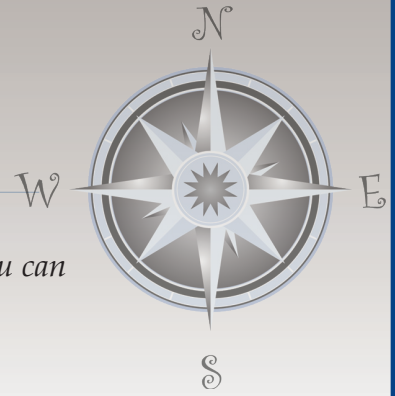


The Leadership Principle of **UNDERSTANDING PEOPLE**



“Knowing what people need and want is the key to understanding them. And if you can understand them, you can influence them in a positive way.” Dr. John Maxwell

PRINCIPLE OF THE WEEK

Understanding people is one of the greatest attributes you could ever possess. It requires using your emotions as well as your intellect – listening from your heart while using your head. It involves setting aside your pre-conceived ideas and assumptions in order to experience people as they really are rather than who they remind you of or what you would like for them to be. When we understand why people do what they do and why they are the way they are, we will be able to better relate to them, motivate them, forgive them and work with them.

The wise man, Solomon, talked about many different kinds of people – the responsible, the fools, the reverent, the mockers, the team players, the rebels, the motivated and the lazy. He was considered wise because he understood them and how to relate to and deal with each one. His amazing insight and understanding of people brought him great fame, respect and success.

The ability to understand people affects every area of your life – family, work and friends – because it involves communication with others. There is an old saying, “No one cares how much you know until they know how much you care.” Making an effort to understand others is a way to show that you care and will often change the way they feel about you. This, in turn, will give you opportunities to positively influence and impact those around you.

As people in business, it is important to understand people so we can better manage motivate and serve them. When we understand our employees and co-workers, we create a

productive and positive workplace. When we understand our customers – what they want and why they want it – it enables us to serve them with excellence. When we understand our children, we are able to guide and motivate them in a manner that will encourage them and not breed rebellion. Every person has at least four basic needs: to be appreciated, to experience a sense of achievement, to have a sense of belonging, and to feel secure. We should keep these in mind in all of our dealings with people.

Benefits

If you are a person who understands people, you will experience the following benefits:

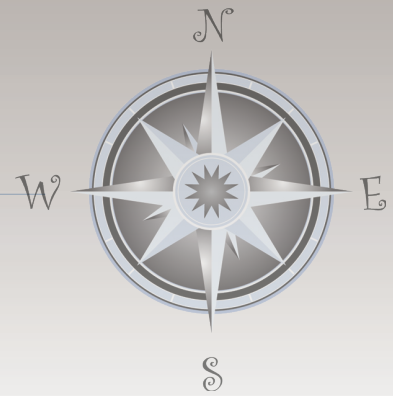
- You will become a person of influence and have the opportunity to motivate others and affect them positively.
- You will be able to effectively communicate with others. This will save you from a lot of unnecessary conflicts and bring more peace to your environment.
- You will see the potential in others and contribute to helping them develop it.
- You will recognize people’s strengths and weaknesses. This will help you to build a strong team that capitalizes on everyone’s strengths.

Characteristics

If you are a person who understands people, you possess the following characteristics:

1. You will try to see things from another’s point of view.

Action Plan for UNDERSTANDING PEOPLE



2. You will recognize and respect everyone's unique qualities.
3. You will realize that people have a lot in common and reinforce that to create a team atmosphere.
4. You will have a forgiving attitude because you will understand why people do what they do. This understanding will enable you to more easily forgive their mistakes or indiscretions.

Steps to Follow

- Focus on the other person. "Effective listening requires more than hearing the words transmitted. It demands that you find meaning and understanding in what is being said...meanings are not in words but in people." (Herb Cohen)
- Do not listen to reply. Listen to understand. The biggest mistake you can make when communicating with others is to put your focus on what you want to say and how you feel about something. Instead, you need to stop yourself from planning your next sentence and listen very closely to hear what the other person is saying and how they are feeling.
- Make a commitment to always try to see things from the other person's point of view.
- Keep in mind that everyone has an emotional reaction to the things that are happening around them. When situations arise, consider what your emotions would be if you were in the same situation as the other person.
- Remember that every person has the desire and need to be valued and appreciated. Recognize and respect

the unique qualities of those in your environment.

Remember... Thoughts become actions. Actions become habits. Habits become our destiny.

Reflect and respond

1. Do others see you as an understanding person?
2. What things get in the way of being able to understand people?
3. Do you think your previous experiences get in the way of being able to understand others?
4. Which of the "Steps to Follow" will you commit to do?

Evaluate yourself from 1 to 10	1	2	3	4	5	6	7	8	9	10	
Why did you give yourself this rating											
What benefits will you obtain by raising your rating?											
What specific action can you put into practice to test the benefits of this principle?											
Check list for the daily reading of this principle	M	T	W	T	F	S	S				

Completed

Not completed