



Dealing with Difficult People

By

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Disclaimer

Question

**What challenges (difficulties)
are you facing?**

What causes people to be difficult?

Not being appreciated

Not being heard

Being under utilized

Not properly trained

Home life is a mess

Don't know how to act

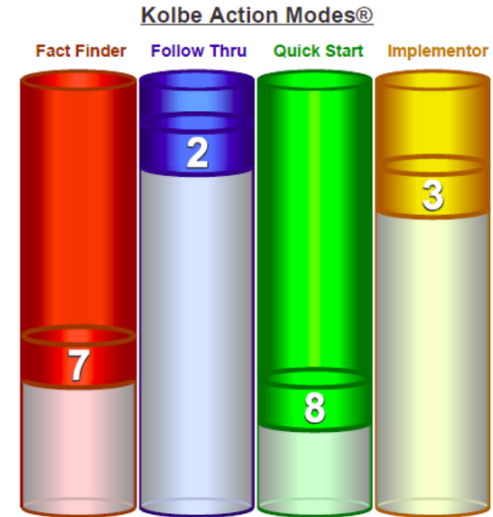
Frustrated with the follow thru

Unique personalities

Types of People

Thinkers	Visual
Socializers	Auditory
Directors	Kinesthetic
Relaters	Read-Write

Assessments



Dealing with Difficult People

Be proactive

First understand before being understood

Listen

Figure out what they are trying to say

Figure out where they are coming from
(not the words but the meaning)

Separate the person from the issue

Dealing with Difficult People

Keep cool

Don't take it personally

Be clear that your clear (repeat back)

Be clear by documenting

Set expectations (again, document)

Understand there are different type of people
(logical vs. feeling)

Be open (hear both sides)

