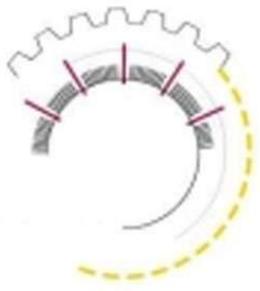


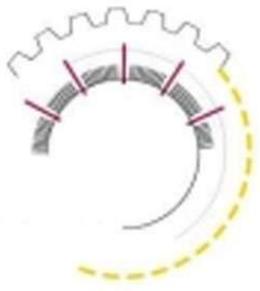
Speed Traps, Pot Holes & Idiots!

*North Dakota
Association of
County Engineers*



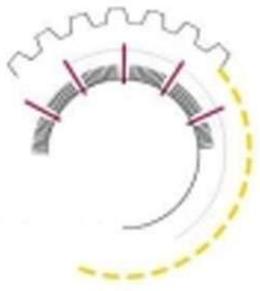
The reality of change

- What we do doesn't change very much, how we do it does.



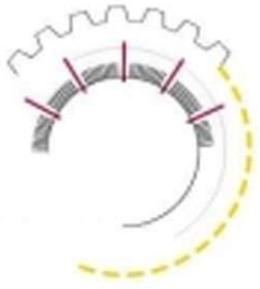
The reality of change





The reality of change



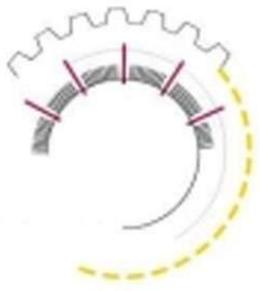


Gossip

“In my opinion”

“I believe”

“I feel”



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

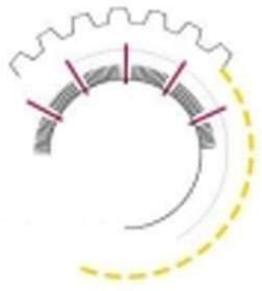


4



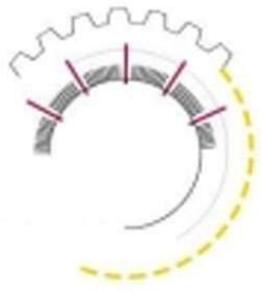
5





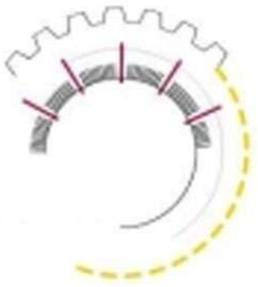
Power of Perceptions!

What thoughts went through your head when you saw my “work” outfit?



Power of Assumptions!

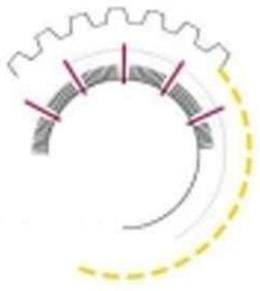
Fun, trying to relate,
comfortable, uneducated,
unknowledgeable, inappropriate,
courageous, real, ?



Assumption Areas

You and Other about you

1. Coworker, vendor, citizen, community
- “they are difficult/bad”
2. Communication - amount & channel
3. How you get your work done - as a department or how you do your job
4. What the solution or fix is - HVAC guy
5. Random events
6. I don't need to meet new people



Power of Assumption!

What assumptions are we making?

- One thing you would change about me?
- Wife's Chiro after son's birth
 - Person honking horn

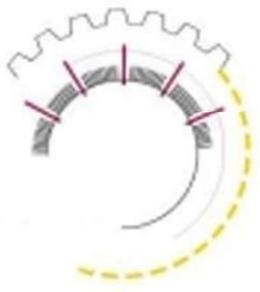


Power of Assumptions!

