

**Working Smart:**  
**Communicating for Results**



Developed by  
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**Pessimist Versus Optimist**

*The Pessimist sees the Difficulty  
in every opportunity.*

*The Optimist sees the  
Opportunity in every difficulty.*

Attitude:

- Your view of the world.
- Success - 80% attitude  
20% aptitude



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**Pessimist**

- When things go bad...blame external factors.
- When things go right...credit luck.
- Give up more quickly.



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## Optimist

- When things go bad...blame whatever or whoever is responsible.
- When things go right...credit hard work and personal responsibility.
- Have sense of personal control.
- Increased willingness to take risks.



Nothing *great* was ever achieved  
without *enthusiasm*.

-Ralph Waldo Emerson

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## Changing Our Perceptions



- Any event can lead to negativity.
- Negativity is a reaction to events.
- Any event can be viewed as negative.
- You create your own negativity by assigning meanings to events.
- You can change your habits.

Negativity is really between your ears!




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<p><b>1 ANALYTICAL</b></p> <p><b>Key Value:</b> Work with existing circumstances to promote quality in products and services.</p> <p><b>Orientation:</b> Thinking-oriented</p> <p><b>Time:</b> Past-oriented</p> <p><b>Description:</b></p> <ul style="list-style-type: none"> <li>• Tendency toward perfection</li> <li>• Deal with facts, data, logic, details</li> <li>• Sometimes slow to make decisions</li> <li>• Can appear overly cautious</li> <li>• Not usually risk-takers</li> <li>• Decisions and information accurate</li> <li>• Feelings and emotions kept inside</li> </ul>	<p><b>2 DRIVER</b></p> <p><b>Key Value:</b> Shape the environment by overcoming opposition to get immediate results.</p> <p><b>Orientation:</b> Action-oriented</p> <p><b>Time:</b> Present-oriented</p> <p><b>Description:</b></p> <ul style="list-style-type: none"> <li>• Strong, decisive, results-oriented</li> <li>• Provide strong guidance</li> <li>• Can appear overly pushy</li> <li>• Demanding of themselves and others</li> <li>• Keep emotions to themselves</li> <li>• Very self-critical</li> <li>• Do not like idle chit-chat</li> <li>• Resent those who waste time</li> </ul>
<p><b>3 AMABLE</b></p> <p><b>Key Value:</b> Cooperate with others, make sure people are included and feel good about the process.</p> <p><b>Orientation:</b> Relationship-oriented</p> <p><b>Time:</b> Depends on who they are with at the time</p> <p><b>Description:</b></p> <ul style="list-style-type: none"> <li>• People and friendships most important</li> <li>• Get people involved</li> <li>• Good at recruiting others</li> <li>• Good at juggling multiple tasks</li> <li>• Concerned with feelings of others</li> <li>• Considerate of others</li> <li>• Offended when others are not as considerate</li> </ul>	<p><b>4 EXPRESSIVE</b></p> <p><b>Key Value:</b> Shape the environment by bringing others into an alliance to generate enthusiasm for results.</p> <p><b>Orientation:</b> Intuition-oriented</p> <p><b>Time:</b> Future-oriented</p> <p><b>Description:</b></p> <ul style="list-style-type: none"> <li>• Party people</li> <li>• Love to have good time</li> <li>• Very enthusiastic and creative</li> <li>• Operate primarily on intuition</li> <li>• Little tolerance for those not like them</li> <li>• Easily bored, go off-task easily</li> <li>• Go off on "tangents"</li> </ul>

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Managing Change:  
Surviving Organizational Transitions

1. What do you like best about change?
2. What do you like least about change?
3. What is one positive thing you have learned about yourself during your last professional or personal change?



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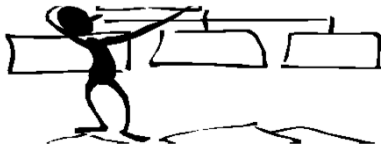
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Managing Change:  
Surviving Organizational Transitions

*If you don't like something change it;  
If you can't change it,  
Change the way you think about it.*



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***"Don't Burn Your Bridges"***

***Self-Destruct***



***Don't...***

- Let your emotions cause you to do something you may later regret.
- Act in a manner that hurts your future.
- Take your anger out on yourself.

