



WHAT DO YOU THINK IS POSSIBLE?

It's a great question to help us to understand another person's mindset.

NEVER BOX OTHERS IN

Nothing makes people more uneasy than not having any options.

EMPOWERMENT CREATES DISCIPLINE

Until you empower your people, the discipline is coming from you - the leader.

DIFFERENT VIEWS OF WHAT HAPPENED

People in disagreements often come from different starting points.

FEEL OF BEING UNDERSTOOD

People change faster, when they feel you understand their situation.

NEVER IS NOT FOREVER

Only the people who never grow will never change their minds about anything.

WHAT THEY CONSIDER IMPORTANT

A great way to evaluate people is to understand what they consider important.

WITH PEOPLE DIFFERENT THAN YOU

The more time you spend with people different than you, the faster you will grow.

HELP THEM TO NOT MISS THE LESSONS

Your people grow faster when you invest extra time so they don't miss the lesson.

SOMETHING IS ON THEIR MIND

Have a talent for understanding when something is on your people's minds.

WITHOUT A WHY

It's difficult to motivate people who don't know what they want and have no why.

FEAR OF USING THEM

People are often not stopped by a lack of ability, but the fear of using them.

CAUSE IT WORKS FOR THEM

People who are difficult are doing it because it works for them (it fills a need).

HARDEST TO SEE IN THE MIRROR

What we see in others is often the very thing that we cannot see in ourselves.

OUR THINKING CAN LIMIT US

What limits most people are not other people, but their own thoughts.



DIFFICULT PEOPLE HAVE AN ACT

Difficult people have better acting skills than others, and fills a need of theirs.

BODY LANGUAGE REVEALS THE REALITY

Very often people will say one thing and their body language will say another.

LOOK BELOW THE SURFACE

Look below the surface and uncover people's true motivations.

HARD PART OF THE JOB

Do the hard tasks first each day, and the rest of the day appears easier.

DEFINE IT TO FULLY USE IT

People fully use their potential when they clearly understand their strengths.

CAPABLE OF MORE

Get your people seeing all their capabilities and then using them too.

IT'S ABOUT THEM, NOT THE CHANGE

People are not really against the change, but are unwilling to change themselves.

NOT AVOIDING THE CALL

Confident people deal with people issues right away, and don't avoid them.

WHY THEY MATTER

When people understand the WHY...they will behave without pressure from you.

MORE YOU KNOW ABOUT THEM

Listen to your people and they reveal to you how they would like to be led.

WILL ALWAYS TEST YOU

Your people will... (just as children do)....will always test you. Be CONSISTENT....

TO THE HEART OF THE PROBLEM

You can get to the heart of problems with just a few questions to your people.

PLANT A SEED

Help your people deliver today, but plant a seed for their future at the same time.

CAN'T EXPECT WHAT YOU DON'T GIVE

People interact with us based on who we are. Give respect and we get respect.

PLAY TO WIN OR SURVIVE

People achieve based on their mindset of playing to win or playing to survive.



UNSAID TELLS MORE THAN SAID

What people avoid saying always gives you more insights than what they say.

SOME PEOPLE WILL NEVER DANCE!

No matter how hard you try, you can't get everyone around you giving 100%.

THINK AS BIG AS POSSIBLE

People limit themselves not by their potential, but by their thoughts.

REACH PEOPLE THROUGH PEOPLE

Real influence is a one-to-many activity...your influence travels through people.

INTERESTING ABOUT EVERYONE

Leaders with great people skills have a way of finding the interesting in everyone.

FIND SOMETHING TO LIKE ABOUT THEM

Even with the most difficult people, you can find something to like!

MOVE FAST ON PEOPLE PROBLEMS

People problems don't get easier to solve with time, only harder.

CONFRONT IT TO CONTROL IT

When we confront a difficult situation, we begin to control it too.

CLARIFY EXPECTATIONS EARLY

Most difficult issues have roots in people starting off with different expectations.

ADD EMOTION TO ENGAGE OTHERS

The best way to engage others is with emotion versus your intellect.

RECOGNIZE THE VALUE IN OTHERS

When you focus on another's strengths you see more of the value in them.

MORE TO THE STORY

With any complex situation, there is more to it than you see at first sight.

WISHED YOU DID IT EARLIER

With every people problem, you end up wishing you took action earlier.

RESPOND VERSUS REACT

Respond to situations by preparing yourself in advance to handle it.

SUCCEED WITH DIFFICULT PEOPLE

You don't influence difficult people by avoiding the action you need to take.



CREATE CLEAR ACCOUNTABILITY

You won't get people giving 100% if the accountability is not clear to them.

PEOPLE WANT TO SHARE THEIR PASSION

Find ways for your people to share their passion with others in the team.

UNDERSTAND THE PERSON FIRST

Understand the person first to engage with them more effectively.

YOU ARE AMONG EQUALS

Treat everyone as equals and you engage with others in more productive ways.

HELP THEM WITH THE TRANSITION

Change is difficult for many, so help your people through it to take more action.

POWER IN 1-1 TIME

You have the opportunity to address difficult issues in your 1-1 time.

RESPECTFUL...EVEN WHEN DIFFICULT

Maturity is being respectful of others when you totally disagree with them.