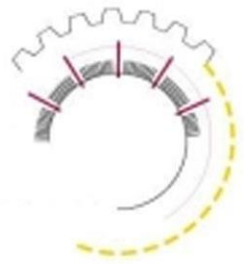


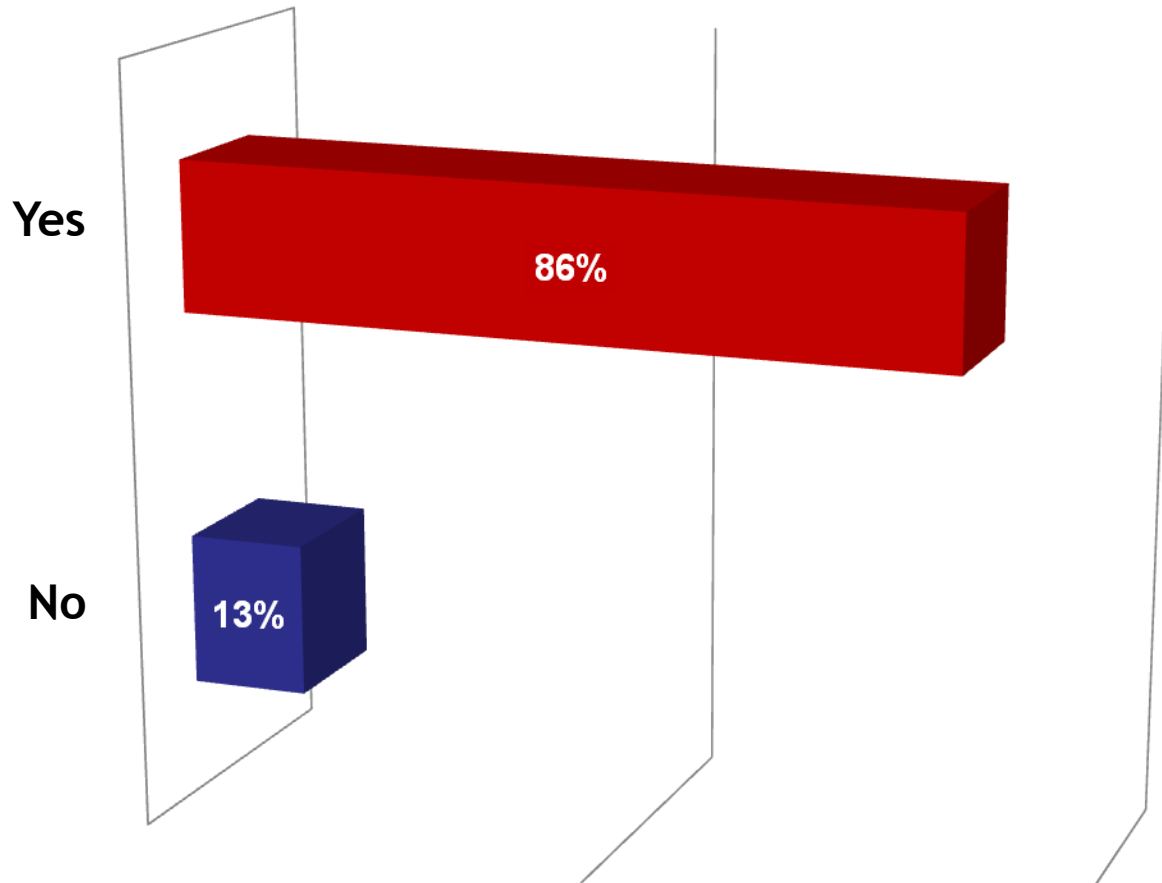
# *Rev Up Your Relationships!*

prepared for

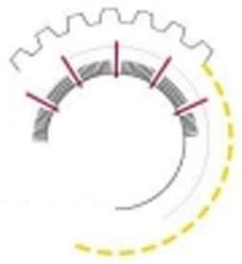
Oklahoma Association for Pupil  
Transportation



