


**OVERCOMING CHALLENGING  
EMPLOYEE BEHAVIORS**  
Relationships, Collaboration, Productivity

HORIZON CONSULTING GROUP, LLC  
"CULTIVATING THE POSSIBILITIES IN PEOPLE"  
SHERI A. CALLAHAN, M.A.




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**A Wise Thought...**



**"The best way to get along  
with people is not to expect  
them to act like you."**  
~Joyce Meyers

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**Some More Truth about  
"DIFFERING" Personalities...**

- Personalities are Hard-Wired
- Personalities are Cultivated Over Our Life and Experiences
- There is an Obligation to the Mission to Work Together
- Despite the Challenges of Working Amongst Different Personalities...our Differences, like our Strengths can make us Stronger!



**HOWEVER...**

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**Who ARE these People?**



- Lazy Linda
- Whiny Wendell
- Demented Dan
- Narcissist Nancy
- Social Susan
- Bossy Bob
- Arrogant Angie

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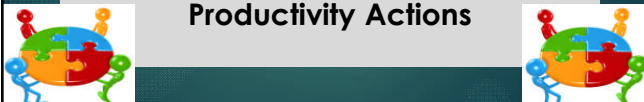
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**Challenging Employees?  
Moving Beyond Our Differences...**

**Relationship Management  
Collaboration Skills  
Productivity Actions**



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**Where Does Motivation Develop?**

**THINK ABOUT YOURSELF?**

Recognition	Collaboration
Autonomy	Work-Life Balance
Opportunity	Respect
Validation	Professionalism
Financial	Technology
Social Unity	Open Communication



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**1. Relationship Management:**  
Build a Strong Interpersonal Foundation

**ASK: Which Relationships Need Improvement?**



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**2. Collaboration Skills:**  
Work Successfully Together

**ASK: How can we BEST work TOGETHER?**



When have people been at there very best?

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**3. Productivity Actions:**  
Strategically Achieve Goals and Recognition

**ASK: How Do We Achieve and Surpass Expectations?**



What can each person "STRATEGICALLY" contribute?

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**Moving Beyond Our Differences...  
3 Areas for Success**

**Relationship Management  
Collaboration Skills  
Productivity Actions**



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**A Final Thought...of Sarcasm**

*Words of Wisdom...  
if all else fails!*



**"Smile. It will either warm  
their heart or tick them off.  
Either way you win!"**

*~ An Unknown HR GURU.*

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