

***There's no limit to what can be
accomplished if you don't care
who gets the credit!***



COMMON WISDOM
AUTHOR UNKNOWN

THE CHALLENGE: WORKING WITH PEOPLE



Today every job has a “working with people” component.

Sometimes you will be the designated leader and sometimes not, but understanding the simple mechanics of individuals working well together will make the task more pleasant and the result better.

Remember to:

- **Hold a great expectation.** Expect the best from each person in the group and do not be disappointed if they fall short once in a while. Remember people tend to work up or down to your expectations.
- **Smile.** No matter what, smile all the time. Your smile will instill confidence and defuse tension. Your smile is a learnable habit. Practice it daily.
- **Know and use names.** The most important sound to any human being is the sound of his/her own name. If you have difficulty remembering names, you are not alone. Take heart that there are things that can help. Look for books and seminars. Get training. Whenever you have influence on the event, suggest the use of name tags and develop the habit of reading them often and using the name.
- **Ask, don't tell.** The second most important sound to people is the sound of their own voice. No one wants to be told or sold anything, so quit telling and begin asking. If you ask the right questions and listen to the answers, you can have a great impact. Instead of saying “*Move that table over here,*” try, “*Can you help move that table over here?*” You will be pleasantly surprised at how effective a question can be!

- **Listen to learn.** “You have one mouth and two ears. Listen twice as much as you talk.” You demonstrate effective listening by maintaining good eye contact, nodding agreement and asking meaningful questions. Oftentimes taking notes can lend credibility to your listening skills. Paraphrasing what you heard demonstrates listening, ensures better communication and clearly says you care.
- **Lead by example.** Again, regardless of your title and responsibilities in the group, you influence the group psyche by the example you set. Roll up your sleeves and begin. Remember, part of any job in a group is to help others do their part well. Sometimes you just have to help them get started.
- **Share the success.** Be careful not to fall into the pit of just “doing it yourself” because it is easier. Let others share in the feeling of accomplishment for working on a successful project because it is a group effort and everyone needs to contribute.
- **Say Thank You early and often.** People need to feel appreciated and know that they are successful.

A CHECKLIST FOR WORKING WITH PEOPLE



- Hold a great expectation.
- Smile.
- Know and use names.
- Ask, don't tell.
- Listen to learn.
- Lead by example.
- Share the success.
- Say thank you.

