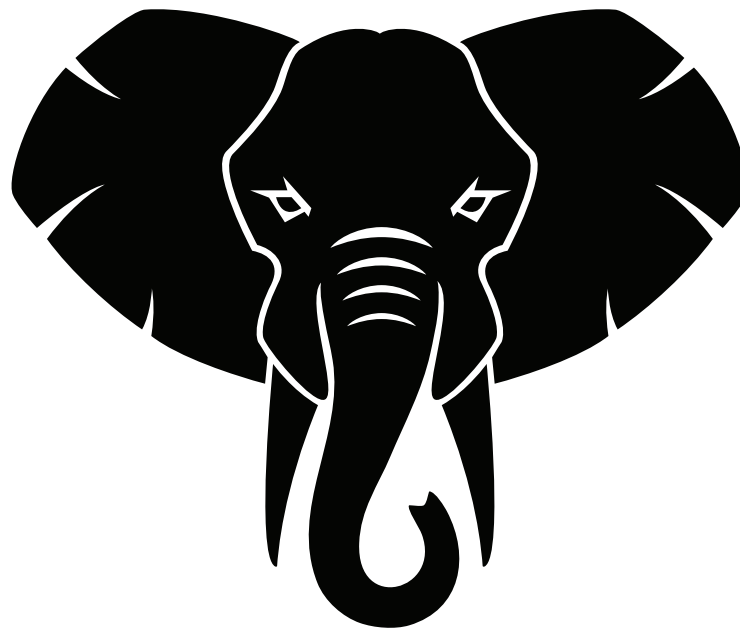


Richard Flint's

**A DAY
AT THE ZOO**

Part Four



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

Study Guide

Written by Richard Flint, CSP

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LEAVING THE ZOO

PART FOUR



A Brief Review _____

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!



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

Person

Personality

Every Human Is Two Things:

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

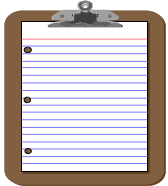


Understanding The Difference Between The Two

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

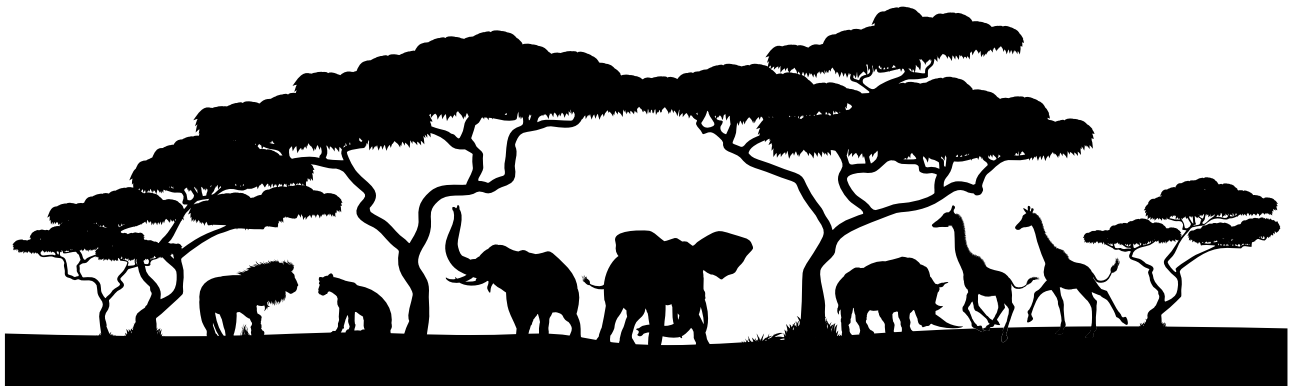
The Leader's patient investment of energy in a human's today so they are better prepared and more productive in the things they do.

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.

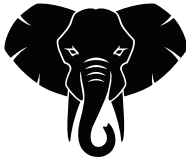
COACH

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

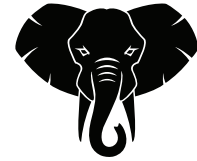


NOTES

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ZOO'S AND DON'TS



Principles For Becoming An Effective Zoo Keeper

1. There can only be one Zoo Keeper in the Zoo.
2. The Zoo Keepers must not spend their time picking fleas with the monkeys.
3. Zoo Keepers are humans and must not appear to just be another animal.
4. The animals will respond to the confidence of the Zoo Keeper.
5. Zoo Keepers must not forget they need feeding too.
6. Zoo Keepers must be an educator, not a dictator.
7. Zoo Keepers must be trustworthy.
8. Zoo Keepers must understand the animals in their zoo.
9. The Zoo doesn't have to be a zoo.
10. Zoo Keepers must leave the zoo at the zoo.
11. Zoo Keepers must study and know the dietary habits of each animal.
12. The Zoo will have spectators who will watch and criticize some of the animals in the zoo.
13. The animals demand individual leadership from the Zoo Keepers.

NOTES

CLOSING THOUGHT:



If you don't understand the people in your life, your confusion and lack of personality understanding will cause you to react to their personality. Understanding the personalities of those in your life will strengthen your presence, lessen the stress in your life, and allow you to develop their talent, which will increase their value.

NOTES



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