

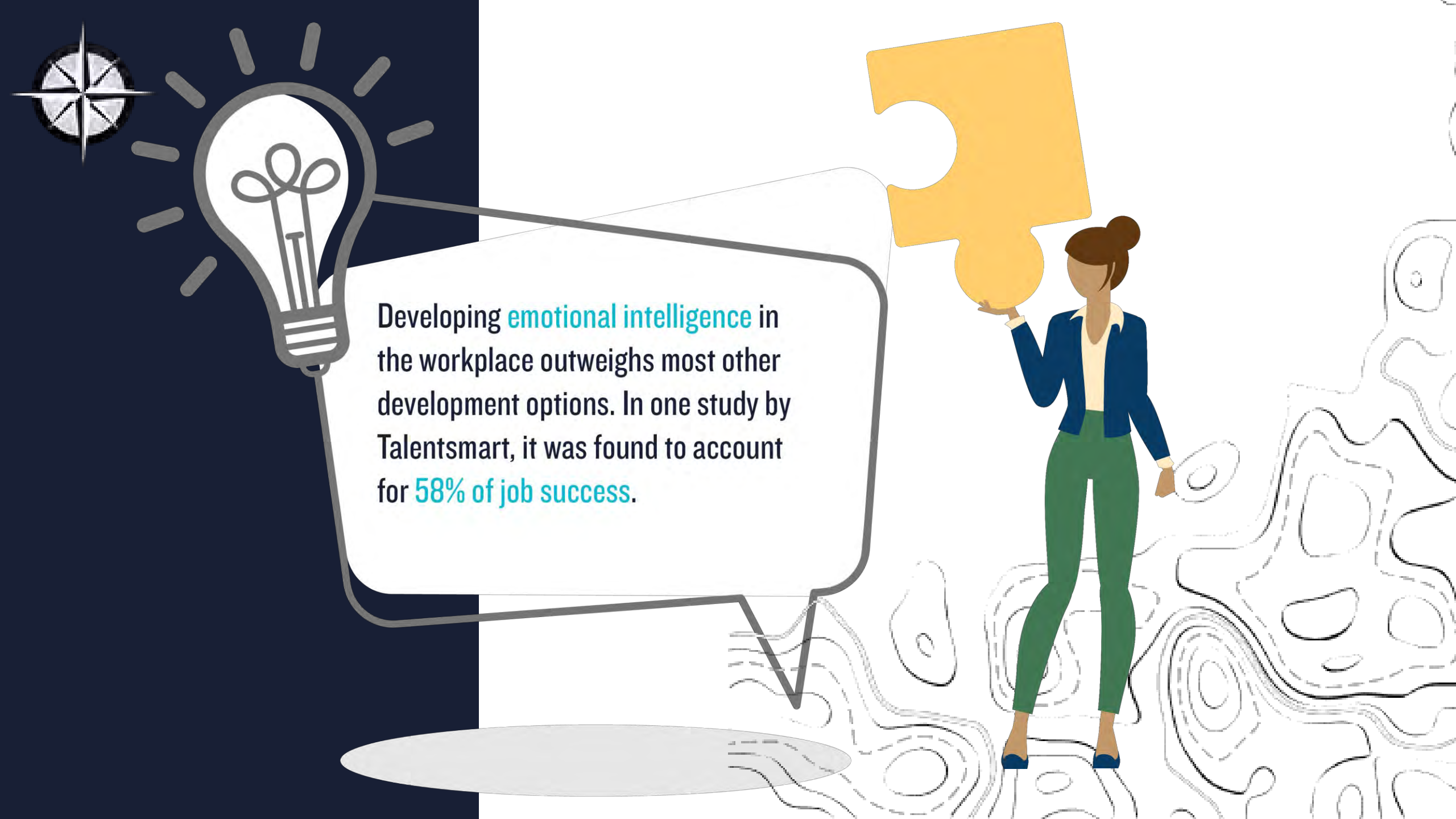


Whether you are just starting your leadership journey or you've been a leader for years, your future success will largely be determined by **how well you work with people** and how well you inspire them to work with you.

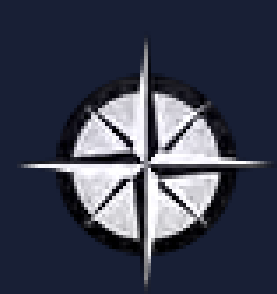


THINK ABOUT IT

How many of the issues you face in your agency are made more challenging by the personalities of different people you deal with?



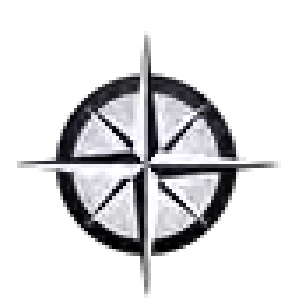
Developing **emotional intelligence** in the workplace outweighs most other development options. In one study by Talentsmart, it was found to account for **58% of job success**.



Solving the People Problem

Brett M. Cooper
Evans Kerrigan





Webinar Housekeeping



Mute yourself
when you are
not speaking.



Audio troubles?
Try switching to
phone call.



Use the Q&A
for questions
and technical
issues.



Save bandwidth
by closing any
other
applications.