Know your Outcome

How to avoid or minimize issues

Utilize outside resources/experts

Have regular scheduled meetings

Put processes and procedures in place

Have people get to know each other

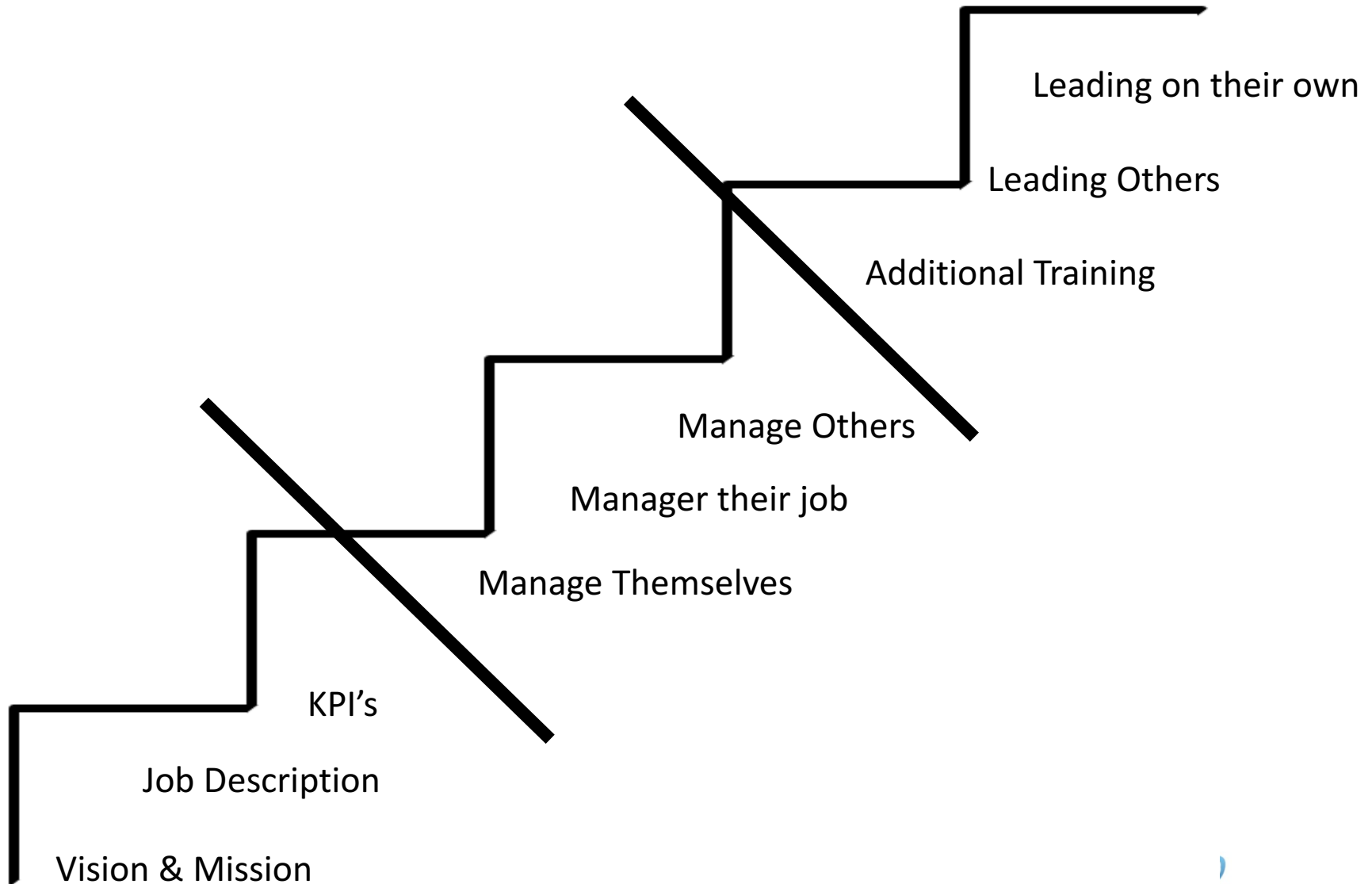
Find out what DRIVES your people

Remember the EML Model

The EML Model™



The EML Model™



The EML Model™

E

- Vision & Mission
 - Job Description (w/ acct. checklist)
 - Key Performance Indicators (KPI's)
-

M

- Manage Themselves (dev. plan)
 - Manage their Job
 - Manager Others (fill in)
-

L

- Additional Training (initiative)
- Leading Others (being followed)
- Leading on their Own

**Thank
You**

Questions?

Contact Information



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Free Resources @

www.JimRomanOnline.com/BrokerOwner

“Manage the Process,
not the people”

FAQ's

- Do you hire for Skills or Talent?
- Assessments?
- What if you are dealing with family?
- Annual Reviews?
- Millennials?
- Reward Employees?
- How do you motivate employees?

What Employees Want

The Growth Coach research and writings have identified ten primary items that employees want in their "employment package". And, perhaps surprisingly, money isn't one of them! Let's get started with a description of each and then relate all back to integrating them into a checklist for success that will add velocity and an upward trajectory to goal achievement.

1. To know the vision, direction and priorities of the organization (organizational clarity). Employees want to feel like they are "in the know" when it comes to the company's goals, anticipated changes, product/service developments and even critical challenges due to market conditions and/or regulatory matters. As the business

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2. To know their roles, responsibilities and what is expected of them. Much of this desire centers on a sense of job security. That is not to say "guaranteed lifetime employment". It does mean knowing what performance standards are required and accepted as meeting the employer's expectations. Management's job is to clearly state goals and objectives, plus make them both attainable and measurable.

3. To feel appreciated and valued - that their work and ideas matter. One recent study revealed that 75% of employees want their manager to appreciate them for who they are and what they do. This is more than just a cry for "Stroke me, Boss". Employees want to feel proud of what they do for a living, and to be recognized for their contributions to the organization.

10. To have an emotionally connected, competent manager/leader of character supporting them. Employees want a boss they respect. Respect is earned in part by demonstrating fairness, honesty, mutual trust, accessibility, holding people accountable, fostering teamwork, and a genuine caring about each employee.

www.thegrowthcoach.com

What Employees Want

The Growth Coach

1. To know the vision, direction and priorities of the organization
2. To know their roles, responsibilities and what is expected of them
3. To feel appreciated and valued – that their work and ideas matter

What Employees Want

The Growth Coach

4. To be coached, challenged, motivated and held accountable
5. To have the right tools, training and authority to do their jobs
6. To contribute in a meaningful way

