

SAVVY STRATEGY.  
**REAL RESULTS.**



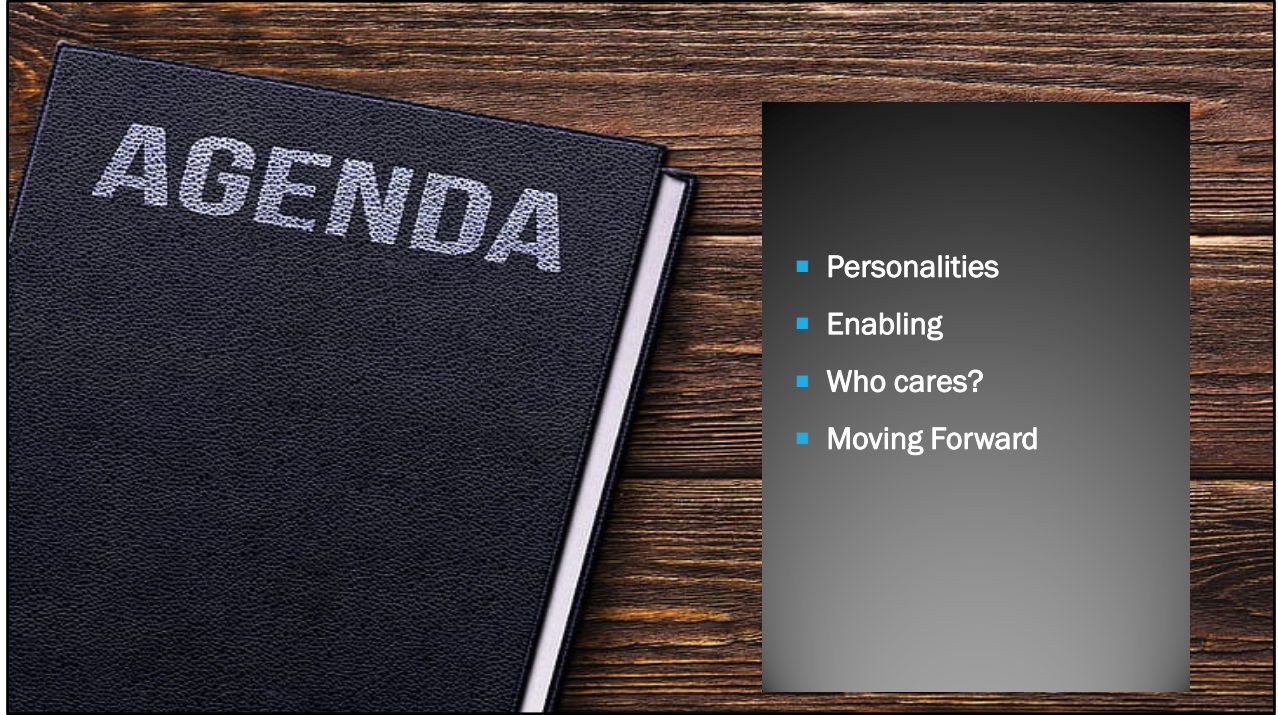
Z KQHUV #SHU IHFWRQVWV #DQG#

EXOOHV

RK#P \ \$



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- Personalities
- Enabling
- Who cares?
- Moving Forward

## PERSONALITIES

:the set of emotional qualities, ways of behaving, etc., that makes a person different from other people.

[Merriam-webster.com](https://www.merriam-webster.com)