Sierra's Story



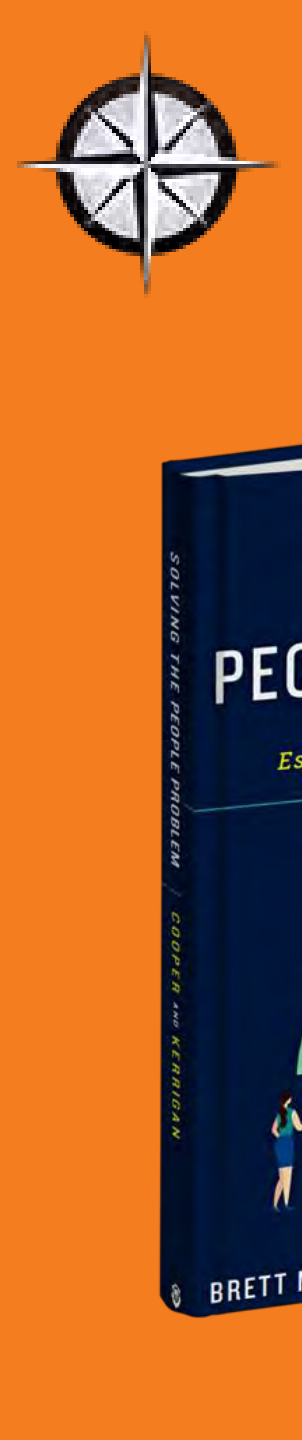
Sierra's Team

That's when
Sierra met us

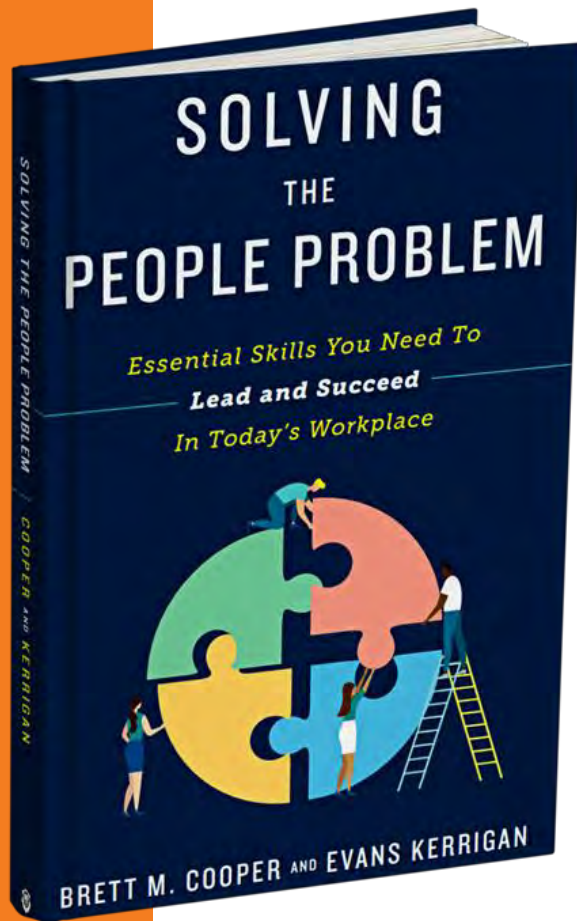


INTEGRIS
PERFORMANCE ADVISORS





Our Mission: To Solve the People Problem



Decision making



Communication



Conflict



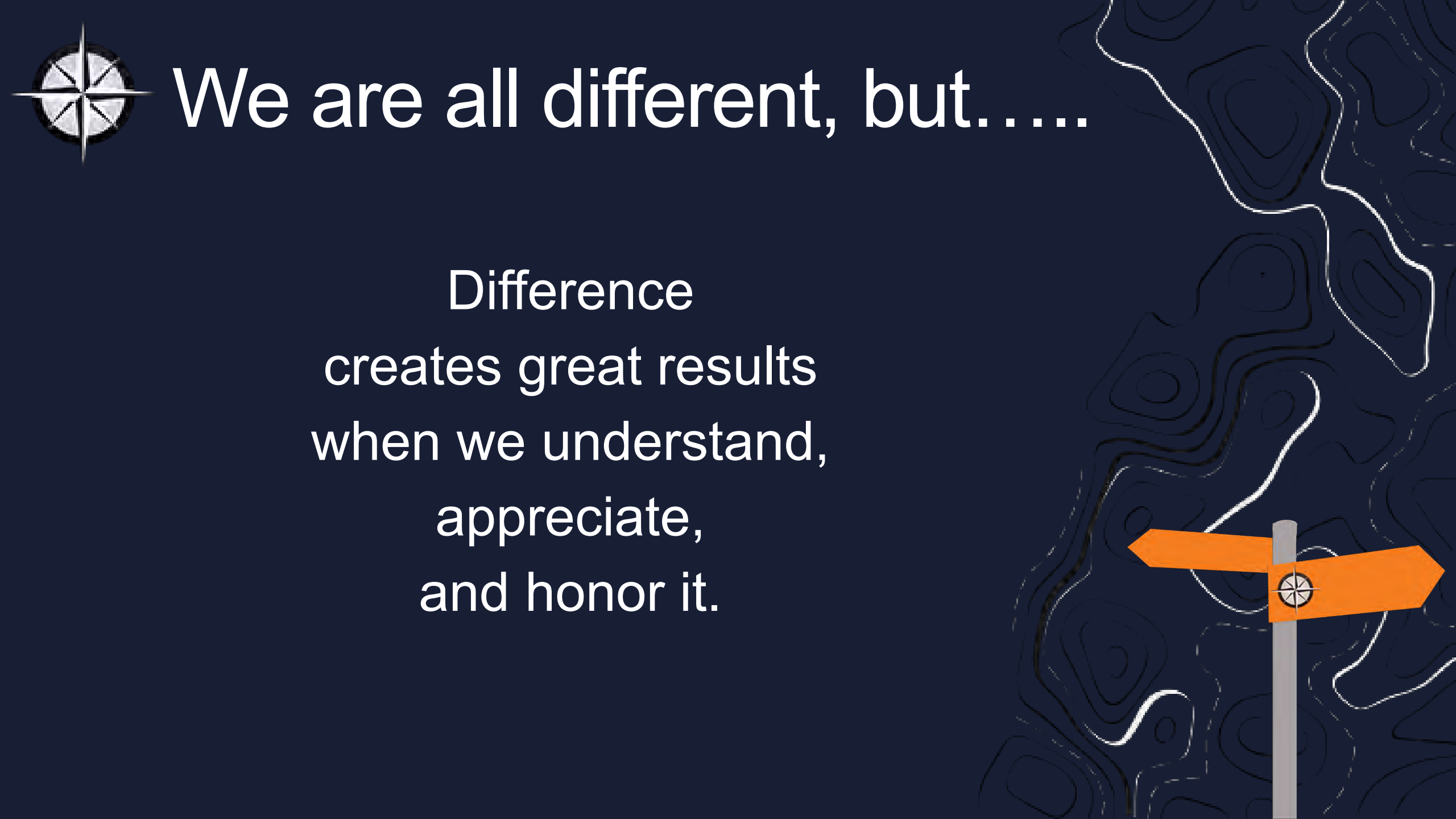
Teamwork



Customer
Service and
Sales



Leadership

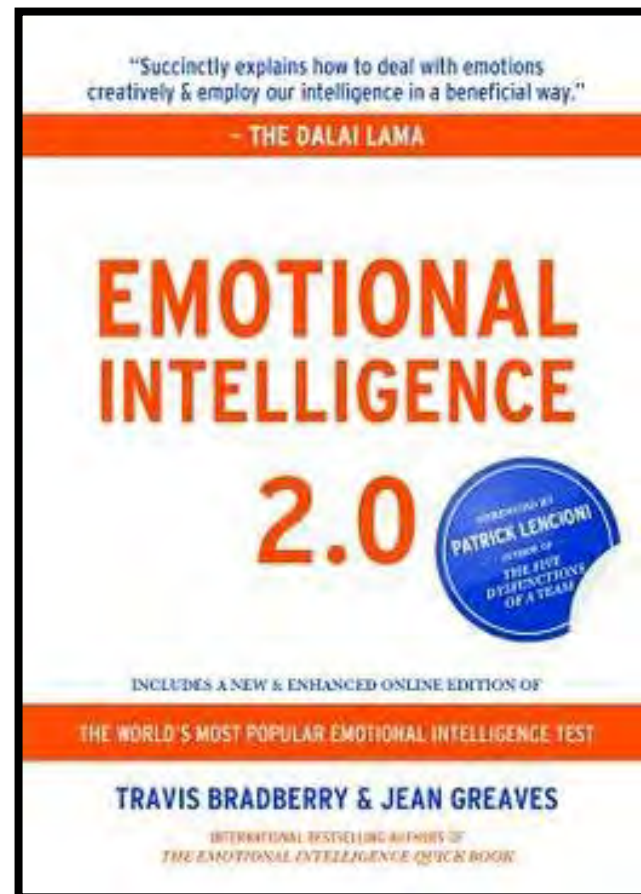
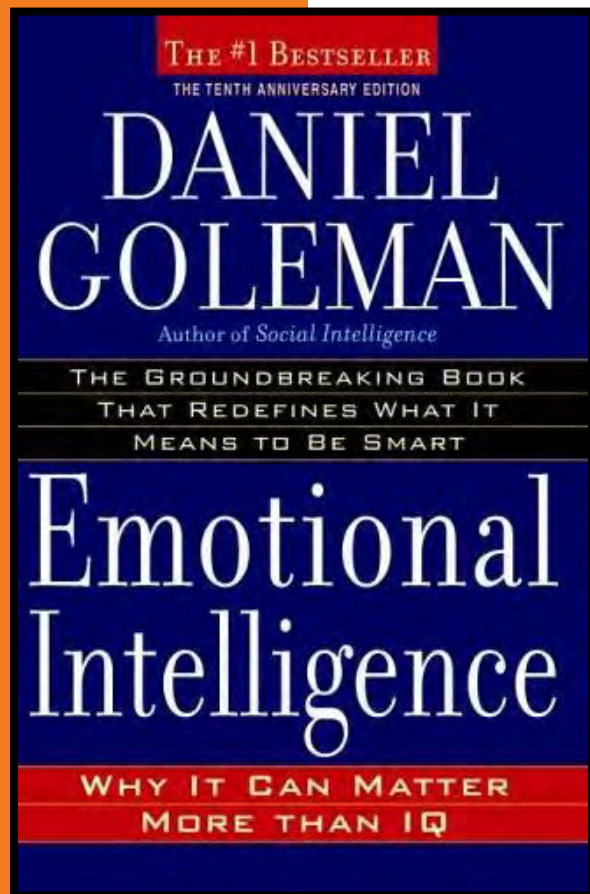


We are all different, but.....

Difference
creates great results
when we understand,
appreciate,
and honor it.

