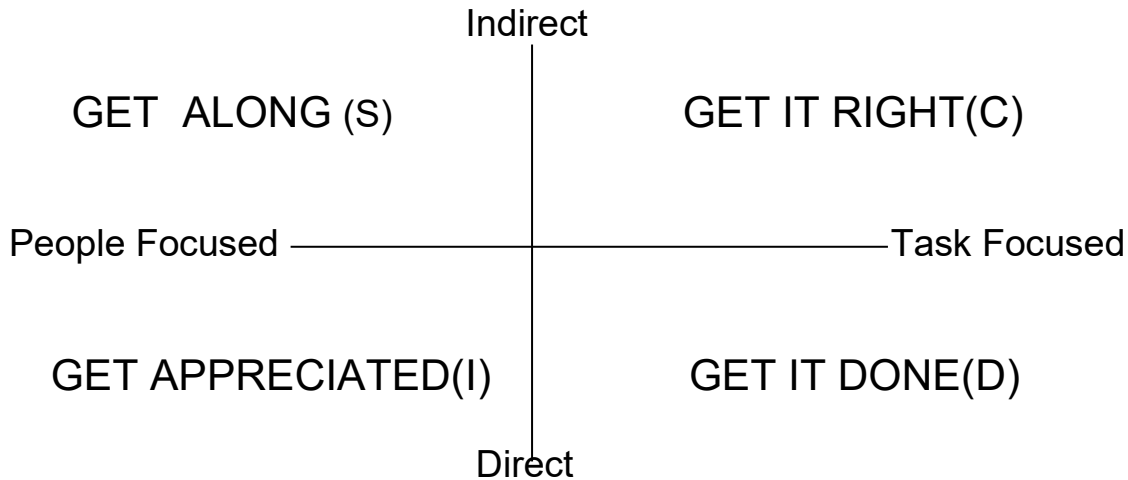


PEOPLE DON'T COME WITH WARNING LABELS

Presented by Lori Klinka



1.GET ALONG

PROBLEM-YES PERSON
SOLUTION-

1. Let them be honest
2. Ask for their commitment
3. Strengthen the relationship

2.GET IT RIGHT

PROBLEM- COMPLAINER
SOLUTION-

1. Listen
2. Focus on solutions
3. Draw the line

3.GET IT DONE

PROBLEM- EXPLODER
SOLUTION-

1. Hold your ground
2. Interrupt the attack
3. Get to the bottom line

DEALING WITH ANGRY PEOPLE

1. STOP
2. LOOK
3. LISTEN
4. Apologize & empathize
5. Ask Questions
6. Restate the problem
7. Develop Solutions
8. Learn from the situation

4. GET APPRECIATED

PROBLEM: DISRUPTER
SOLUTION-

1. Acknowledge contributions
2. Get back on track
3. Compliment good behavior