

# LEADERSHIP

## ACTION

## PLAN

### Key Leadership Tactic for Working With Difficult People

- ◆ Think about people on your team today that are difficult to work with and identify at least 3 common ground areas you can connect with them on
- ◆ Observe and identify if they lean more toward being outgoing or reserved
- ◆ If outgoing, look and listen for clues that would indicate if they seem to value control or recognition
- ◆ If they are reserved, look and listen for clues that would indicate they are more focused on facts or security
- ◆ Set a 90 day challenge for yourself to connect with that person and check in to see your progress every 30 days
- ◆ If a trusted colleague works very well with that individual, ask for their advice