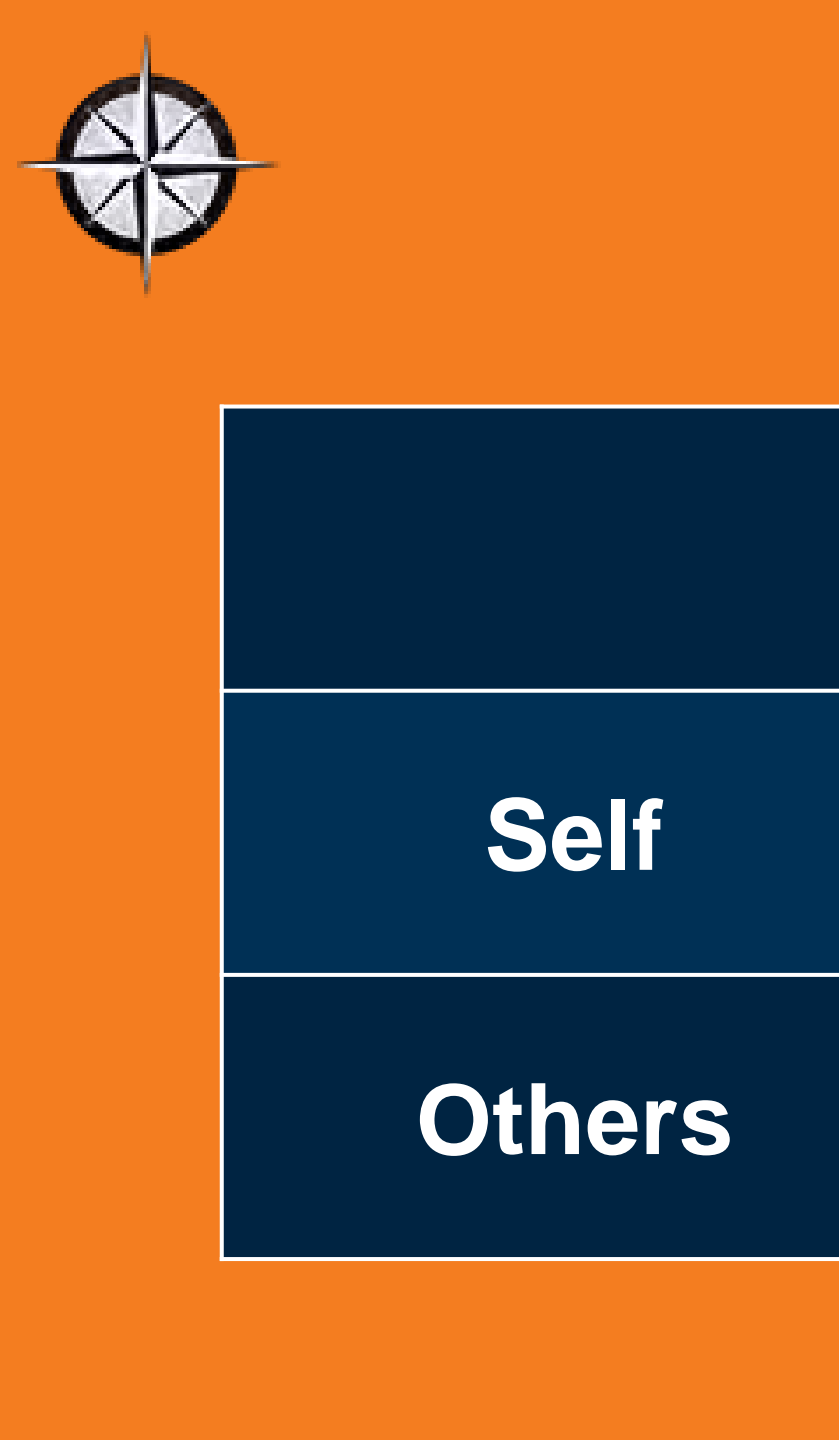


Their Starting Point



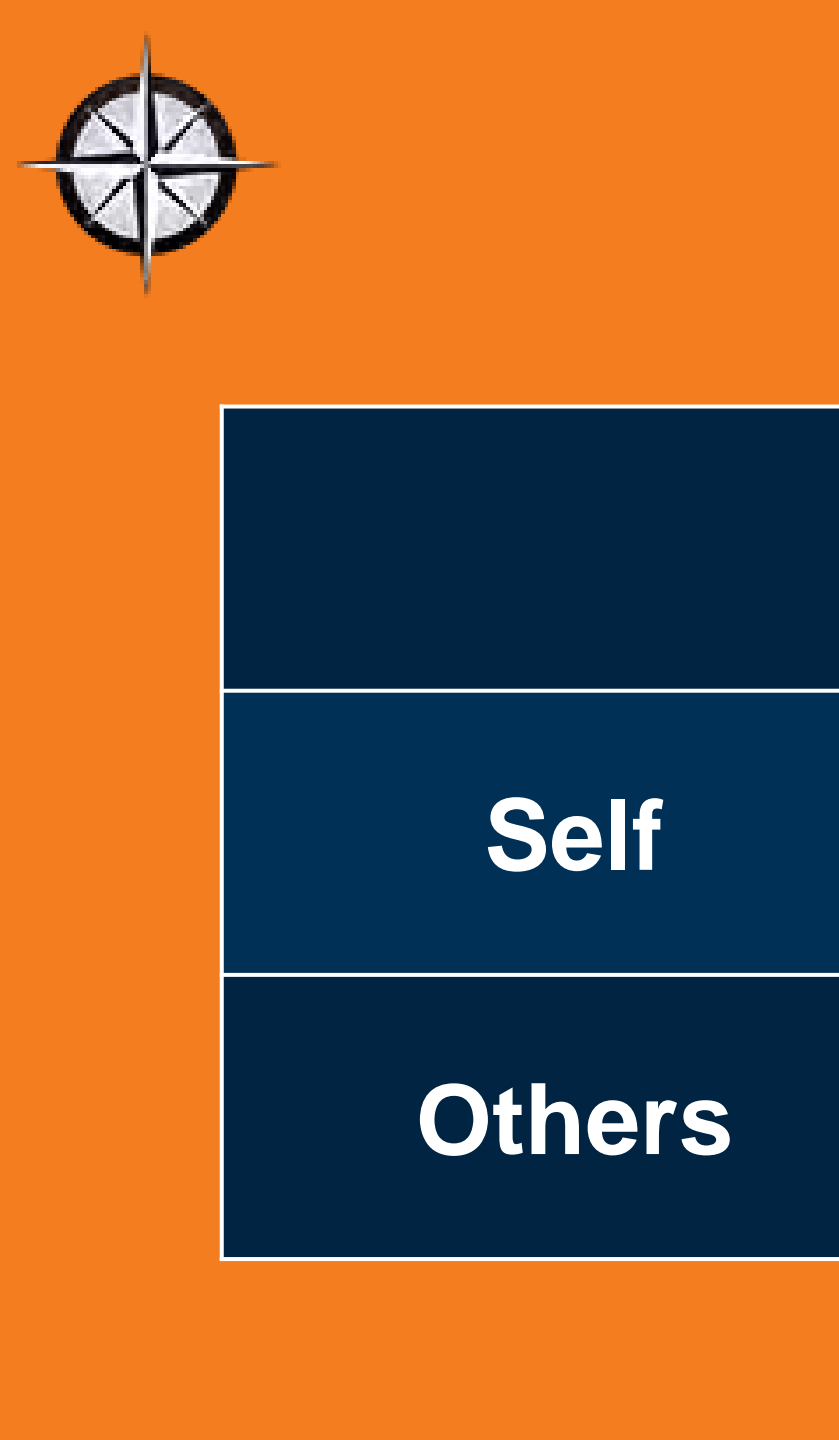


What Get's
Measured
Gets Done



A Framework for Emotional Intelligence

	Awareness	Application
Self		
Others		

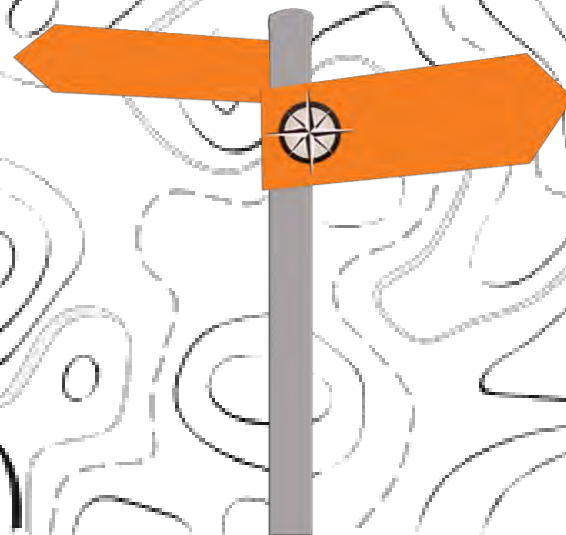


A Framework for Emotional Intelligence

	Awareness	Application
Self	Know Your Style	