## WHINERS

Behavior  
Performance



## PERFECTIONISTS

Behavior  
Performance

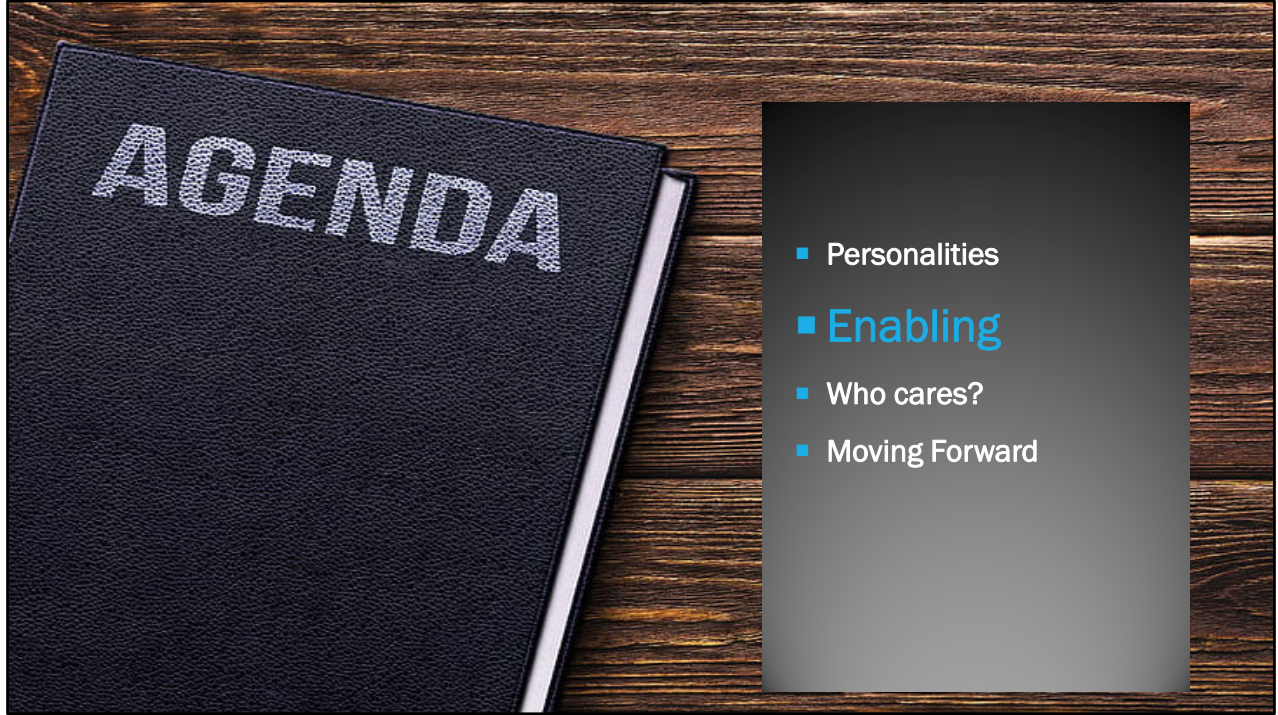


## **BULLIES**

Behavior

Performance





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## HAVE YOU CAUGHT YOURSELF SAYING...

- Maybe those mistakes aren't that big a deal – it's easier to just fix them than deal with “the mood”
- She will *NOT* delegate because *NO ONE* can do it as well as she can – the rest of her staff are idiots (her words)
- Your customer service staff has been reduced to tears on numerous occasions because of his outlandish, overbearing treatment of them AND You've just named him Salesman of the Year

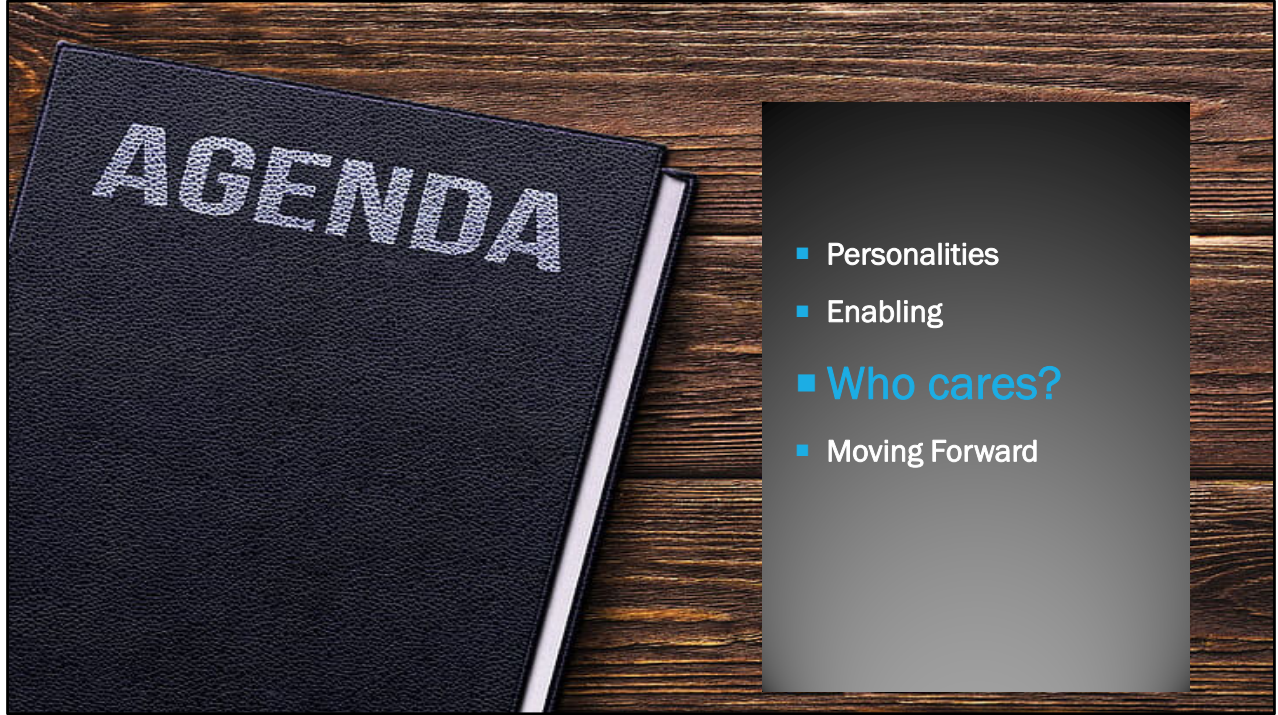






## **PERSONALITIES LEAD TO BEHAVIORS**

Take a moment to jot down the BEHAVIORS that are showing with your troubled employees.



