

Working with Different and Difficult People: Relational Leadership

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Welcome!

About Jim:

Jim Mathis, IPCS, CSP, CSML is the Reinvention PRO™. He has been speaking, leading conferences and consulting for over 40 years. A bestselling author, International Platform Certified Speaker (IPCS) and Certified Speaking Professional (CSP) and Certified Speaker & Trainer with the international Maxwell Leadership Team (CSML) who has helped numerous health care businesses reinvent their policies and procedures, Jim shares his expertise in an interactive, casual, engaging style.

He challenges leaders to re-evaluate, re-purpose and reinvent their ideas and beliefs. Jim helps executives, entrepreneurs, leaders, managers, and other professional service providers improve their presentation skills, professionalism and grow their businesses through leadership, sales, marketing, and customer service coaching.

A small sample of his clients include City Leagues and Associations in Nevada, Pennsylvania, Oregon, Kansas, Wisconsin, Virginia, Florida, New Mexico, Maine, Connecticut, West Virginia, Wyoming, Arkansas, and Mississippi as well as individual cities and towns throughout the US, and many other commercial clients in the US and Canada.

Mathis is president of Reinvention Nation, LLC, based in St. Augustine, Florida, and the author of the books: *Reinvention Made Easy* and *Reinvention 101*.

Jim will be glad to autograph your copy following the presentation today.

Please autograph ***his*** copy!

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The Formula for Relational Management

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

Powerbroker/Choleric — Dominant (Controller)

Basic desire: _____

Emotional needs: _____

Cause of depression: _____

Counseling: _____

Under pressure: _____

Working with them: _____

Characters: _____

Who do I work with who is like this?

Populist/Sanguine - Influencing (Talker)

Basic desire: _____

Emotional needs: _____

Cause of depression: _____

Counseling: _____

Under pressure: _____

Working with them: _____

Characters: _____

Who do I work with who is like this?

Notes:

Peacemaker/Phlegmatic — Steady (Listener)

Basic desire: _____

Emotional needs: _____

Cause of depression: _____

Counseling: _____

Under pressure: _____

Working with them: _____

Characters: _____

Who do I work with who is like this?

Notes:

Perfectionist/Melancholic - Conscientious (Thinker)

Basic desire: _____

Emotional needs: _____

Cause of depression: _____

Counseling: _____

Under pressure: _____

Working with them: _____

Characters: _____

Who do I work with who is like this?

Equipping People Better

1. I do the task _____!
2. I do the task and YOU _____ me.
3. You ___ the task and I _____ you.
4. You do the task _____.
5. You do the task and _____ else _____ you.