Others		



Key Findings from their Survey



More fast-paced and outspoken



More cautious and reflective



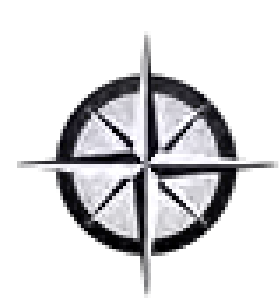


More questioning
and skeptical

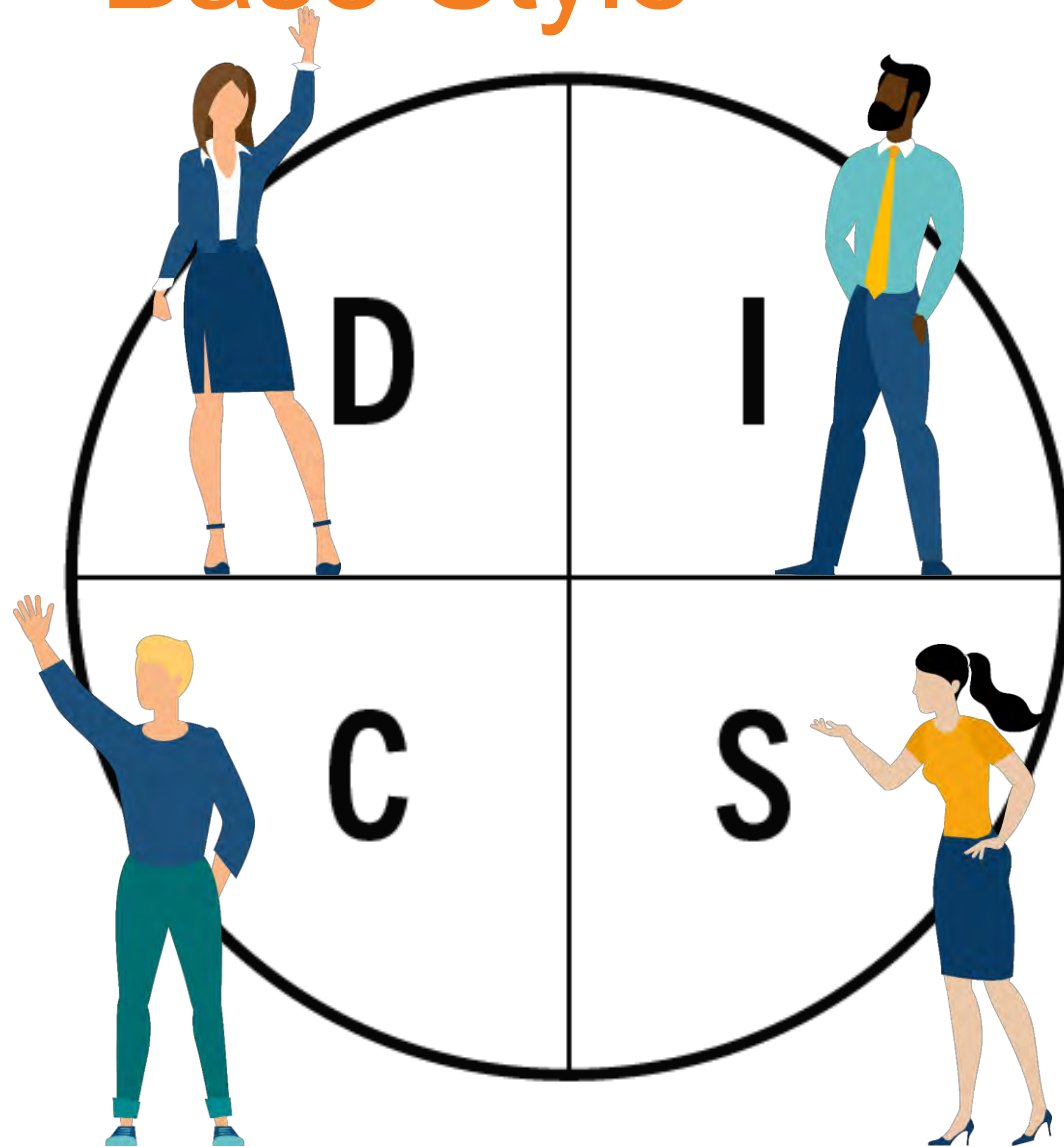


More accepting
and warm





Identifying Our Base Style

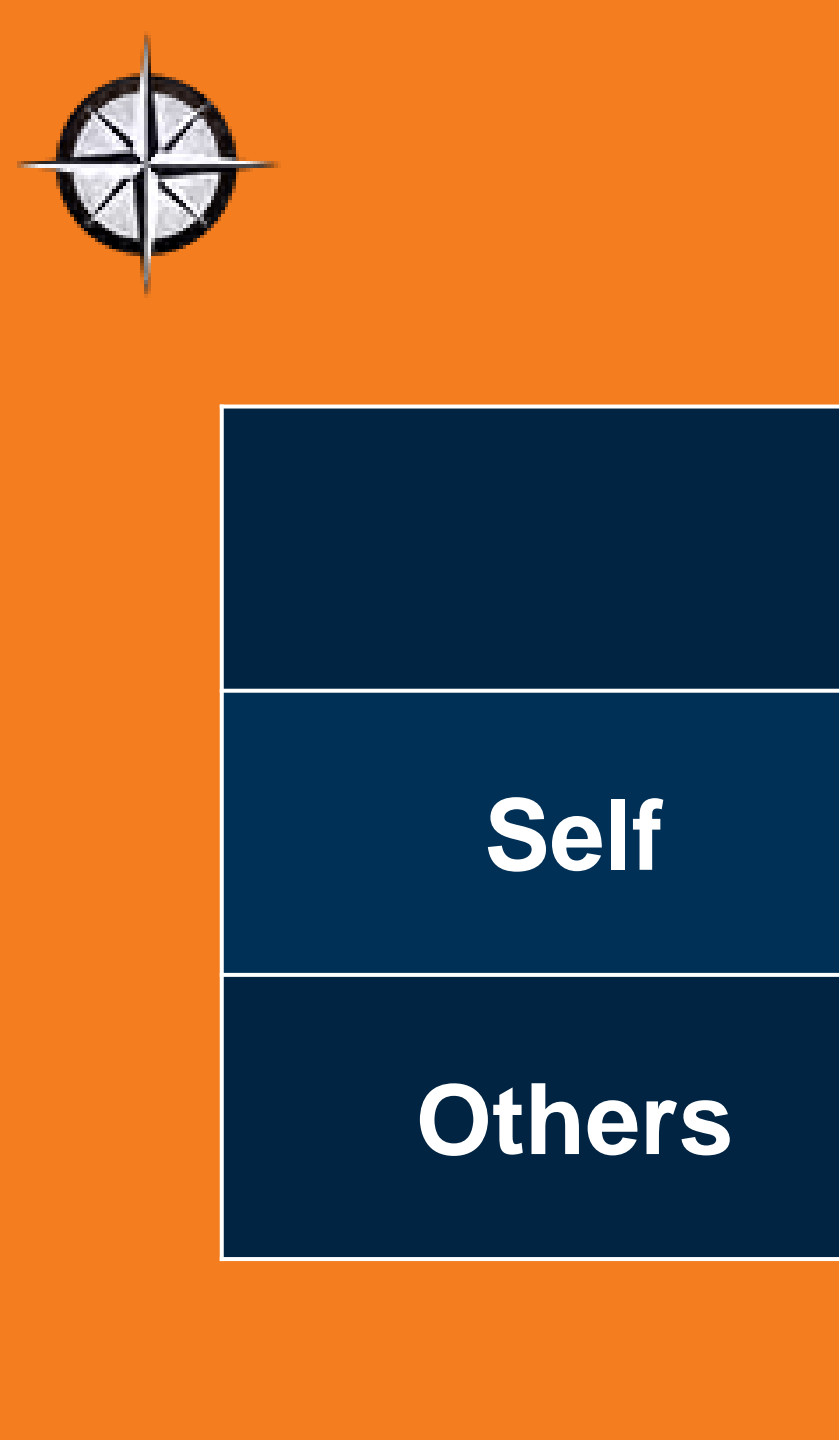