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## GALLUP MANAGEMENT JOURNAL

### The Three Types of Employees

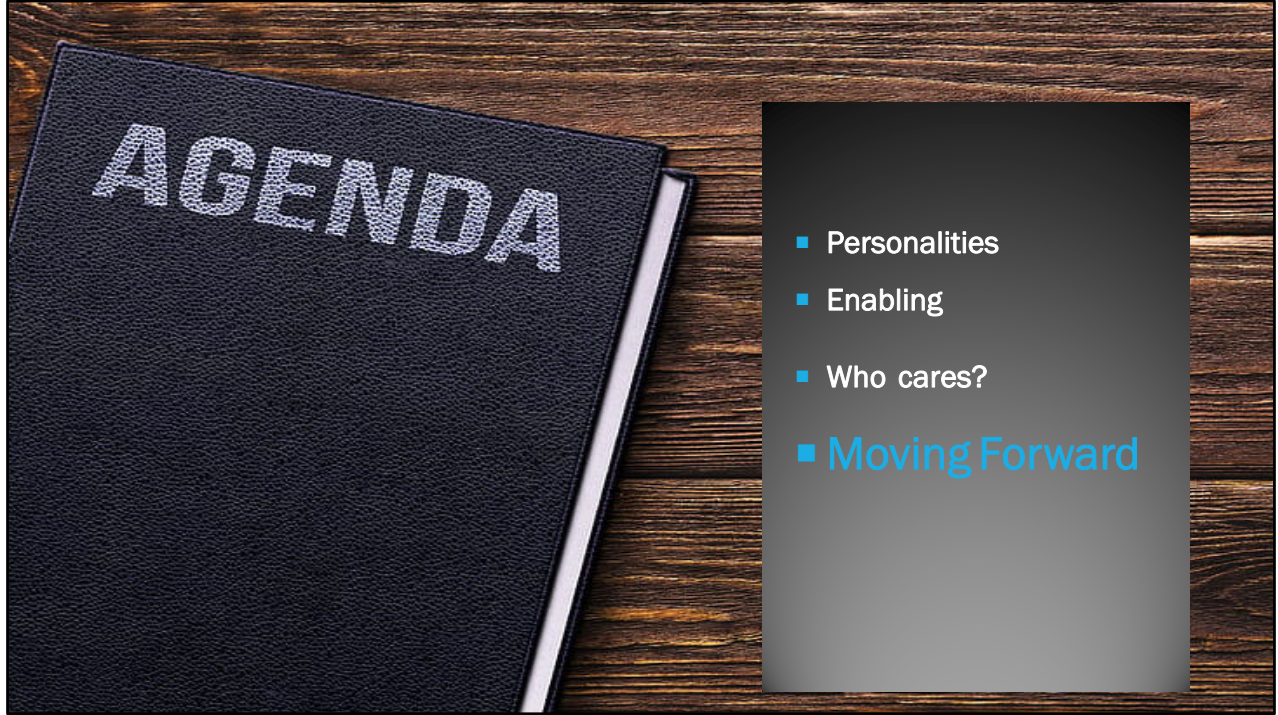
- 1** **ENGAGED** employees work with passion and feel a profound connection to their company. They drive innovation and move the organization forward.
- 2** **NOT-ENGAGED** employees are essentially "checked out." They're sleepwalking through their workday, putting time -- but not energy or passion -- into their work.
- 3** **ACTIVELY DISENGAGED** employees aren't just unhappy at work; they're busy acting out their unhappiness. Every day, these workers undermine what their engaged coworkers accomplish.

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## THE IDEAL WORLD!



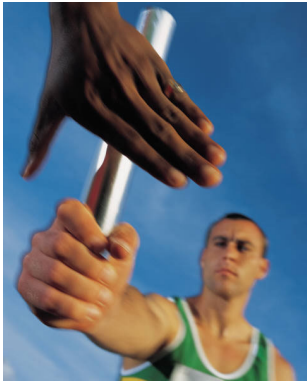
- Engaged employees:
  - More:
    - Customer Service
    - Creativity
    - Profitability



- Personalities
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## SET GOALS AND EXPECTATIONS





**PSST...**

THIS IS THE TAKE-AWAY SECTION ☺





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## THE COMMUNICATION BIBLE

(IN MY OPINION)



- “ Zapp!® The Lightning of Empowerment”
  - William C. Byham, Ph.D. with Jeff Cox
  - Fawcett Columbine – New York
  - President of DDI
  - Founded in 1970
- Four simple principles for ANY communication

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## EXERCISE...



- As we walk through these steps, take a few moments to prepare your action plan to address YOUR challenge when you return to the office

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## **EFFECTIVE COMMUNICATIONS**

- #1 – Maintain (Enhance Self-Esteem)
- #2 – Listen and Respond with Empathy
- #3 – Ask for Help and Encourage Involvement
- #4 – Offer Help Without Taking Responsibility



# QUESTIONS

AND ANSWERS



## SPECIAL THANK YOU



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