



ASK ABOUT THEIR TOUGHEST DECISIONS

You learn about their integrity AND judgment through their toughest decisions.

ONE WORD CAN MAKE A DIFFERENCE

When emotions are high, our attention to use specific words is more important.

STOP TRYING TO CHANGE THE BOSS

Help your boss become more successful (look good) and he/she will change.

DISCUSS ASSUMPTIONS FIRST

Many problems in our business relationships have roots in different assumptions.

DON'T LET YOUR BOSS BE SURPRISED

They don't like surprises, good or bad; as they need to explain them to their boss.

THEIR CUES FROM YOU

Your boss has more impact on the mindsets of those around them than they realize.

ADVERSARY TO ADVOCATE

You can turn adversaries to advocates...and it starts with listening.

THEIR WAY TO GET YOUR WAY

The fastest way to get your way is to first understand the way they see it.

THEY REMEMBER MORE

Listen more and say less...others remember more and how you made them feel.

BELIEVE IN YOURSELF

You can't expect others to believe in you if you don't believe in yourself first?

YOU IN YOUR BOSS'S SHOES

Relationships with bosses improve when you think from their perspective.

KEEP YOUR BOSS HAPPY

Your quality of life is in direct proportion to how well you keep your boss happy.

SHORT, SIMPLE AND RELEVANT

Communications short, simple and relevant will always be remembered.

SEE FROM THEIR RIGHT PERSPECTIVE

It's thinking from THEIR perspective that helps us to see the right perspective.

CHOICE, BUT NOT CONTROL

Can't control people or circumstances, but we can CHOOSE how we respond.



WHAT THEY FEEL ABOUT YOU

Your connection is based more on what they FEEL versus think about you.

WITH MUTUAL RESPECT

Strong business friendships have a mutual respect for each other's abilities.

GIFT OF OUR ATTENTION

Whether a parent or a leader, our greatest gift is our full attention when needed.

MAKE IT THEIR IDEA

The best way to manage your boss and the stakeholders is to make it their idea.

COMMUNICATE THROUGH IT

The fastest way to end our disagreements is to keep communicating.

DELIVER AND GET MORE FLEXIBILITY

Show your bosses you can deliver and they give you flexibility in how you deliver.

SEE IT FROM THEIR SIDE

Our influence with others grows when we see it from their side too.

IF NECESSARY, USE WORDS

Very often our behavior communicates more to others than our words.

LISTEN WELL WHEN YOU DISAGREE

Far too often we stop listening in order to prepare what we will say next!!!!

STOP ASKING AND YOU STOP LEARNING

See asking questions as a sign of strength, not a sign of weakness.

PEOPLE AREN'T ALWAYS RATIONAL

If others aren't rational, no logic will convince them. Address the feelings.

WAY OF VALUING OTHERS

People like to feel valued, and a great way to value others is to LISTEN to them.

ENCOURAGES OTHERS TO LISTEN

When you respect others...they begin to view you as someone worth listening to.

SPEAK IN THEIR PRIORITIES

You get your bosses to really listen when you speak in their priorities, not yours.

TREAT EGOS WITH CARE

Huge egos are often hugely sensitive, so manage them with special care.



UNDERSTAND THE "BOSS"

Your influence with bosses is based on how well you understand their goals.

PROACTIVE WITH PEOPLE DECISIONS

Address them fast and more solutions are often available with a better outcome.

REMEMBER, YOUR BOSS HAS A BOSS

Understand the expectations your boss is given by his or her boss first.

TREAT EVERYONE AS INDIVIDUALS

Everyone has a different personality and is motivated in different ways.

MAKE THE EMOTIONAL LINK

Far too often we try to influence others with just logical explanations.

DO YOUR RESEARCH ON OTHERS

Do some research and find the best ways to gain the support from others.

SEE IT THROUGH THEIR EYES

To understand others, we need to see it through their eyes, as well as our eyes.

DO YOUR CURRENT JOB WELL

Do your current job well, and you prove to your boss you are ready for the next.

FIND A WAY TO VALUE THEM

You won't like everyone in your life, but find a way to value them.

GIVE YOUR FULL ATTENTION

People skills are driven by giving others your full attention.

KEEP PROMISES TO CREATE TRUST

In getting to know others, make and keep promises to build the trust faster.

HELP WITHOUT EXPECTATIONS

People who achieve beyond expectations help without expectations.

MAKE YOUR BOSS'S JOB EASIER

Help your boss, become the boss's "go to" person and get more opportunities.

WALK IN ANOTHER'S SHOES

If we were walking in their shoes, how would we think and feel about this?

HONEST WITH YOURSELF

Honesty with yourself brings the real you into all your interactions with others.



ON A FOUNDATION OF EMPATHY

People will care more about you when you care more about them.

DIRECTLY CONFRONTING OTHERS

Be strong to confront people directly versus talk about them behind their back.

IT'S HOW YOU MANAGE THE TENSIONS

Tensions are always there, and how you manage them is key for your success.

DEVELOP AND MANAGE YOURSELF

If you can't manage yourself, how are you going to be good at managing others.

OPEN THE DOOR TO ALLOW OTHERS IN

If you are not a little vulnerable yourself, then others won't be open with you.

STAND TALL WITH YOUR MESSAGE

You need to back up your messages if you want others to take action on them.

HANDLE NEGATIVE RESPONSES

How you handle the negative responses tells others about your character.