Bringing these two variables together provides us with a base Style

- D – Dominance
- I – Influence
- S – Steadiness
- C – Conscientiousness



Know Your Style

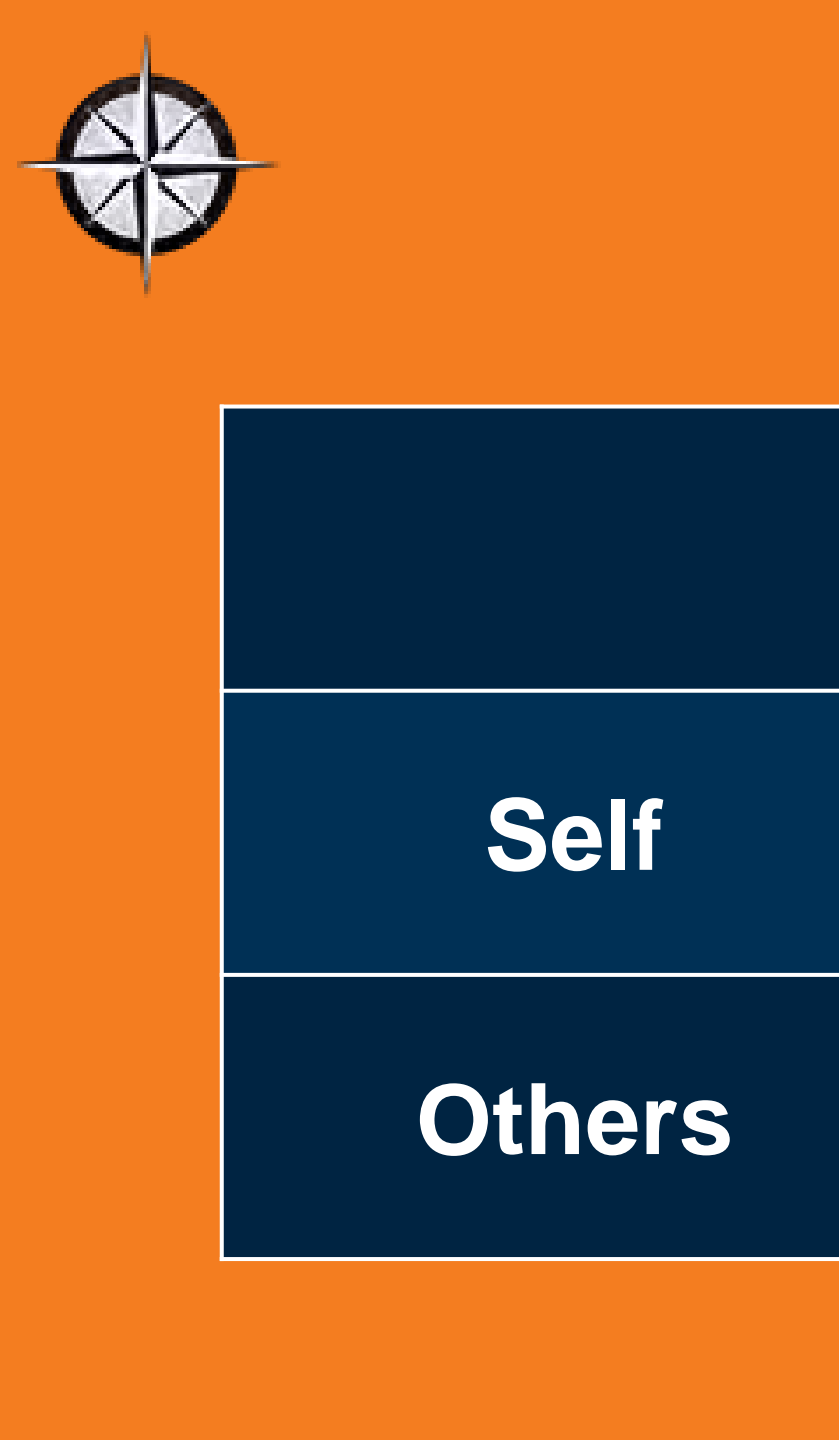


A Framework for Emotional Intelligence

	Awareness	Application
Self	Know Your Style	Choose Actions Wisely
Others		



Choose Actions Wisely

