



# Relationship and Leadership Strategies

“Real human freedom is the ability to pause between the events of our lives and choose how we will respond.” - Rollo May

Understand **B**ehavior and keep your **B**alance

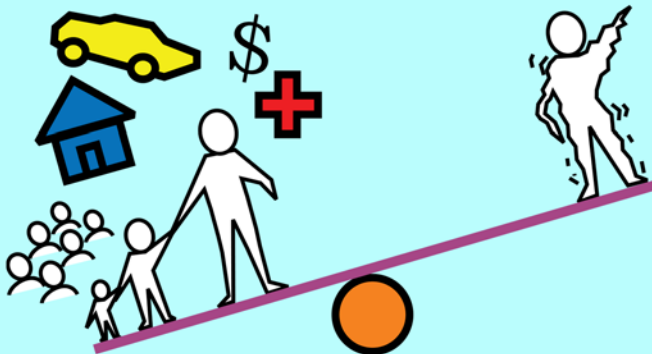
Begin each circumstance **A**new

Be **S**ituational

Watch the “**I**”

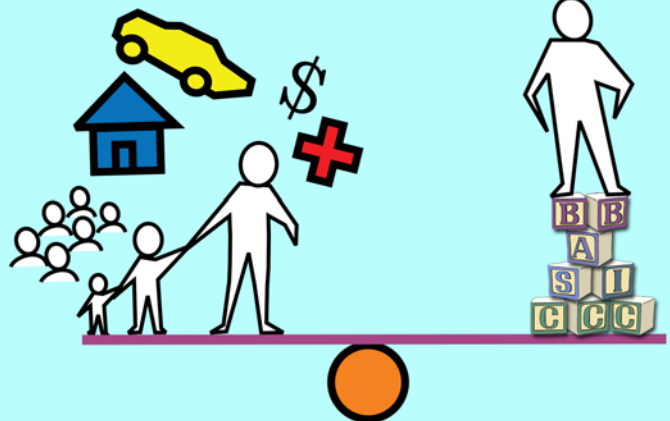
Practice **C**ommunication, **C**are and **C**ommon sense

## Reaction



Vs.

## Choice



“The greatest truths are too important to be new.” -

Somerset Maugham



Relationship and Leadership Strategies

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# BASIC

## Understand Behavior

- Abandon any hope of ongoing control over how others act
- People make conscious decisions about their behavior
- The only way to get the best of an argument is to avoid it
- What gets rewarded is what gets done
- Model the behavior you desire
- 80/10/10 rule

# BASIC

## Be Situational

- "Every actor needs a different director at different times, it is my job to be that director." - Steven Spielberg
- Be the senior partner in a relationship
- Values and significant emotional events impact behavior
- Different frames of reference cause different reactions
- There are no absolutes - flexibility is a sign of maturity
- People often need your care most when they deserve it the least

# BASIC

## Improve Communication

- Practice effective listening - must be learned and consciously activated
- Pick your words carefully
- Remember all of us are imperfect communicators - but some are farther from perfection than others

# BASIC

## Keep Balance In Your Personal Life

- Our chosen reaction causes stress - not events and circumstances
- Live in the present
- Keep your perspective
- Seek and use humor for energy

## Keep Balance In Your Professional Life

- Balance interpersonal and technical skills (85/15 rule)
- Beware of tyranny of the urgent
- Don't confuse activity with results
- Don't be a wandering generality



# BASIC

## Handle People With Care

- We get back from people what we give them
- People don't care how much you know until they know how much you care
- When the student is ready, the teacher arrives
- Be tough on results but tender on people
- Attack the problem, not the person

# BASIC

## Begin Each Circumstance Anew

- Call on past experiences but assess each circumstance anew
- Avoid stereotyping
- Watch for preconceived negative biases
- Make the essential transition to leadership
- Parents as leaders

*"The BASIC truths are too important to be new."*

*- Paul Heacock*

# BASIC

## Watch the "I"

- Build a strong positive self image
- There is no "I" in teamwork
- Build relationships - network (85/15 rule)
- Embrace the big picture
- Recognize political and power forces
- Delegate at work & home

# BASIC

## Use Your Common Sense

- If all else fails - trust your common sense
- Listen to your intuition
- Watch for BFOs (*Blinding Flashes of the Obvious*)
- Knowledge without common sense is folly
- "The average person has an enormous reservoir of common sense because they haven't used any of it yet." - Charlie Jarvis