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**Over-React**

*Don't...*



- Think the change is the “end of the world.”
- Lose perspective of the current situation.
- Ignore the opportunities - see only the negative.

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**Say Anything You Will Regret**

*Don't...*



- Make threats or explode in frustration or anger.
- Make promises you may not want to keep.
- Forget...there are NO secrets in the workplace.
- Allow others to make decisions by your angry, negative actions and words.

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**Don't Begin Your Own Silent Protest**

*Don't...*

- Become a VICTIM for your organization.
- Think co-workers will continue to support your attitude.
- Quietly refuse to discuss new opportunities.
- Be unwilling to learn new policies and procedures.



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**DO Maintain Your Self-Esteem**

Do...



- Act like a *winner* not a *whiner!*
- Do the right thing.
- Do not allow others to influence you.
- Become a leader in looking for opportunities.
- Get involved in the opportunities the changes may create.

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**DO Strengthen Professional Relationships**

Do...



- Maintain positive relationships with co-workers - critical at this time.
- Treat everyone with kindness and respect.
- People react differently to change - respect your co-worker's methods of dealing with change.
- Go out of your way to show your empathy and understanding.

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***"Your life does not get better by chance.  
It gets better by change."***



***"Change is Inevitable.  
Progress is Optional."***

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**Leaning Into Your Career:  
Taking Down the Barriers**

*"He who is not  
courageous  
enough to take  
risks will  
accomplish  
nothing in life."  
-Muhammad Ali-*

*Lean In by Sheryl Sandberg*

- 1. Stereotypes and Biases -  
Acknowledge and Change
- 1. Take Risks - Sit at the Table
- 2. Build Coalitions - Look our for  
Each Other
- 1. Resolve Conflicts Quickly -  
Look for Win-Win Solutions

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**Leaning Into Your Career:  
Taking Down the Barriers**

- 5. Quit Blaming Others
- 6. Pay it Forward
- 7. Find a Mentor - Be a Mentor
- 8. You Control Your Morale!

*Resentment is like  
drinking poison and  
waiting for the other  
person to die.*



*The most common way people give up their power is by  
thinking they don't have any.  
-Alice Walker-*

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**Dynamic Leadership**

- 1. Has the **courage** to take calculated **risks**.
- 2. Has a **passion** to make a **difference** with  
others.
- 3. Takes **responsibility** while others are making  
excuses.
- 4. Sees the **possibilities** in a situation while  
others are seeing the limitations.




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**Dynamic Leadership**

- 5. Is **willing** and ready to **stand out** in a crowd.
- 6. Leads with an **open-mind** and an **open-heart**.
- 7. **Checks** his or her **ego** at the door.
- 8. **Sees** problems and obstacles as invitations to growth and **solutions**.



*Example is not the main thing in influencing others. It is the **only** thing.*  
~Albert Schweitzer~

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**Dynamic Leadership**

- 9. **Empowers** others to achieve greatness.
- 10. **Inspires** others by **respecting everyone**, whether they deserve it or not.
- 11. **Visualizes** the contribution of everyone.
- 12. Has the ability to **harness the power** of many.



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**Dynamic Leadership**

- 13. Has unconditional capacity to **listen** to everyone.
- 14. Knows when to **lead**, when to **manage**, and when to stand down.
- 15. **Is not a victim!**

*Leadership is the art of getting someone else to do something you want done because he or she wants to do it.*  
~Dwight Eisenhower~

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***Dynamic Leadership...Pay It Forward***



1. Be on Time.
2. Do Your Best.
3. Have Integrity.



4. Make Coffee - Bring Food.



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***Dynamic Leadership...Pay It Forward***

5. Say "Please," "Thank You," and "You're Welcome."



6. Show Respect for Everyone.

7. Exceed Expectations.

8. You are Your Agency - Your Organization!



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***People Don't Grow Automatically.  
To Grow, You Have to Be Intentional.***



***The greater part of instructions is being reminded of things you already know.***

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*I Learned.....*

1. *What is one (1) thing you learned during this workshop?*
2. *What action step do you need to take to become a more Dynamic Leader?*



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*~Dwight Eisenhower~*



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