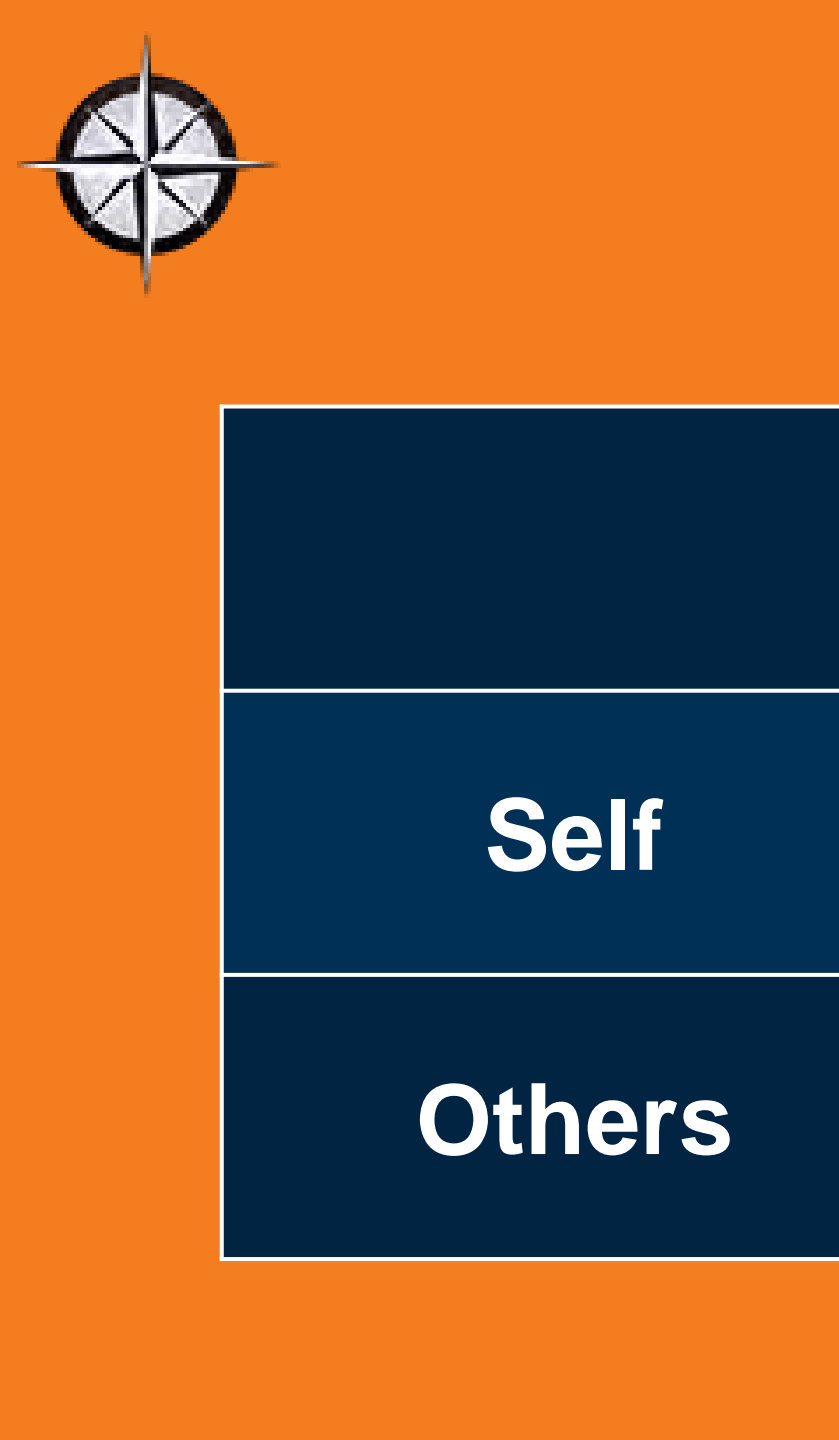


A Framework for Emotional Intelligence

	Awareness	Application
Self	Know Your Style	Choose Actions Wisely
Others	Know Other Styles	



Know Other Styles



A Framework for Emotional Intelligence

	Awareness	Application
Self	Know Your Style	Choose Actions Wisely
Others	Know Other Styles	Adapt Actions for Mutual Benefit