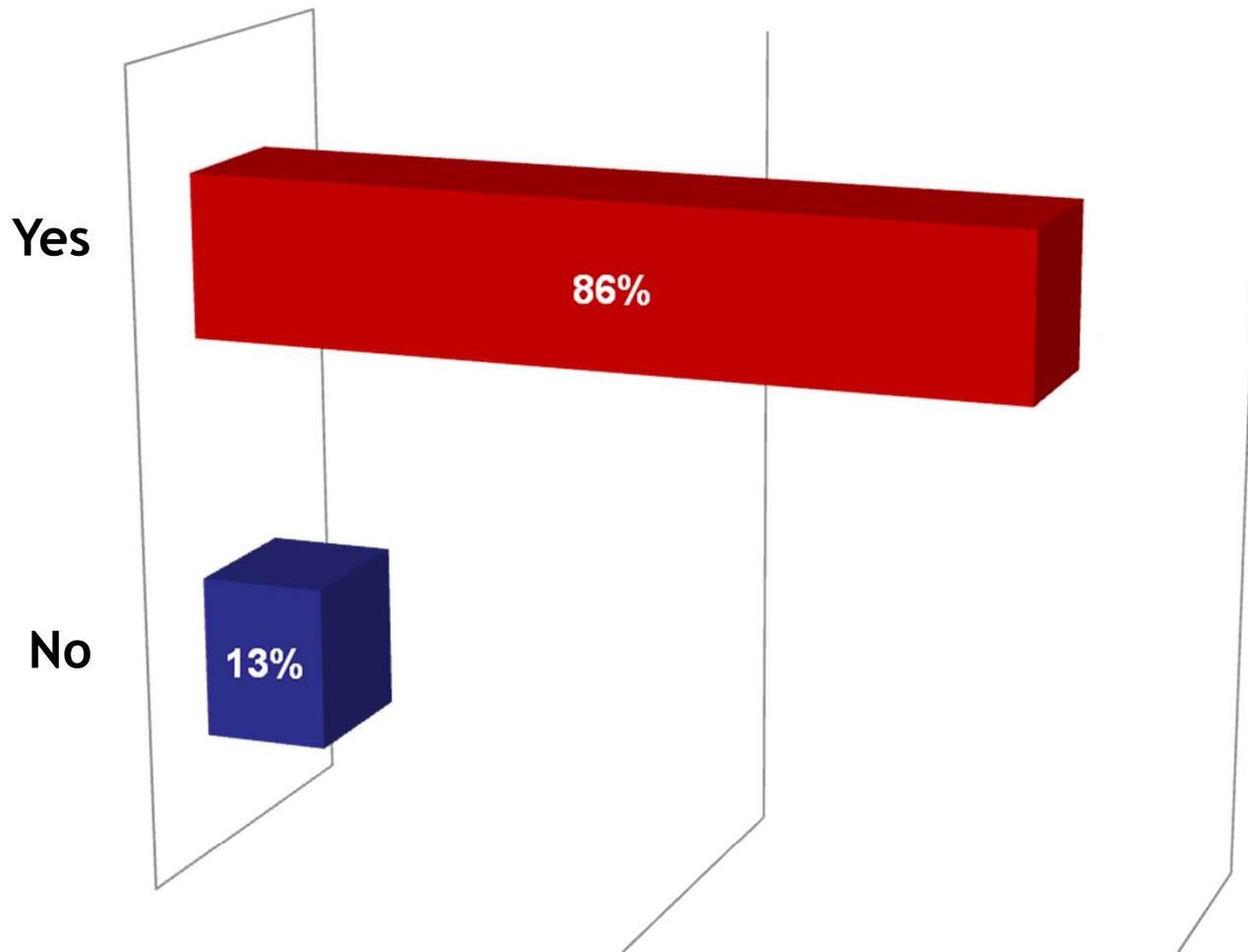
3. How can we improve this?
 - Quit making up stories
 - Be willing to change your assumption
 - Assume the best!

**I HOPE SOMETHING
GOOD HAPPENS
TO YOU TODAY.**



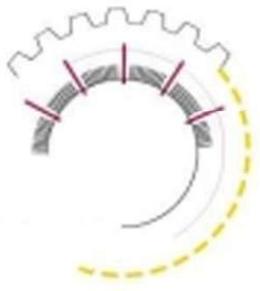


Do you work with one or more annoying coworkers?



