

## JULY 2010 NEWSLETTER

### *A Note From Shelley,*

It's official-summer is here! School is out, vacations are scheduled, hopefully we are able to enjoy some well deserved relaxation. I thought this would be a good time to reflect on basic principles for developing good people skills. Many times we focus on polishing communication or leadership when in fact what we need to look at is tools to improve existing relationships as well as cultivate strong, exciting new relationships.

From his popular book "**Winning With People**" author John Maxwell talks about a unique blend of facts that reveal people principles for true success in life including:

**The Lens Principle:** Who we are determines how we see others.

We all have a personal frame of reference that consists of our attitudes, assumptions and expectations concerning ourselves, other people and life. These factors determine whether we are optimistic or pessimistic, trusting or suspicious. They color not only how we see life but also how we let people treat us. Eleanor Roosevelt said "No one can make you feel inferior without your consent".

**The Learning Principle:** Each person we meet has the potential to teach us something.

Do I approach people with a desire to learn from them? If you desire to keep growing, you cannot sit back in a comfort zone. You need to make learning your goal. We need to find people who are especially likely to help us grow-experts in our field, creative thinkers who will stretch us mentally, achievers who will inspire us to go to the next level. Learning is often the reward for spending time with remarkable people. Plato said "When the pupil is ready, the teacher will appear".

**The Situation Principle:** Never let the situation mean more than the relationship.

It is more rewarding to resolve a situation than to dissolve a relationship. People are always more important than mere things. Our property, our position or power and our agenda are transitory. Anytime a person puts the situation ahead of a



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relationship it happens for one reason-loss of perspective.

**The Confrontation Principle:** Caring for people should precede confronting people.

Conflict is like cancer-early detection increases the possibility of a healthy outcome. Conflict resolution isn't complicated. Intellectually it's simple, emotionally it can be difficult. It requires honesty, humility and dedication to the relationship. Whenever conflict arises, we are tempted to avoid it, procrastinate dealing with it or ask someone else to resolve it for us. Putting off confrontation only causes the situation to fester. Positive change is the first measure of success when resolving conflict through confrontation. The second is the ongoing growth of the relationship. Successful confrontation usually changes both people, not just one.

Looking for a speaker for your conference? Want some positive energy?

Call ***Shelley*** at 614-325-8550 for more information about her seminars.

Please feel free to pass this newsletter onto your friends.

All the best,

***Shelley***

#### RESOURCES

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