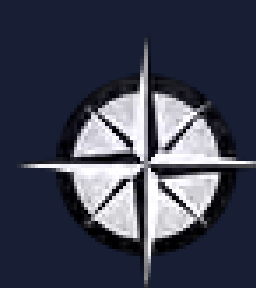
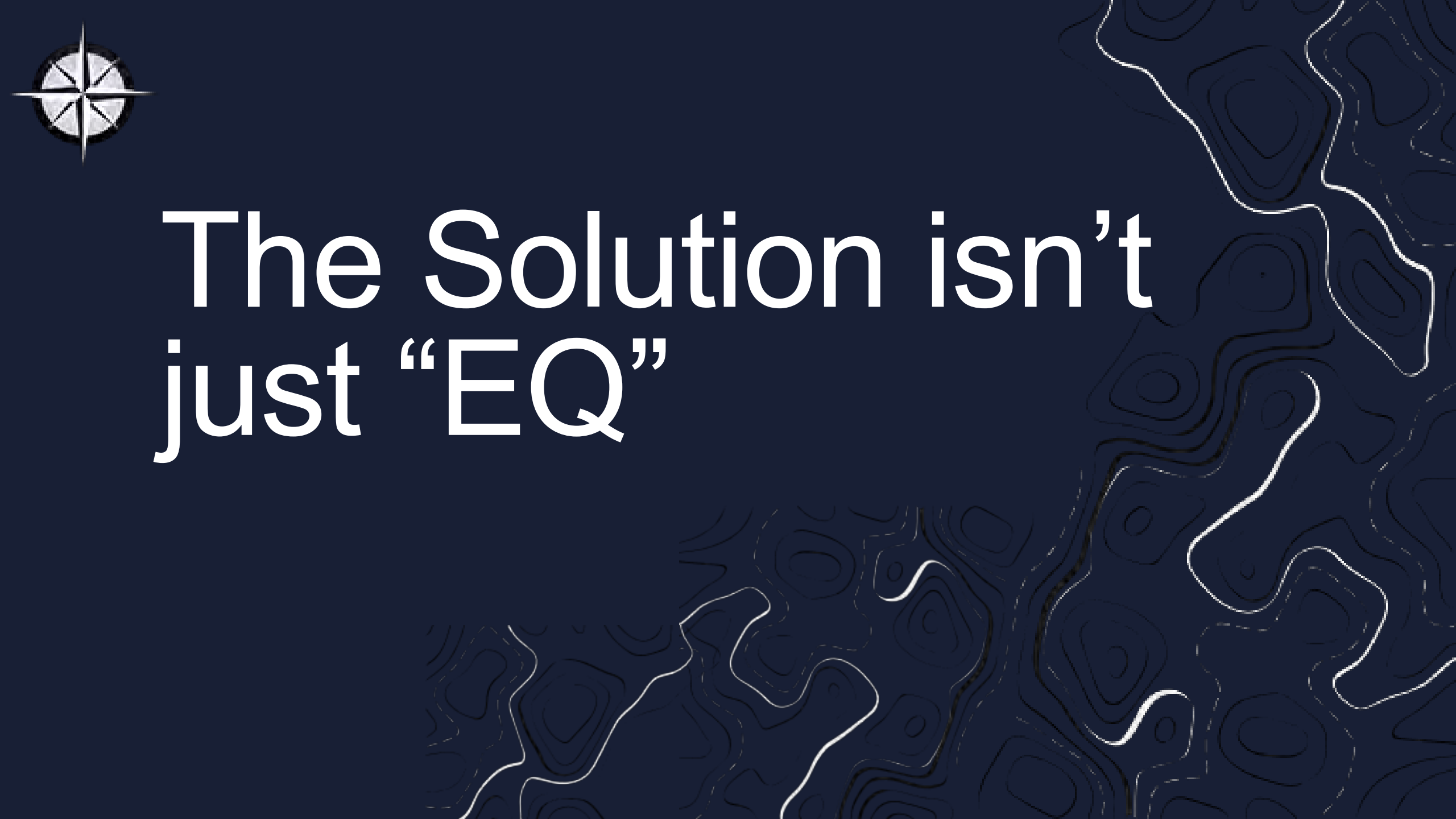
Adapt Behavior for Mutual Benefit



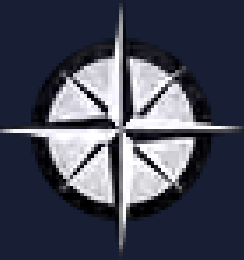
The Evolution of Emotional Intelligence

Isn't this what we'd all like to see throughout our organizations?

Know Your Style	Choose Actions Wisely
Know Other Styles	Adapt Actions for Mutual Benefit

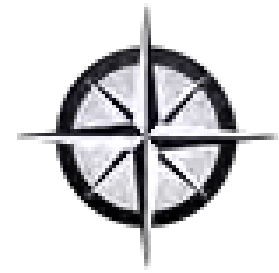


The Solution isn't
just "EQ"



The Solution is





What's Next for You

Visit SolvingThePeopleProblem.com

Building Work Relationships That Really Work

- Do you work with anyone who thinks or acts differently than you?
- Would you like to have a better understanding of why they think and act the way they do?
- Would you like to learn how to create healthier and more productive relationships with your coworkers, including colleagues, direct reports, and even your boss?

If you answered "yes" to any of these questions, then you experience the people problem. You can solve it!

WHAT'S MY DISC-EQ?

To be successful in today's workplace, you must understand how you and other people behave and why we all behave that way. Click here to take the first step in expanding your emotional intelligence.

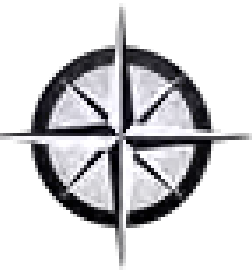
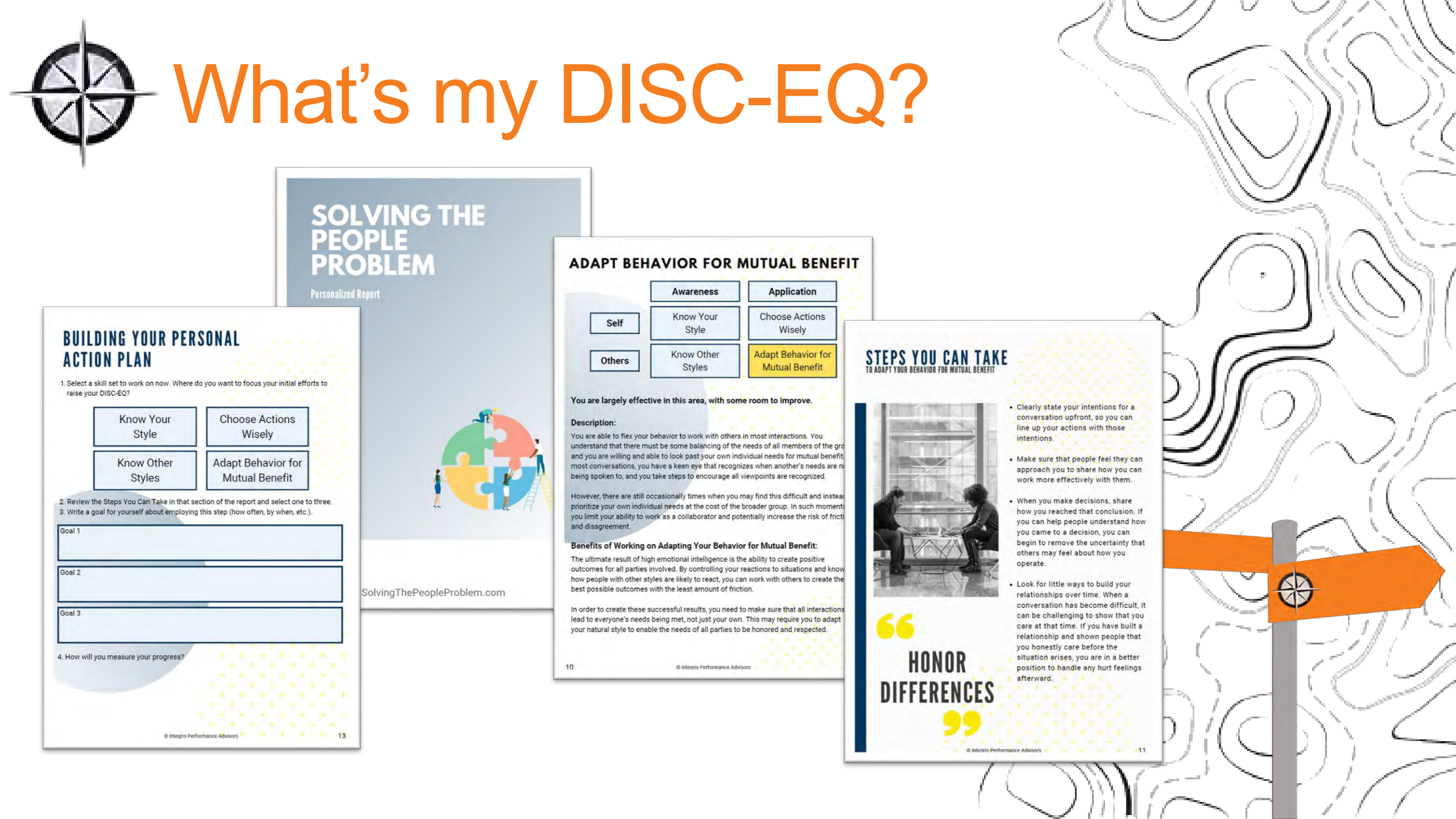
GET THE FIELD GUIDE

