

WORKING IT OUT IN THE WORKPLACE

Based on:

The Survival Guide for Working with Humans and Working with Bad Bosses

Presented by Gini Graham Scott

When you experience difficulties with others as an individual or employer, the way to good results is a good strategy. Don't let emotions get the best of you. Instead, think through the best result based on what you want and the personalities involved. Here are some tips for doing that:

- Control your own emotions and help others control theirs.
- Think about the reasons for the problem:
 - Personality factors
 - Organizational factors
- Consider your own goals and priorities
 - What do you most want as the outcome?
 - What do other parties to the conflict want?
 - What are other alternatives?
- Outline the steps to implement these plans.
 - Assess benefits compared to risks and prioritize what to do.
 - Create a timeline for action.
- Use visualization to help you solve problems

Scott is the author of over 40 books on improving business relationships, professional development, conflict resolution, problem solving and creativity, including *A Survival Guide to Working with Bad Bosses and with Humans*, *Work With Me! Resolving Everyday Conflicts in Your Organization*, *Mind Power: Picture Your Way to Success*, and *Party Plan Selling*. She has appeared on hundreds of TV and radio shows, including Good Morning America, Oprah, Montel Williams, and the O'Reilly Factor.

Other Talks, Seminars, and Workshops

WORKING WITH DIFFICULT PEOPLE

Are you having problems dealing with your boss, co-workers, or employees, due to diversity and culture conflicts? Are some people especially hard to work with? Learn to understand and deal with different types of people in different situations.

RESOLVING CONFLICTS IN YOUR ORGANIZATION

The key to successfully dealing with any conflict is the three-step E.R.I model. First handle the negative emotions of yourself and others; use reason to understand why the conflict has occurred and the types of conflict styles to apply; and draw on your intuition to come up with alternatives and make choices.

INCREASING YOUR CREATIVITY AND CREATIVE PROBLEM SOLVING

Learn creativity techniques to visualize goals, plan projects, better understand others, solve problems, design new products and systems, and more. Find new tools and techniques to solve current and future problems more effectively and efficiently.

SUCCESS IN PARTY PLAN SELLING

Discover how to set up a party plan company and sell your way to success by putting on great parties – either on your own or through creating a sales organization.

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