# Do you work with one or more annoying coworkers?

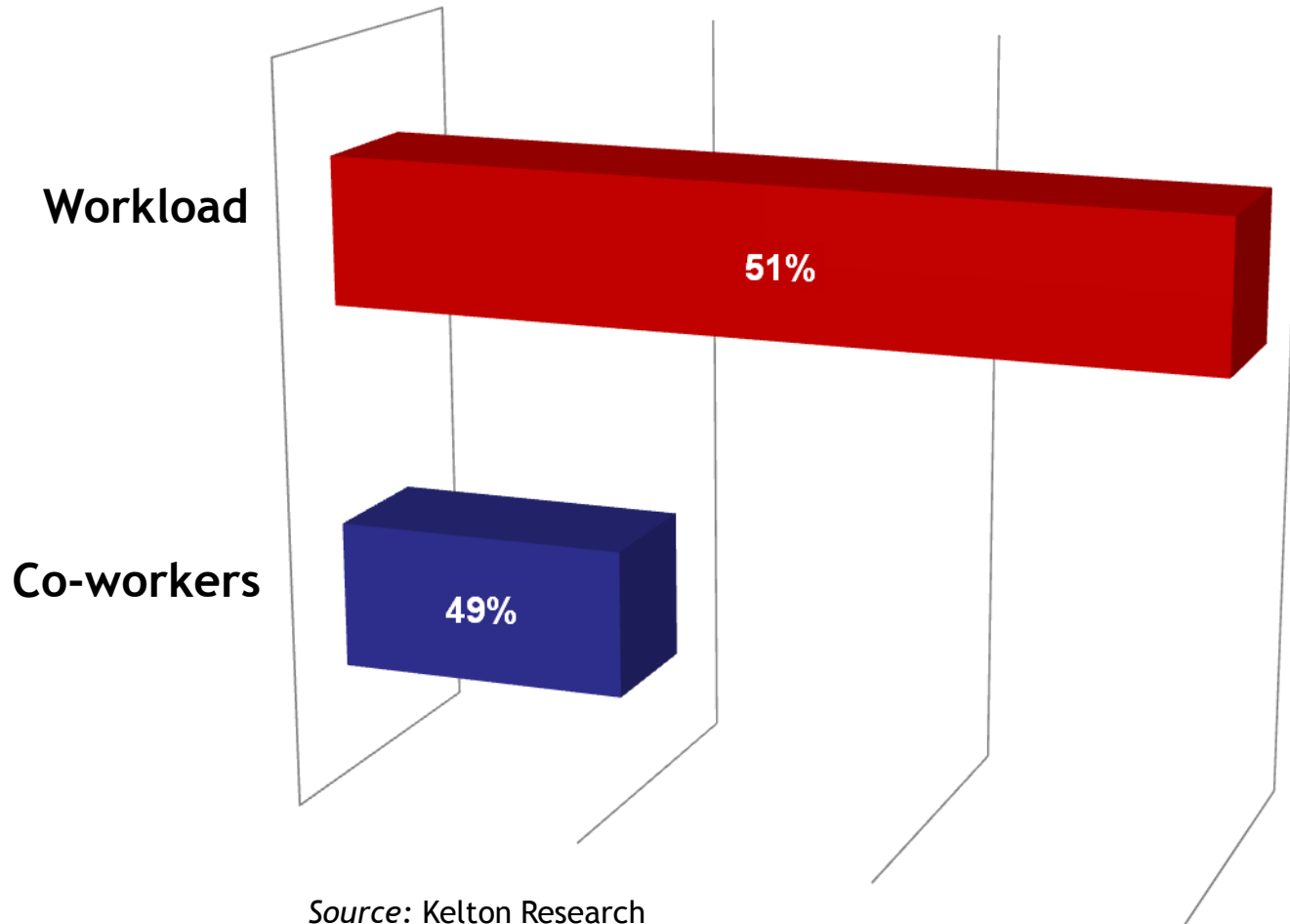


38% Say 3 or more coworkers are difficult  
Source: Hotjobs

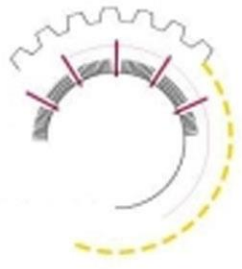


# Workplace Worries

## What causes you the most stress at work?



Source: Kelton Research



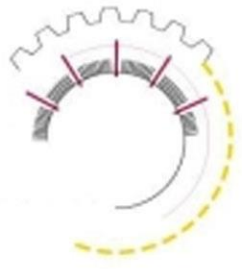
# Four Reactions to Change

Nose to the g\_\_\_\_\_

G\_\_\_\_\_

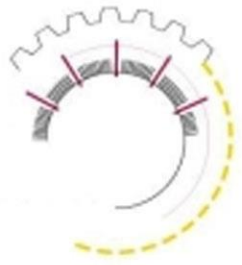
D\_\_\_\_\_ in h\_\_\_\_\_

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.



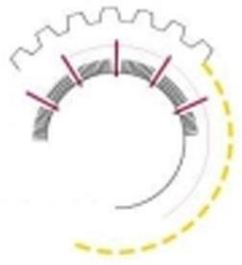
# Four Reactions to Change

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G\_\_\_\_\_

D\_\_\_\_\_ in h\_\_\_\_\_

New \_\_\_\_\_

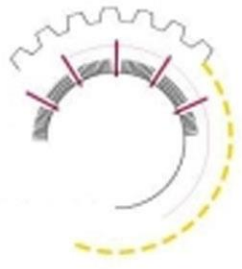


# Gossip

“In my opinion”

“I believe”

“I feel”



# Four Reactions to Change

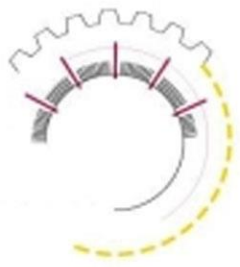
Nose to the grindstone

Gossip

