

Pleasing People to Challenging People – *The Relational Shift*

Leader-SHIFT – John Maxwell

1. *Who needs a wake-up call?*
2. *How do you handle tough discussions?*
3. *How do you balance care with candor?*

TO GET THE BEST OUT OF PEOPLE, LEADERS MUST ASK FOR THE BEST FROM PEOPLE.

How to Shift from Pleaser to Leader

Change Your Expectations Toward Leadership

Separate what is best for you from what is best for the organization. Make the shift from making them happy, to making them Better.

Value People as Much as You Value Yourself

Your value assessment of yourself determines your personal investment in others.

THERE IS A VAST DIFFERENCE BETWEEN CONCEDED THAT CHANGE IS INEVITABLE AND BELIEVING THAT CHANGE IS ESSENTIAL.

Always Take Responsibility

Results make the difference, not good intentions. Bring intentionality and energy to everything you do.

We Will Not Avoid Tough Conversations

Leadership demands that we tackle the problems. That includes tough conversations. Never delay tough

- *Silence is acceptance*
- *People fill in blanks negatively*
- *Unaddressed problems snowball*
- *Unaddressed problems cause inner erosion*
- *The Law of Diminishing Intent is in effect: The longer you wait, the greater odds you will never do it*

When a Tough Conversation is Needed, Do It Right

You care about the other person enough to confront them. Have the right attitude! Your actions speak louder than words. People remember how they felt long after they have forgotten what you said.

Understand the 25-50-25 Principle

Good leaders always challenge people to rise to the occasion, and become their best, and achieve more. Some accept the challenge others don't. As a leader, you lead them through that.

- *25% Will support you - Ask these to help positively influence the 50%, Give them credibility and a platform to speak*
- *50% will be undecided - Try to keep the bottom 25% away from the 50%*
- *25% will resist change - Don't give them a platform or credibility, Don't waste energy making them happy*

Balance Care with Candor

Care

*Values the person
Establishes the Relationship
Shores up Weaknesses
Offers Comfort
Makes the Team Pleasant*

Candor

*values the Persons Potential
Expands the Relationship
Brings Out Strengths
Offers Challenge
Makes the Team Productive*

Signature: _____ Date: _____