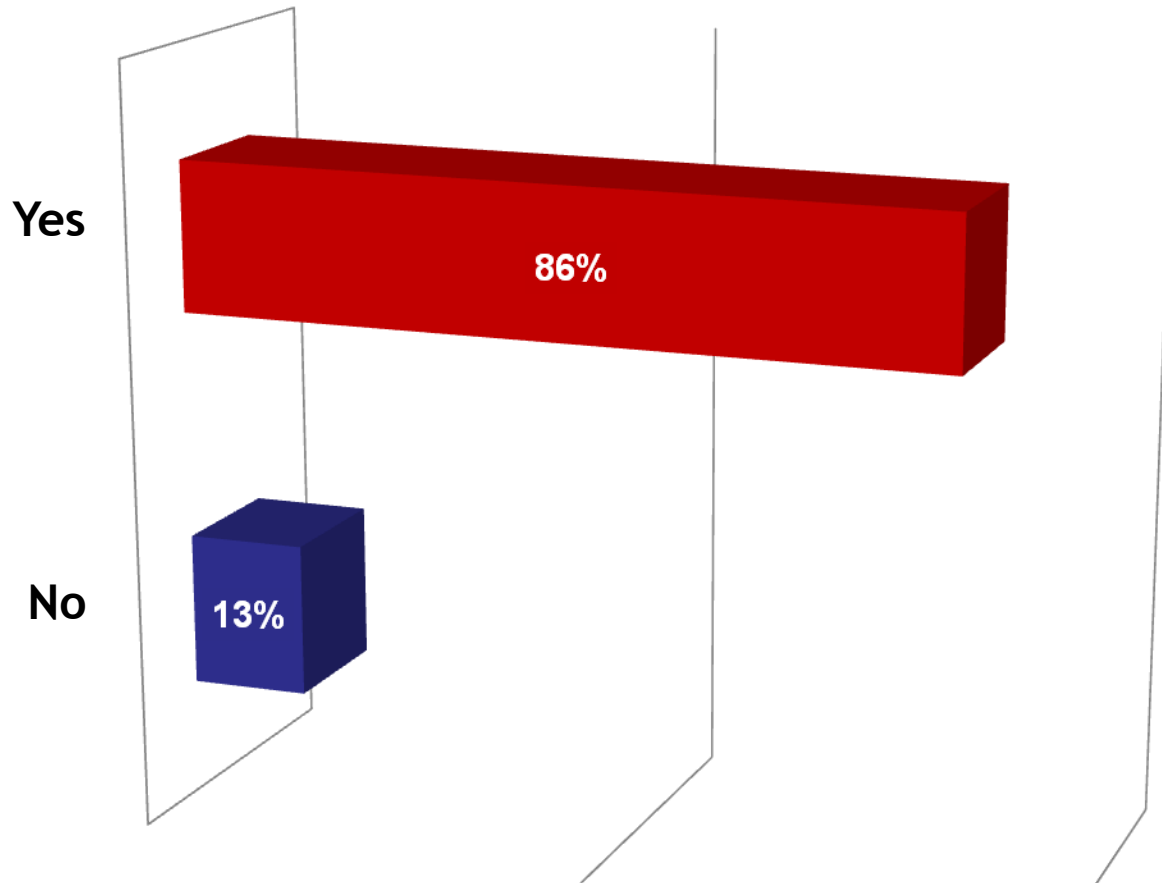


Ryan Tonolli, Marketing VP at Sysco Foods

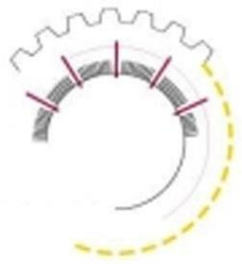
“If only my people would quit
interrupting me and let me get
my job done ”



Do you work with one or more annoying coworkers?

