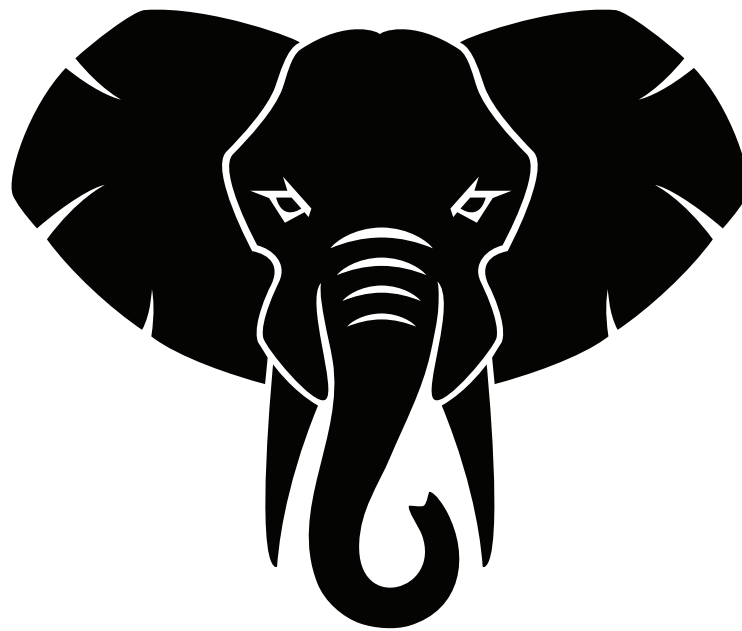


Richard Flint's

A DAY AT THE ZOO

Introduction



*Learning To Take The Difficult Out of The
Different Personalities In Your Life*

Study Guide

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GETTING READY TO VISIT THE ZOO

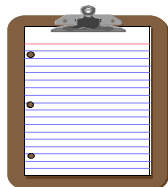


People Philosophies That Will Guide Our Day At The Zoo:

- Without a common purpose, common agenda, and a common commitment, there can't be clear communication that leads to a resolution.
- All human lives collide at the point of agendas.
- Anything you don't confront, you validate.
- People aren't because they are, they are because we give them permission to be that way.
- Behavior Never Lies!

This Program Is About People Who:

- P provide you with challenges
- E expand your thinking
- O often confuse you
- P provide you with new opportunities
- L let today prepare you for tomorrow
- E emotionally affect your presence

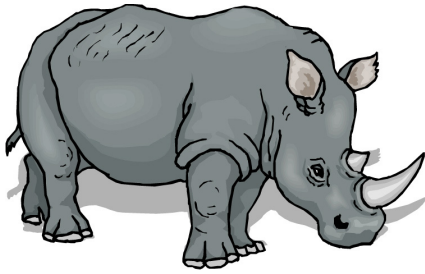


The #1 Leadership Lesson That Must Be Learned:

There are no difficult people. There are only different personalities for Leadership to understand. Difficulty only occurs when the Leader is not willing to invest the time and patience to understand the people they are leading.

NOTES

What Can Make a Person Appear “Difficult?”



- P people from yesterday they remind you of
- E energy they take from you
- R resistance you feel from them
- S secretly, you don't like them
- O openly negative
- N no understanding of their personality

Every Person Offers:

- P personality
- E energy
- R response or reaction
- S some emotional challenges
- O obstacles or opportunities
- N new challenges



NOTES

Person

Personality

Every Human Is Two Things:

- Person -- *physical presence*
- Personality -- *emotional presence*



Understanding The Difference Between The Two

Person is the physical presence Leadership must face each day.

Personality is the emotional presence Leadership must understand in order to lead and develop the person.

Without the emotional understanding of the personality they are working with, you will react to the person when in reality you are frustrated by the personality.



Leadership Lesson:

The person you are looking at is constant. The personality you are working with will change a minimum of 4 times each day.

NOTES

Personalities Demand The Leader Understand And Use Three Leadership Styles

MANAGEMENT

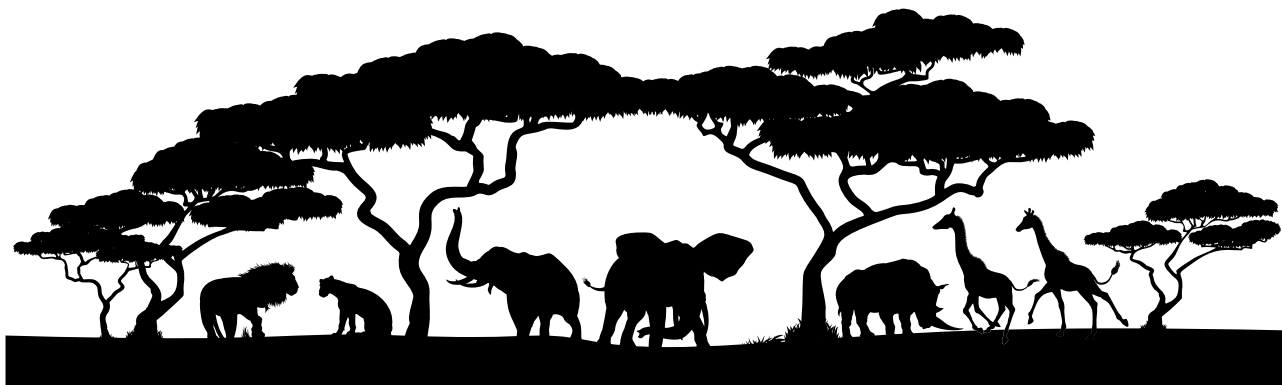
The Leader's patient investment of energy in a human's today so they are better prepared and more productive in the things they do.

DISCIPLINARIAN

A Leader who confronts behaviors that are in conflict with the mission or principles of the organization. This is done without worrying what others will think.

COACH

The Leader who can take the experienced player to the next level of growth and development.



NOTES

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Four Trends That Are Affecting The Relationship Between The Internal Customer and Leadership:

- 1. Change that is happening, but not understood or explained.
- 2. The lack of stability in the lives of those who come to work each day.
- 3. An external customer who is more demanding, less patient, and tends to react very quickly.
- 4. The lack of clear communication between the internal customer and leadership.



Characteristics of an Effective Zoo Keeper



- Z zeal that sparks your passion to work more effectively with your people
- O openness to improving your people skills
- O outside-the-box thinking
- K keen sense of people understanding new possibilities
- E energy that is filled with passion and a desire to improve as a leader
- E expectations that are fair for all your people
- P presence that gets the respect of your people
- E enhancement of your leadership skills
- R responding to, not reacting to your people

NOTES



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