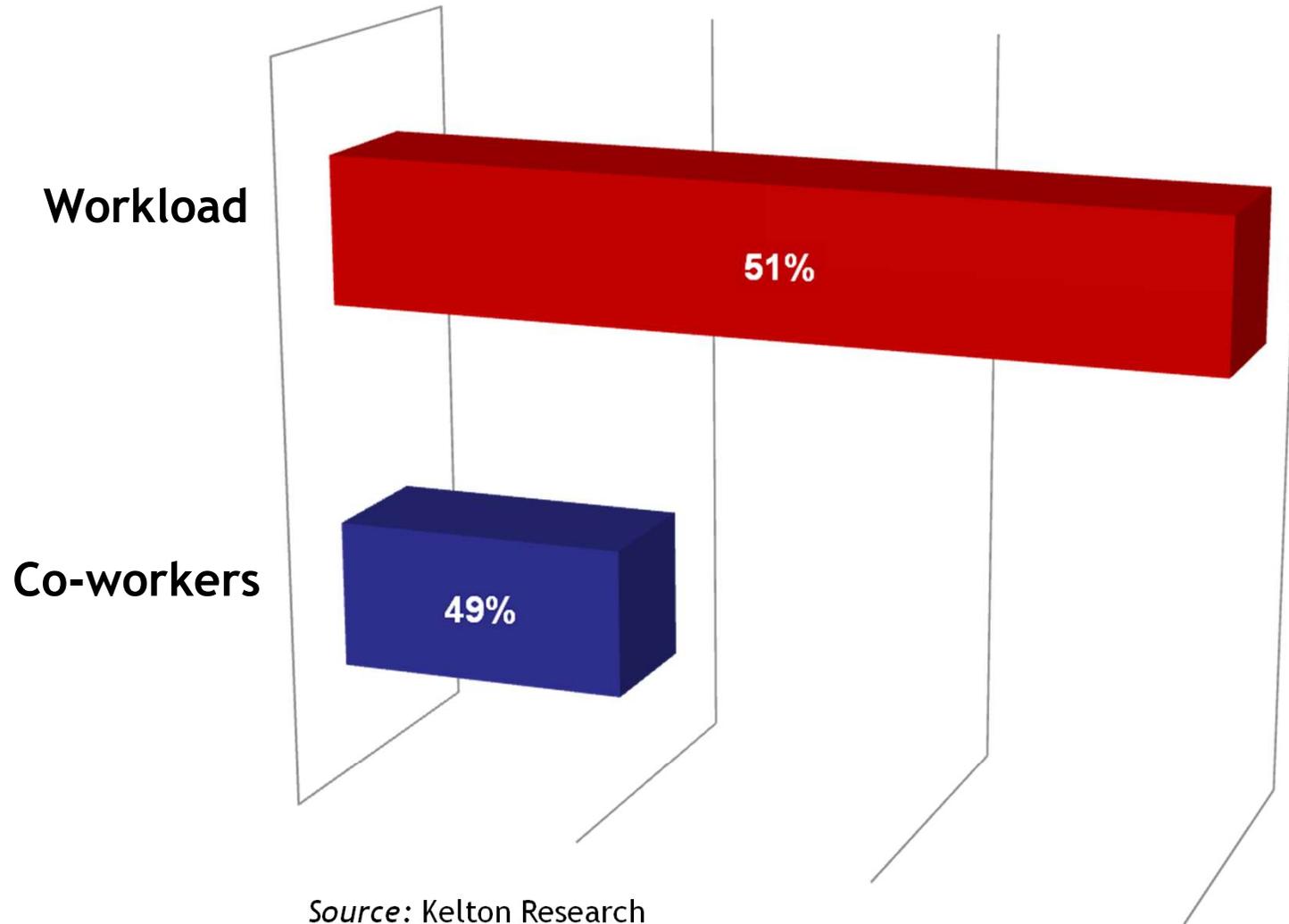
38% Say 3 or more coworkers are difficult

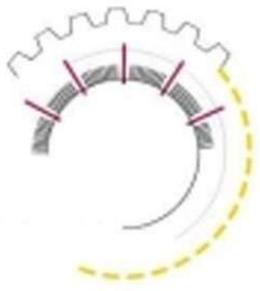
Source: Hotjobs



Workplace Worries

What causes you the most stress at work?



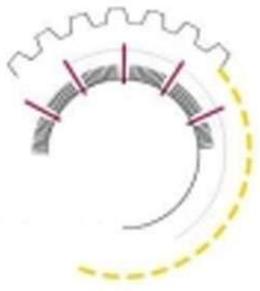


Power of Communication!

Lowering Defenses

Be careful about using **always** and **never!**

Replace with **frequently**, **often** or **rarely** and **sometimes**.



Power of Communication!