D\_\_\_\_\_ in h\_\_\_\_\_

New \_\_\_\_\_





# Deer in headlights

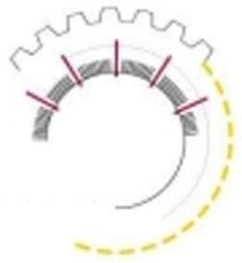
Lee Stoerzinger ( [www.leestoerzing.com](http://www.leestoerzing.com) ) Daily Fun Plan

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. |



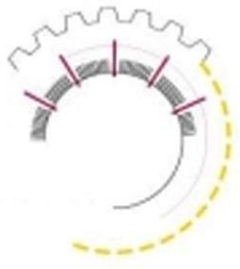
# Four Reactions to Change

Nose to the grindstone

Gossip

Deer in headlights

New \_\_\_\_\_



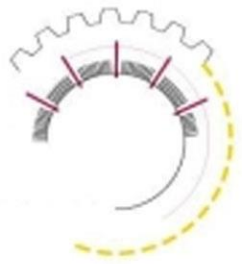
# New Job

According to Jake Gibbs of Legacy Frontiers, ([www.legacyfrontiers.com](http://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 wanted or occurring.
- Ask questions instead of dictating.
- Control what you can, let go what you cannot.
- Get involved in the change process.



A



B



C



D



E

1



2



3

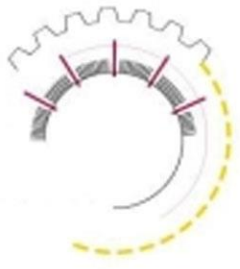


4



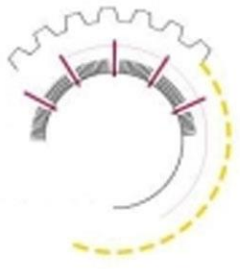
5





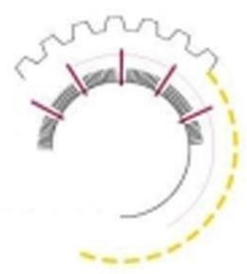
# Power of Perception!