The *Solving the People Problem Field Guide for Leaders* is the powerful companion to the book that enables you to take your DISC-EQ to higher levels with 30 engaging exercises. Click here to download it now. (Free for a limited time)

SOLVING THE PEOPLE PROBLEM

"This book provides heaps of insights and practical advice about how to create authentic and meaningful relationships"

-Barry Z. Posner, PHD



What's my DISC-EQ?

SOLVING THE PEOPLE PROBLEM

Personalized Report



SolvingThePeopleProblem.com

ADAPT BEHAVIOR FOR MUTUAL BENEFIT

	Awareness	Application
Self	Know Your Style	Choose Actions Wisely
Others	Know Other Styles	Adapt Behavior for Mutual Benefit

You are largely effective in this area, with some room to improve.

Description:

You are able to flex your behavior to work with others in most interactions. You understand that there must be some balancing of the needs of all members of the group and you are willing and able to look past your own individual needs for mutual benefit. In most conversations, you have a keen eye that recognizes when another's needs are not being spoken to, and you take steps to encourage all viewpoints are recognized.

However, there are still occasionally times when you may find this difficult and instead prioritize your own individual needs at the cost of the broader group. In such moments you limit your ability to work as a collaborator and potentially increase the risk of friction and disagreement.

Benefits of Working on Adapting Your Behavior for Mutual Benefit:

The ultimate result of high emotional intelligence is the ability to create positive outcomes for all parties involved. By controlling your reactions to situations and knowing how people with other styles are likely to react, you can work with others to create the best possible outcomes with the least amount of friction.

In order to create these successful results, you need to make sure that all interactions lead to everyone's needs being met, not just your own. This may require you to adapt your natural style to enable the needs of all parties to be honored and respected.

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STEPS YOU CAN TAKE TO ADAPT YOUR BEHAVIOR FOR MUTUAL BENEFIT



- Clearly state your intentions for a conversation upfront, so you can line up your actions with those intentions.
- Make sure that people feel they can approach you to share how you can work more effectively with them.
- When you make decisions, share how you reached that conclusion. If you can help people understand how you came to a decision, you can begin to remove the uncertainty that others may feel about how you operate.
- Look for little ways to build your relationships over time. When a conversation has become difficult, it can be challenging to show that you care at that time. If you have built a relationship and shown people that you honestly care before the situation arises, you are in a better position to handle any hurt feelings afterward.

“HONOR DIFFERENCES”

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BUILDING YOUR PERSONAL ACTION PLAN

1. Select a skill set to work on now. Where do you want to focus your initial efforts to raise your DISC-EQ?

Know Your Style	Choose Actions Wisely
Know Other Styles	Adapt Behavior for Mutual Benefit

2. Review the Steps You Can Take in that section of the report and select one to three.
3. Write a goal for yourself about employing this step (how often, by when, etc.).

Goal 1
Goal 2
Goal 3

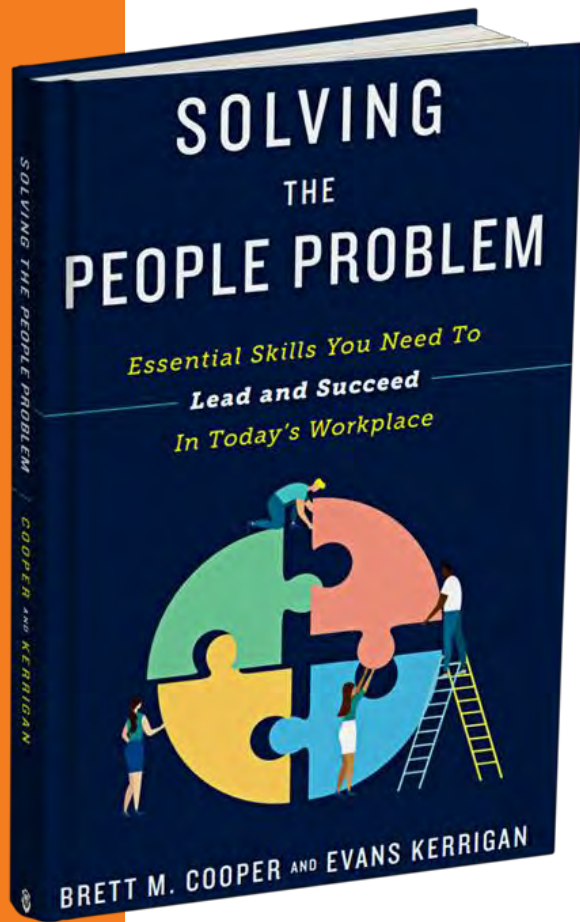
4. How will you measure your progress?

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Another Way to Learn More



Decision making



Communication



Conflict



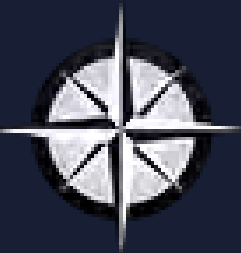
Teamwork



Customer
Service and
Sales



Leadership



Thank You

SolvingThePeopleProblem.com

- Click “What’s My DISC-EQ?”

