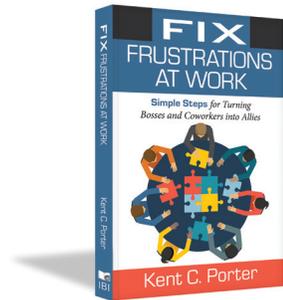


# Fix Your Frustrations at Work

*Simple Steps for Turning Bosses and Coworkers into Allies*



*Choose Kent to speak to your employees, members, or managers.*

## Empowering You to Make the Difference

These presentations address any one of the four topics below and range from thirty minutes to longer interactive workshops, and breakout sessions. Usually sixty to ninety minutes depending on group size.

### You are the Solution and Part of the Problem Too

- Ways to identify if you are the problem
- If you are the problem, options on solving
- The truth relieves stress and increases your value

### Silence Isn't Safe Nor Does it Provide Security

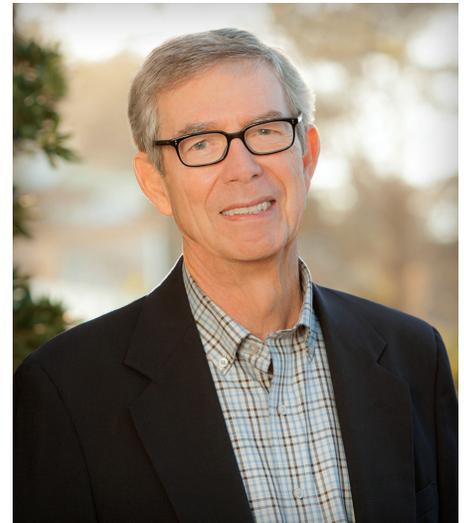
- Ways to give low-risk feedback and be heard
- They need to know your perspective, so you need to manage up
- Boost the probability of job security and promotion

### Build Your Brand and Improve Relationships

- You can make a difference one conversation at a time
- Exit the tight circle of you and enter the messy world of them
- Create a mantra to win friends and influence people

### Improve Relationships and Build Your Brand

- Don't become so well-adjusted to your work that you do it without even thinking about what you can do differently
- You may not be able to change the situation, but you can change the way you see it



Kent Porter, author of *Fix Frustrations at Work*, has logged 10,000 hours of coaching spanning twenty years. In an earlier career with a multinational company he progressed from sales person to CEO of a subsidiary company he founded. He then started several businesses. He is a graduate of Thunderbird School of Global Management and is proficient in Spanish and conversant in Portuguese.

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# How do I improve relationships?

*Find a common ground, which means to understand what you both want and need.*

Also, find a common ground in your personal life. Keep in mind there are very real rewards when relationships are working. Strong relationships can put people at ease, open the door for the truth, speed up outcomes and keep things from escalating.

## Here are my top ten tips:

- 1. Don't be seen as competitive.** Generate possibilities rather than stake out territory or a position. Also be more tentative and open. Emphasize common goals, and problems. Invite criticism with something like, "Why won't this idea work?"
- 2. Win some, lose some.** Try not to be too good at winning them all. If you are seen as willing to lose for the good of others, others will return the favor.
- 3. Self monitor.** How often do you take a stand? How often do you make an accommodation statement? What is more important to you the relationship or the issue? Anticipate stressful situations and rehearse you answers.
- 4. Respect the position.** Separate the people from the problem i.e., don't get personal. Respect means not being seen as pushing something on them. Understand their position. Ask lots of questions, before you state your side of the case.
- 5. Think lateral.** Be aware that the least used flow in an organization is lateral exchanges of information and resources.
- 6. Others influence promotions.** Never forget that.
- 7. Problems with someone?** Avoid telling others. Go to the person directly and resolve it. If you are quite you are the problem. They can't read minds. Practice before hand.
- 8. Influencing without power can come from understanding, which comes from questions.** What do they need from you? How does what you do affect them? If there is a negative effect you can't avoid, is there a trade? A common good to be achieved?
- 9. Are you turned off by them? Find the good and get over it.**
- 10. Seek help.** If there is a maze you can't figure out, figure out who is good at picking their way through the confusion and get help.



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