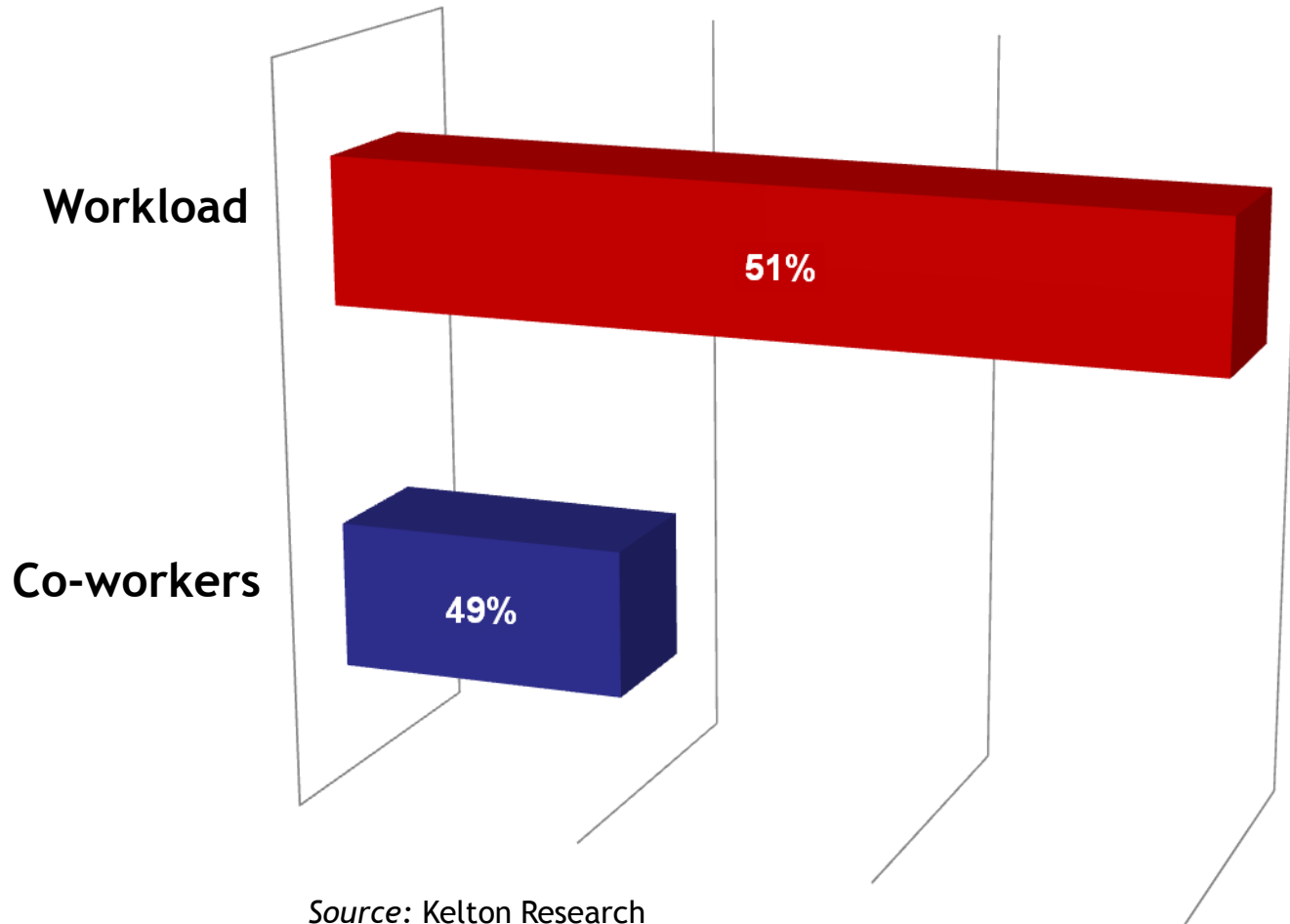


38% Say 3 or more coworkers are difficult
Source: Hotjobs

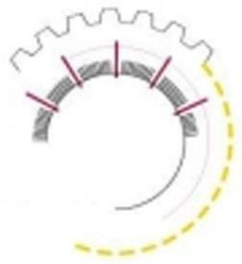


Workplace Worries

What causes you the most stress at work?