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



# Power of Perception!

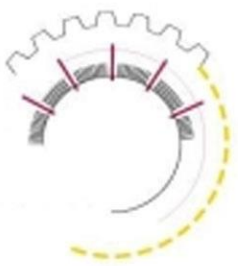
Fun, trying to relate,  
comfortable, uneducated,  
unknowledgeable, inappropriate,  
courageous, real, ?



# Assumption Areas

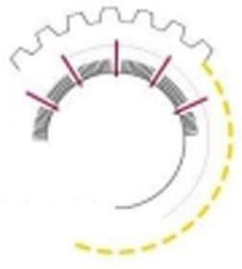
1. People: parents, administrators, vendors, regulators
2. Your competitors
3. Your services
4. Technology and innovation
5. Random events
6. Government regulation
7. Your internal resources or way you work





# Power of Assumptions!

1. What assumptions do we make with administrators, coworkers and vendors?
  
2. What assumptions are we making?
  - That team members understand the bigger picture of the overall operation
  - That all parties know what exact policies, regulations or expectations are
  - Older means obsolete or outdated and younger don't know enough
  - That others want the same as you - safety, speed, technique, products, motivation, reward



# Power of Perception!

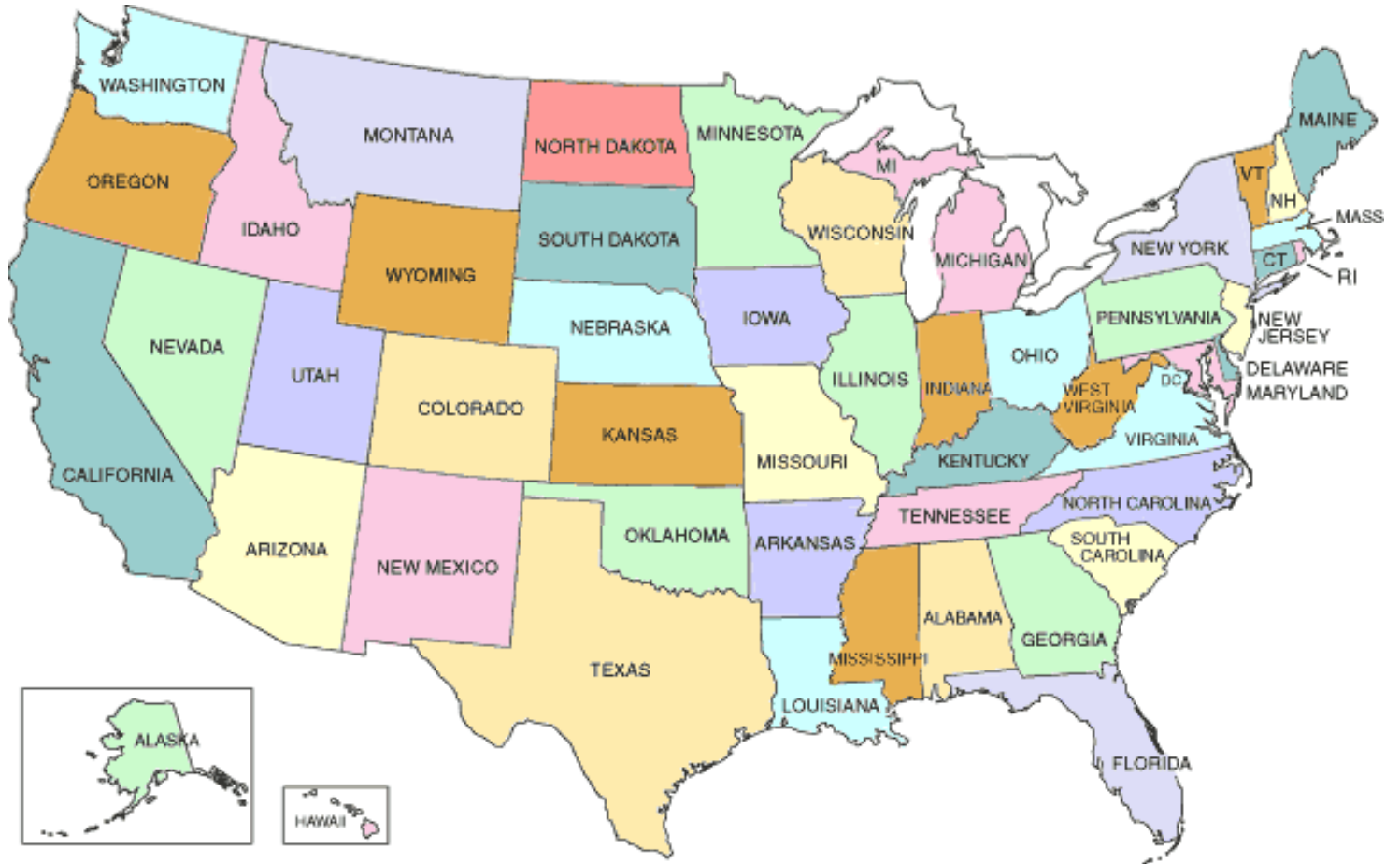
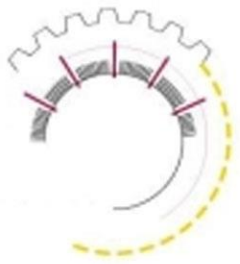
What assumptions are we making?

