



## Leader's Guide to Managing Difficult Relationships Stress-Free

1. **Demonstrate perspective** so that you can see things from another point of view even if you disagree with it.
2. **Solicit feedback** from your colleagues so that you fully understand how your actions and behaviors affect others. It may be difficult to hear at times, but this feedback will make you a better, more informed leader down the road.
3. **Create a safe environment** where your team feels empowered to offer ideas, become engaged, and can add value without feeling criticized, judged, or embarrassed. This promotes more engagement, improves morale and boosts productivity.
4. **Listen, Understand, and Validate (LUV)** the thoughts and feelings of others so that you can connect with them at a deeper level. It's not always about being right or wrong. It's about giving someone your full attention and making sure their views are heard.
5. **Practice self-awareness** to recognize how actions and behaviors impact your emotions and the emotions of others. Once you recognize your emotions and the emotions of others, it helps you make sounder more strategic decisions and helps you act with clarity.
6. **Practice the Assess, Analyze, Act method** to prevent kneejerk reactions and impulsive, regrettable responses during conflict. Assess the situation, analyze the situation, take a moment to clear your head before acting. This helps you avoid making bad decisions based on mood or feeling.

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## About the Author

**Eric Williamson**, author of *How to Work with Jerks*, professional development consultant, and President/CEO of Tailored Training Solutions, LLC, has a vision of success that is inherently different than most. With two decades of real-life, hands-on, in-the-trenches experience in both public and private sectors, Eric has worked with companies and institutions, both large and small, including Connecticut College, Maryland School of Nursing, Maryland Department of Labor, and the Society of Human Resource Management (SHRM).

Through his experience, Eric has learned that success is not about good grades, high IQ scores, or climbing up the corporate ladder. Eric believes that no matter how talented, gifted, or experienced, and no matter what role we serve or title we carry, our level of success is not measured based on the work we produce; it is measured based on the relationships we build. To that end, he works with organizations to build successful leaders by building stronger customer and workplace relationships.

Eric is available to present customized in-person, online, and hybrid trainings for your organization. Visit his website at [TailoredTrainingSolutions.com](https://www.TailoredTrainingSolutions.com) for scheduling details.