Source: Kelton Research



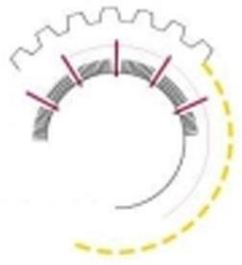
“I am thinking the same
thing about you!”

Honor

Appreciation of difference

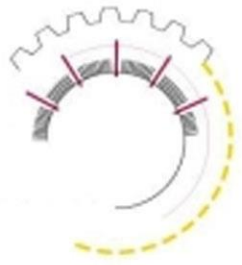
Respect

Dignity



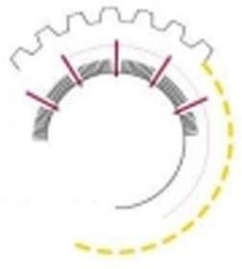
Causes of conflict

- Differing perceptions, values, cultural norms
- Short-term pressures versus long-term goals
- Ambiguous jurisdictions
- Lack of clarity
- Poor communication, both ways
- Unrealistic expectations
- Competition for limited resources
- Fears



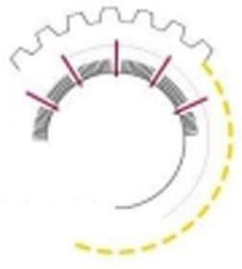
Causes of conflict

- Diversity and differences between us
- Perceptions and assumptions
- Needs such as power, status, ego, recognition, self-worth
- Change - some not wanting to let go of the old; others moving too quickly
- Feelings and emotions
- Internal conflicts within a person



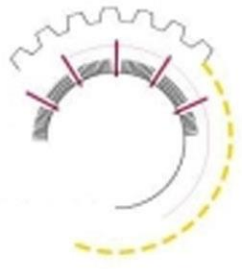
What are the benefits of conflict?

- Clears the air
- Identify issues
- Hold people accountable
- Find better solutions
- Define boundaries
- Push limits
- Better understanding
- Deepen relationships
- Gain respect
- Resolve issues
- Makes you stronger



Healthy Conflict

- Don't attack the other person
- Acknowledge the other perspective
- Be honest about what you promise
- Keep the bridge open



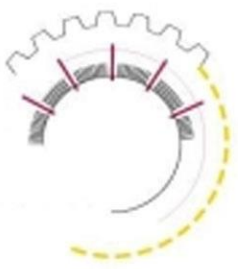
Preventing Conflict!

-Dan O'Connor

What statements or comments tend to make you angry?

That is interesting:

1. Tell me more
2. Why would you say that?
3. Why would you do that?
4. Why would you ask that?



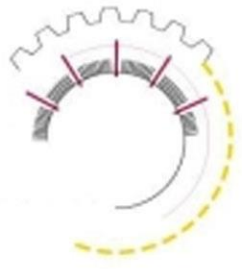
Types of feedback

1. Affirming

1. What they are doing well
2. What they are making progress on
3. What you appreciate about them

2. Constructive/Educational

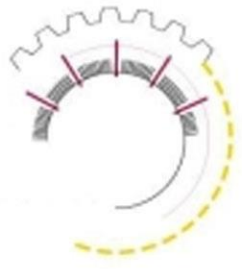
1. Teach them
2. Give some perspective
 1. Look at it through other's eyes/preference
 2. Communication - ok to ask questions



Feedback!

Managers who provided frequent recognition and encouragement were rewarded with an increase productivity of 31%.