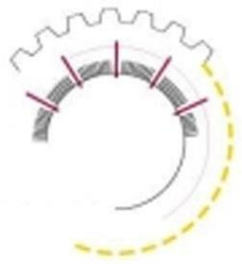
- Consultant



# Power of Assumptions!

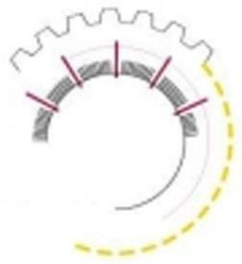
3. How can we improve this?
  - Quit making up stories
  - Be willing to change your assumption
  - Assume the best!





# What is it that your administrators or co-workers do or don't do that frustrates you?

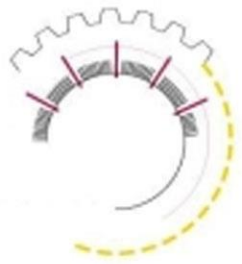
- Won't call or email you back
- Tells you one thing, does another
- Coworker is gossiping about you
- They are discriminating against you
- Blame you
- Don't follow up



# Look at it through your customers or coworkers eyes

What are they dealing with? Use empathy!

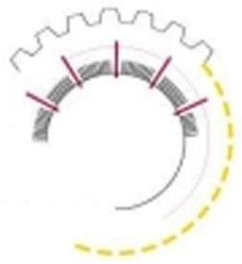
- Responsibilities
- Pressure
- Budgets
- Fears
- Hopes
- Frustration



# Look at it through your their eyes

## **Negativity** - why they do it?

- See all sides of things
- Understand and verbalize pitfalls
- Overworked
- Frustrated
- Trying to protect job/self by being that way
- See time constraints
- Home life is rough or have personal issues
- Experienced and has seen outcome before
- Your own perceptions, not theirs

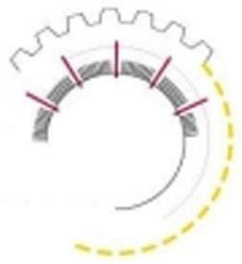


# Look at it through your their eyes

## Unrealistic Expectations - why they do it?

- Deadlines from elsewhere driving them
- Afraid of failure
- Want to save face
- It was done before, why not again?
- Lack of knowledge of what is needed
- Don't care about how they get there

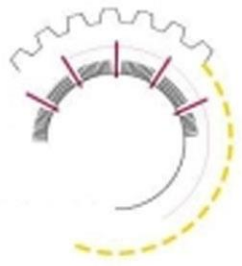




# Look at it through their eyes

## Won't return call or email - why they do it?

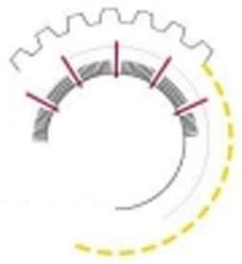
- Don't have time for "small talk"
- Too busy
- Don't want to deliver bad news
- Cannot make up their mind
- Afraid to say they don't have an answer
- Not a high priority
- Forgot