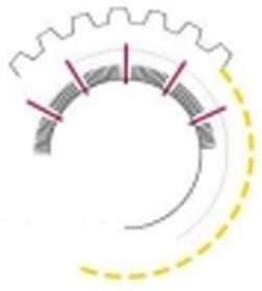
Lowering Defenses
Decisions With Limited Information

“You might be right”

“You could be right”

“That may be true”

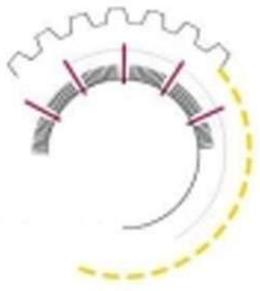
“...let’s check into that later”



Power of Communication!

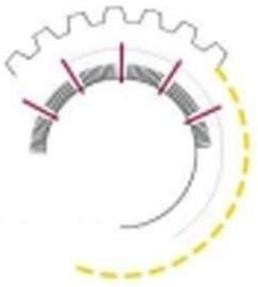
Can we start over?

-
-
-
-
-



Feedback





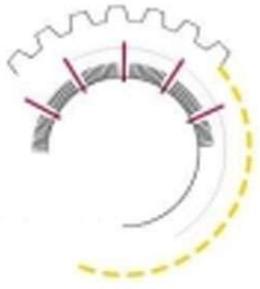
Types of feedback

1. Affirming/Gratitude

1. What they are doing well
2. What they are making progress on
3. What you appreciate about them

2. Constructive/Educational

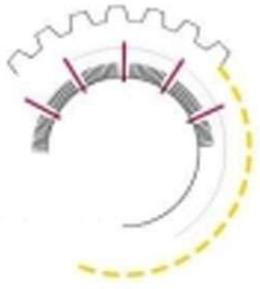
1. Teach them
2. Give some perspective
 1. Look at it through other's eyes/preference
 2. Communication - ok to ask questions



Feedback!

Managers who provided frequent recognition and encouragement were rewarded with an increase productivity of 31%.

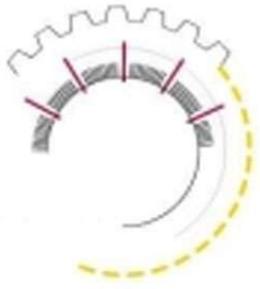
2009 study by two graduates of the University of Pennsylvania's Applied Positive Psychology Program



Feedback

Giving

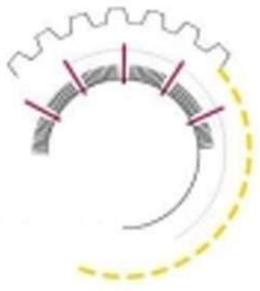
- Know the potential long term effect of your words.
- Make sure you are respectful and dignified.



Feedback

Receiving

- Seek out
- Consider the source
- Get a second opinion



Today 11:19 AM

What is it like to live with me ??

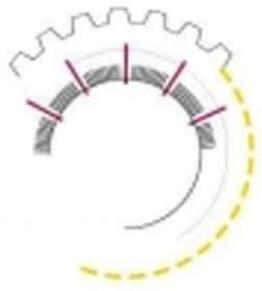
Ummmm,
entertaining,
interesting, busy, fun
and couldn't ask for
anything better. Why?

Was I supposed to say
it's a pain in my [redacted]?
Just kidding. Love you



Text Message



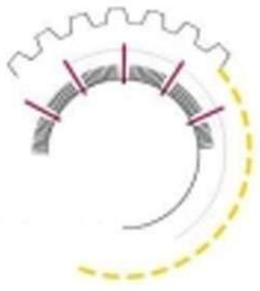


Feedback - Exercise

A word or short
phrase of something
you:

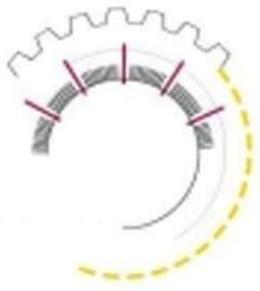
- Respect
- Admire
- Appreciate

About the other
members of your
group



Gary Ridge , CEO for WD 40, company pledge

"I am responsible for taking action, asking questions, getting answers, and making decisions. I won't wait for someone to tell me. If I need to know, I am responsible for asking. I have no right to be offended that I didn't 'get this sooner.' If I'm doing something others should know about, I'm responsible for telling them. "



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