

Smart Strategies Solutions for Workplace Challenges

August 2016



In This Issue

[What's Behind Difficult Behavior?](#)

[Supervising the "E" Style
Fall Workshop Series](#)

Why Do They Do That? What's Behind Difficult Behavior?

While there are some people who are out to give you a hard time, most of the people you find difficult are really *not* trying to be difficult. They are working from a different premise. It's these people that we're going to focus on today. We'll deal with bullies in a future issue.

Here's a quick story to illustrate - someone who had been in one

Greetings!

In June, we wrote about the [7 key feelings a leader needs to engender](#) to build a positive workplace and work team. Last month we wrote about how to do this when working with the "T" style in our [T.E.A.M. model](#). This month we look at how to do this with the "E" style. While the blog is geared for leaders, it's really solid advice for anyone seeking to build stronger and more positive work relationships.

In this issue we also pick up on an earlier blog series about [dealing effectively with difficult people](#). We've written about how to deal with it when they confront you, how to give them feedback and how to manage your own emotions. Today we look at what's behind difficult behavior. ([We'll also be having a webinar](#) on this on September 20.)

And we've just announced our fall workshop series in collaboration with CRTC: dealing with difficult behavior, managing change, building teams, communicating to connect, fiscal management, and... for your work/life balance: being in your element. [Learn more.](#)

"Like" our post about our training series on [Facebook](#) or [LinkedIn](#) and we'll enter you in a drawing for a free one-hour coaching session on any leadership or work relationship challenge you have!

A handwritten signature in blue ink that reads 'Alan'.

Alan Krieger

As always, would love to hear your [feedback](#) and feel free to forward this to your colleagues.

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of my classes where we discussed the [T.E.A.M. model](#) said she had finally figured out how to deal with her boss. She said she was "mean" to her boss and everything is now great! Sounds backwards?

[READ MORE!](#)

Seven Keys to Effective Leadership Part 3 - Supervising the "E" style

Have you ever talked to someone who is very enthusiastic and talks excitedly about an idea they have... and you have no idea what they're talking about? Or someone who makes a decision and when you ask them how they came up with it says, "It feels right" and can't say anything more?

Welcome to the world of the E - Engager in our [T.E.A.M. model](#). E's are creative, big picture thinkers who don't like to get down in the weeds and discuss details. They are intuitive thinkers.

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Fall Workshop Series

(The workshops will all be held in the Capital Region and the webinars will be recorded for later viewing.)

Early Bird: only \$49 for a webinar or breakfast program; \$55-\$69 for half day workshops

[Dealing with Difficult Behavior -- Webinar](#) - September 20, 2016, 10:00 am

Difficult/challenging behaviors can disrupt an organization, inflame dissatisfaction and add stress to the workplace. This webinar will present frameworks for better understanding what's behind difficult behaviors and some simple and powerful strategies for addressing them.

[Leading Successful Change -- Workshop](#) - September 27, 2016, 9:00 am - noon

Change can feel like the only constant in our organizations. Constant change puts a great deal of stress on organizations, leaders, staff and members. Learn some new strategies for managing change.

[Being in Your Element -- Workshop](#) - October 7, 2016, 1:00 pm - 3:30 pm

Feed your soul -Work with the ancient concept of "the Four Elements" - Earth., Water, Fire & Air. Through collage and writing, we'll explore how these ancient forces are showing up in our daily lives, and what messages they might contain about ourselves and our journey.

[Building and Leading Strong Work Teams -- Webinar](#) - October 18, 2016, 10:00 am

Team leaders need strong people skills, an understanding of group dynamics, and a well thought out team building plan. This webinar provides a solid foundation in all three areas to help you build stronger and more effective teams.

[Communicating to Connect -- Workshop](#) - November 1, 2016, 9:00 am - noon

Learn practical skills and strategies to deal more effectively with the wide range of people and personalities you interact with on a daily basis so you can communicate more successfully and build better relationships.

[Fiscal Management -- Workshop](#) - November 10, 2016, 8:30 - 10:00 am

A crucial skill for all leaders is to fully understand and oversee their financial management system. Developing a simple, but strong system of internal

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controls is essential to your long term fiscal health. This workshop will give you the skills and knowledge you need to establish and maintain good internal controls.

Register today! Early bird discounts available - discounts of 30% or more!

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