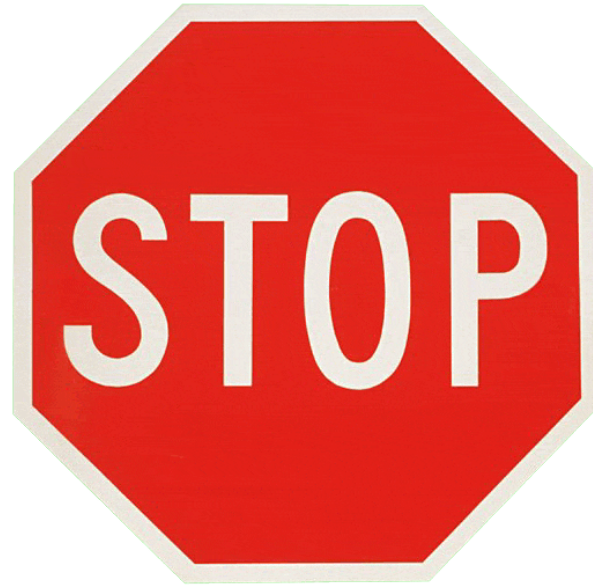




***Working with Different  
and Difficult People:  
Relational Leadership***

**Jim Mathis, IPCS, CSP, CSML**  
***The Reinvention PRO™***

**?**



**?**

**RED = DANGER!**

**?**







**?** **?** **?**

# ***The Formula for***

## ***Relational Leadership***

- ***To work with teams, you need to understand individuals.***
- ***To understand individuals, you need to know their personality and behavioral styles.***
- ***To bring about change, you need to master adaptability.***



## **Powerbroker/Choleric ~ Dominant (Controller)**

**Basic Desire:**

[Have control!](#)

**Emotional Needs:**

[Obedience](#)

**Greatest Fear:**

[Not being in control](#)

**Counseling:**

[Direct, logical steps](#)

**Under Pressure:**

[Anger](#)

**Managing Them:**

[Challenge them](#)

**TV Characters:**

[Lucy, Hot Lips, Marie Barone, Jerry Seinfeld](#)



**Someone work with who is like this:**



## Populist/Sanguine ~ Influencer (Talker)

Basic Desire:

Have fun!

Emotional Needs:

Attention, Acceptance & Affirmation

Greatest Fear:

Lack of attention or fun

Counseling:

Keep it simple

Under Pressure:

Excessive talking and emotion

Managing Them:

Don't box them in – no long projects

TV Characters:

Snoopy, Hawkeye, Raymond, Kramer



**Someone work with who is like this:**



## Peacemaker/Phlegmatic ~ Steady (Listener)

Basic Desire:

Have peace...

Emotional Needs:

Just get along

Greatest Fear:

Change, Confrontation & Conflict

Counseling:

Show them WHY they should be motivated

Under Pressure:

A wall of silence

Managing Them:

Give them time to process

TV Characters:

Charlie Brown, Henry, Frank Barone, Elaine



**Someone work with who is like this:**



## Perfectionist/Melancholic ~ Conscientious

(Researcher)

Basic Desire:

Perfection!

Emotional Needs:

Sensitivity

Greatest Fear:

Lack of rules/perfection

Counseling:

Lower their expectations

Under Pressure:

Robotic responses

Managing Them:

Clear expectations, Guidelines

TV Characters:

Linus, Radar, Robert Barone, George Costanza



**Someone work with who is like this:**

# HOW DO THE TEMPERAMENTS HELP ME AS A LEADER?



## Perspective on Relating to Others:

I act as I see myself. **We like people more who are like us!**

*People do what they see.*

Our temperaments cause us to see people and things in the way we see ourselves.

This doesn't tell you **IF** someone will do a job, rather it tells you **HOW** they will do the job.

- **Powerbroker/Choleric:** [My Way](#)
- **Populist/Sanguine:** [Fun Way](#)
- **Peacemaker/Phlegmatic:** [Easy Way](#)
- **Perfectionist/Melancholic:** [Right Way](#)

# EQUIPPING LEADERS



***Every Leader's job is to work...  
themselves OUT of their job!***

*“Who could be doing what I am doing now?”*

## **An Essential Equipping Plan**

### **1. I do the task alone.**

*“Successful Leaders attract  
potential leaders.”*



# EQUIPPING LEADERS



2. I do the task, you observe me.

3. You do the task, I observe you.

4. You do the task alone.

*“Great Leaders seek out and find potential leaders, then transform them into good leaders.”*

# EQUIPPING LEADERS



5. You do the task, someone else  
observes you!

**Make a commitment:**

*Ask: “Who could be doing what I am doing now?”*

***“Never do another task unobserved!”***

# ***Reinvention Nation™***

*“The Secret of our our  
success is discovered in  
our daily agenda!”*

**Jim Mathis, IPCS, CSP, CSML**

*The Reinvention PRO™*

**Please sign MY book!**

*[jim@jimmathis.com](mailto:jim@jimmathis.com)*