

**“ NINE CONSIDERATIONS “**

**NINE “ CONSIDERATIONS “ TO THINK ABOUT WHEN TRYING TO DEAL WITH DIFFICULT PEOPLE!-You are encouraged to “ digest “ these and share as needed. These are a result of years of “wisdom gathering “-compiled by Dr. Steve Sobel, Speaker Extraordinaire (800-874-7189)E-Mail:Info@DrSteveSobel.Com**

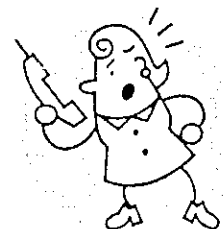
- 1. Difficult people ( both mosquitos and wolves ) were difficult long before they met you!-They are “packaged” that way!**
- 2. Your task in the working environment is for the most part to be able to COPE with these folks. Not every relationship that “ works “ has to be a magnificent relationship!- for those who are high in their need for “ affiliation “ or “ approval “ this can be rough, but can be worked on! “ The difference between genius and stupidity is that genius has it limits “**
- 3. Understand that “ peace comes not from the absence of conflict in life, but from the ability to cope with it”/ said in perhaps another Sobelian way: “ It is not the things you face that necessarily create the most stress, but the things you do NOT face.”**
- 4. Understand that some people are experts at pushing your Your buttons and yanking your chain!- If you have the same “ reaction “ It enhances their motivation to keep on doing this!**
- 5. “ Be more interested in character than reputation”-John Wooden, great UCLA basketball coach/join the HIL club-honesty, integrity and loyalty.**
- 6. Title of a great book I saw: “ What You Think Of Me Is None Of My Business”/Stop personalizing and analyzing the way people look at you and every word they say to you. You will die before your time! Consensus does not mean “joyful agreement “**
- 7. Know that chaos and “ things being out of order “ is many times to be expected and a natural occurrence. Once you do this you stop “ fighting “ the Inevitable, and deal with it much better!**
- 8. I heard somewhere along the line that “profanity is a feeble effort of a mind to express itself forcefully.” Makes sense to me.**
- 9. Remember: Positive people aren't the ones who always pat you on the back-although that is much needed-they are also the ones who care enough ( maybe they lack a few communication skills!) to help you see your “ blind spots “-where you can and need to grow and go! If you are not on the way, you are in the way!-Listen carefully, digest and then listen some more!**

**(Do you have enough wisdom and courage to discipline yourself to sit for a few minutes in your car at the end of the day and ask yourself” what lessons did I learn today?”/” Where did I handle things wel! & not let it get negative /unproductive?”)**

A FEW THOUGHTS ABOUT COMMUNICATION, PEOPLE and LIFE  
(not necessarily in that order!)

By: Dr. Steve Sobel, Speaker Extraordinaire

- 1.) BUILDING RELATIONSHIPS is always the most important issue. Without them mediocrity becomes a pervasive disease. By the way BUILDING RELATIONSHIPS might also be the most important issue in many of our personal lives as well.
- 2.) The method and quality of how we communicate will inevitably determine the quality of our relationships with internal as well as external customers.
- 3.) Taking things too personally, or “over reacting” to things can cause much negativity, communication breakdown and erosion. I always like to say “You cannot kick every barking dog.”
- 4.) Being able to “do what you do” should be seen as a privilege not a right. Count your blessings if you are able to come to work every day. (even the days where you feel like driving right past the building).
- 5.) LISTENING, in particular, may be the most challenging communication skill to acquire and practice, but it may yield the best results in the short and long-term.
- 6.) Joining the HIL club (Honesty, Integrity, Loyalty) is a good investment....
- 7.) Seeing yourself as a “coach” can be powerful leadership perspective.
- 8.) QUOTE: “Really great people always see the best in others; it is the little man or woman who looks for the worst-and finds it.”  
Samuel Coleridge-Taylor (1875-1912) composer & conductor
- 9.) Laughing at the ridiculous things that occur each day is a good sign of mental health. Take yourself “lightly” so you can take your job/career seriously.
- 10.) Great TEAMS have players that continually know that winning is an attitude before anything else can take place.
- 11.) Many times the only person who likes CHANGE IS A BABY WITH A WET DIAPER- YET, change can be a tremendous force in an organization’s and individual’s growth and “journey”
- 12.) Lessons for non-profits from “profits” such as Starbucks
- 13.) Recommended readings & resources



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# DR. STEVE SOBEL'S

## "RULES OF THE ROAD"

**NOTE:** The road to excellence, achievement and finding the right "balance" in life that works for you can be full of challenges and temporary roadblocks. In your journey to be the type of traveler who doesn't wish to become immobilized by fear, doubt and trepidation, even when things seem to be the roughest, I have developed "rules of the road" for your travel itinerary. Keep them close at hand at all times. The benefit will amaze you.

1. **Develop the type of daily focus** that allows you to put your energies, both emotionally and physically, into areas that have the highest "pay-off" or will contribute to your success ahead. Sounds easy, but most people do not do this. They "drift" along, hoping to end up at a worthwhile destination.
2. **Surround yourself with people who are positive**, have creative ideas and are not good at giving up! Most people stop before they ever will learn about their true potential. Misfortune seems to become a welcome and comfortable part of their life and even starts to feel good! Fly with the eagles instead of the pigeons. Only other positive and creative people can help you move along toward your dreams, goals and desires.
3. **APPRECIATE your life.** When you listen to your watch, hear the words "precious, precious, precious." You have received the gift of life and the opportunity to take the risks necessary to grow. As one wise man said, "It is not where you are in life, it is where you are going." I say it another way, "Where is your next stop?" Let it be somewhere enriching, challenging and something that enthuses you.
4. **Envision a positive future** for yourself, your family and your professional goals. If adversity comes to your doorstep, do not crumble! Even with the often harsh economic realities you are faced with daily, heed the advice of Eleanor Roosevelt, who said, "The future belongs to those who believe in the beauty of their dreams."
5. **Take ultimate responsibility for your health.** Nothing can happen if you are not healthy. Take time for health now, or I guarantee you will take time for sickness later. This includes the habits that promote emotional as well as physical health. Both are linked.

Dr. Steve Sobel is regarded as one of the top motivational and lifestyle speakers in the United States.

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