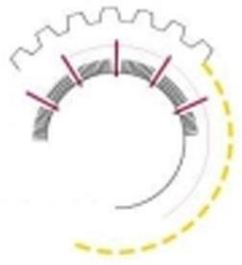
2009 study by two graduates of the University of Pennsylvania's Applied Positive Psychology Program



Feedback

Giving

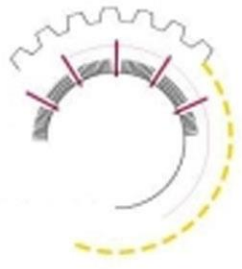
- Know the potential long term effect of your words.
- Make sure you are respectful and dignified.



Feedback

Receiving

- Seek out
- Consider the source
- Get a second opinion



Feedback

Exercise - a word or short phrase
of something you

- Respect
- Admire
- Appreciate



A



B



C



D



E

1



2



3

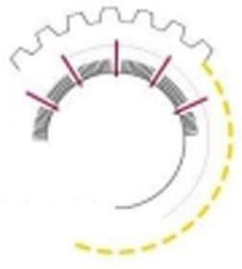


4



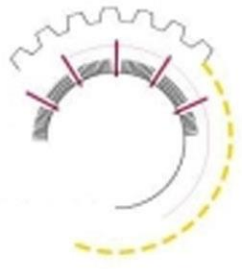
5





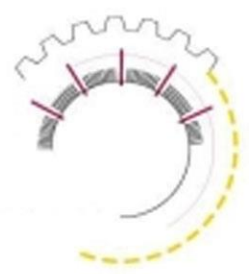
Power of Perceptions!

What thoughts went through your head when you saw my outfit/costume?



Power of Assumptions!

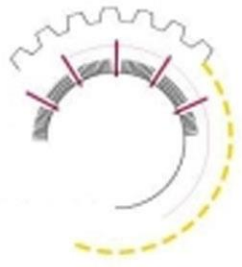
Fun, trying to relate,
comfortable, uneducated,
unknowledgeable, inappropriate,
courageous, real, ?



Assumption Areas

“Things you know to be true”

1. Your customers
2. Your competitors
3. Communication - amount and quality
4. Your products and services
5. Technology and innovation
6. Random events
7. Government regulation
8. Your internal resources or way you work



Power of Assumption!

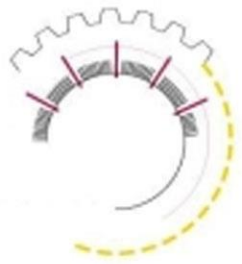
What assumptions are we making?

- Jeep Wrangler Unlimited
- Wife's Chiro after son's birth
 - Person honking horn



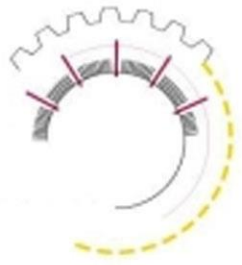
Power of Assumptions!

3. How can we improve this?
 - Quit making up stories
 - Be willing to change your assumption
 - Assume the best!



Gary Ridge , CEO for WD 40, company pledge

"I am responsible for taking action, asking questions, getting answers, and making decisions. I won't wait for someone to tell me. If I need to know, I am responsible for asking. I have no right to be offended that I didn't 'get this sooner.' If I'm doing something others should know about, I'm responsible for telling them. "



Resources

- Someone who has mastered a trait
- Tapes and videos
- Books

Ruiz, Don Miguel, *The Four Agreements*. Amber Allen, 2011

Lieberman, David Ph.D., *Make Peace with Anyone*. St Martins, 2002

Loehr, Jim, *The Power of Full Engagement*. Free Press, 2003

Grabhorn, Lynn, *Excuse me, your life is waiting*. Hampton, 2000

White, Bowen, *Why Normal Isn't Healthy*. Hazelden, 2000

Meyers, David, *The Pursuit of Happiness*. Avon, 1992.

Hakim, Cliff, *We are all self employed*. Berret Koehler, 1994

Bradshaw, John, *Homecoming*. Bantam, 1990.

Johnson, Spencer M.D., *Who moved my cheese*. Putnam's, 1998