What Employees Want

The Growth Coach

7. To utilize their talents in the best way possible

8. To have a say in the direction and goals of the company

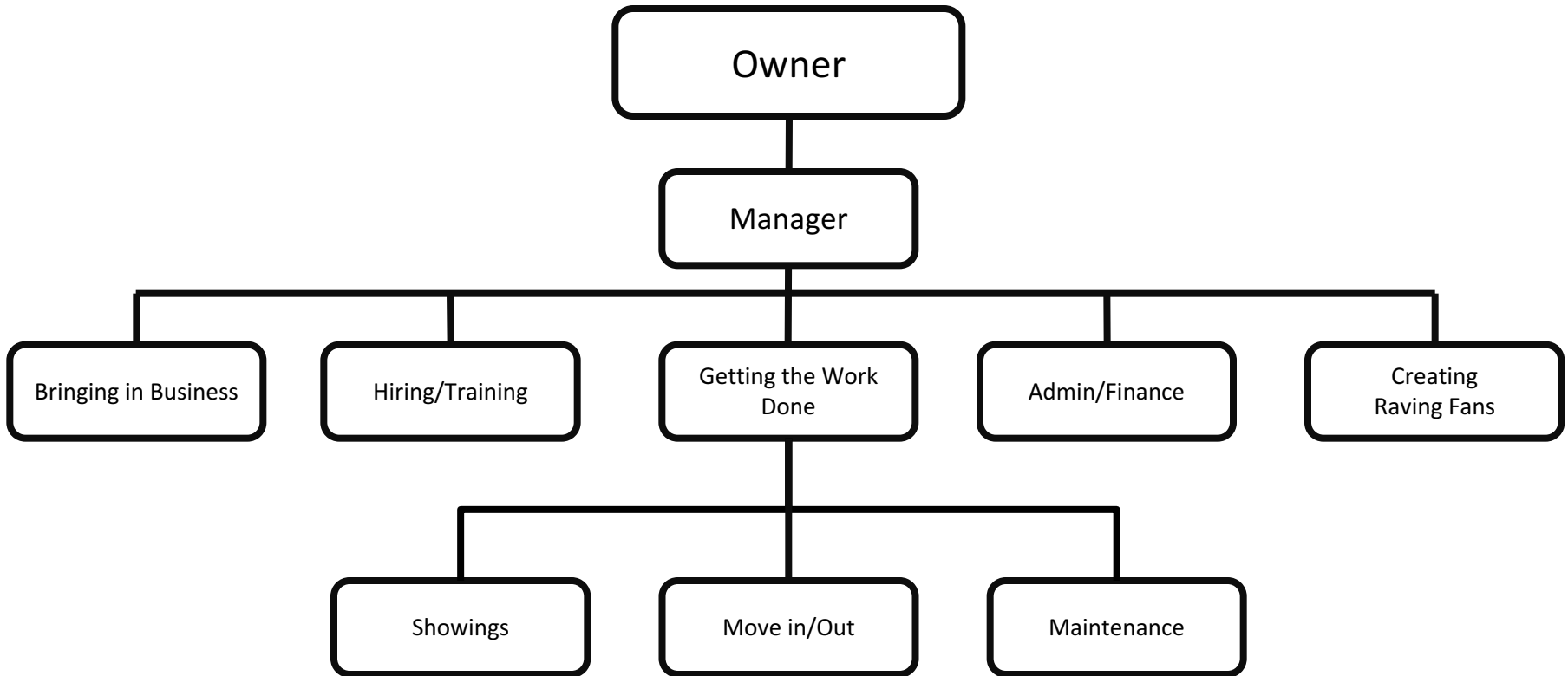
9. For a chance to grow and develop – reach their potential

What Employees Want

The Growth Coach

10. To have an emotionally connected, competent manager/leader of character supporting them

What do you want your Organization to look like?



Who is going to do what?

Hiring Process?

Before • During • After

Before	During	After
Finding	Vetting	Onboarding
Vision & Mission	Ask about V & M	Orientation
Organizational Chart	See themselves	Development
Job Description	Setting Expectations	Praise
Attract	Hiring	Performance

Onboarding & Orientation

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Keep Score

The Employee-Motivation Checklist

Of course you want employees who are happy, motivated, and productive—who doesn't? Following each of these simple steps will get you where you want to be.

A landscape photograph showing a large, spreading tree with autumn-colored foliage (orange and yellow) standing in a green field. In the foreground, there is a dark brown, tilled field. A stone wall runs across the middle ground. The FAST COMPANY logo is overlaid in the upper right corner of the image.

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Notes