# Look at it through their eyes

## Lack of communication - why they do it?

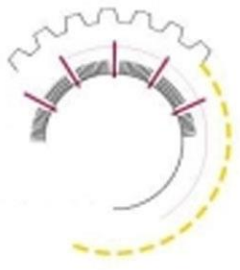
- Too busy
- Don't recognize importance of connecting
- Doesn't know how to phrase what they want to say
- Overwhelmed
- Hoping it will go away
- Frustrated by people reaching out too often



# Look at it through their eyes

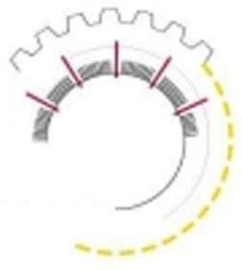
## **Lack of integrity - why they do it?**

- Lack confidence = paralysis or wrong move
- Unrealistic view of their commitment
- Competing responsibilities/overwhelmed
- Don't have an answer for you
- Disorganized



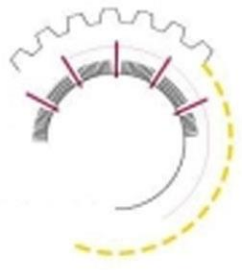
# Communication Questions: Gain clarity and understanding

- What is your long term vision?
- Where would you like to go with this?
- How did you come to that conclusion?
- Tell me more about what you were thinking.
- What is working and is not working?



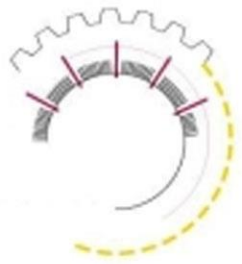
# Communication Questions: Improve performance

- Is there anything I can do to support you?
- What is one thing you would like to do better or differently?
- Who is really good at what you want to do? Can they be a resource?
- What different resources can we/you tap into?



# Communication Questions: Encourage sharing

- Tell me more about that...
- Can you expand on that?
- What else?
- And?



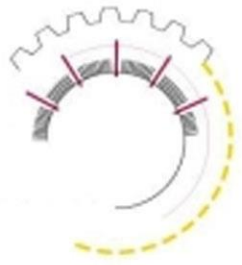
“I am thinking the same  
thing about you!”

Honor

Appreciation of difference

Respect

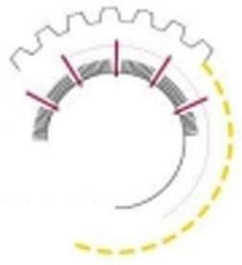
Dignity



# Causes of conflict

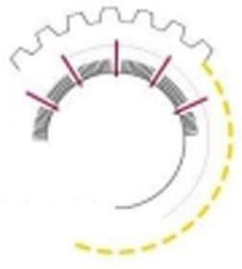
- Differing perceptions, values, cultural norms
- Short-term pressures versus long-term goals
- Ambiguous jurisdictions
- Lack of clarity
- Poor communication, both ways
- Unrealistic expectations
- Competition for limited resources
- Fears





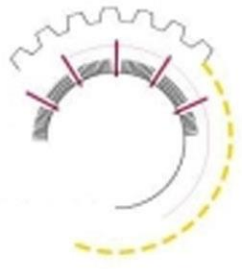
# Causes of conflict

- 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



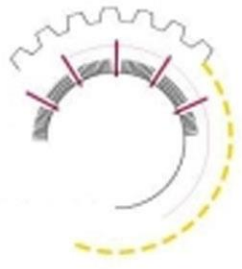
# What are the benefits of conflict?

- 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



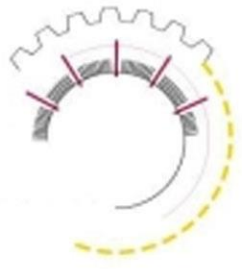
# Preventing Conflict!

-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?



# 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