



Accept
“As Is”

Seven Steps to Success

Accept “As Is”

When you accept another person “As Is” you build their internal self-esteem and intrinsic pride which turns into emotional commitment and exceptional customer service.



Accept “As Is”

Acceptance does not mean you agree with them on every point or you approve of their every action. It means that you extend human dignity and the help them right mistakes.



Step #1

Accept “As Is”



Administer a personality assessment so you can determine strengths which may be different than what showed up on the resume.

For instance, characteristics like a knack for mediation, persistence in problem solving, and future vision are not typically on a resume.

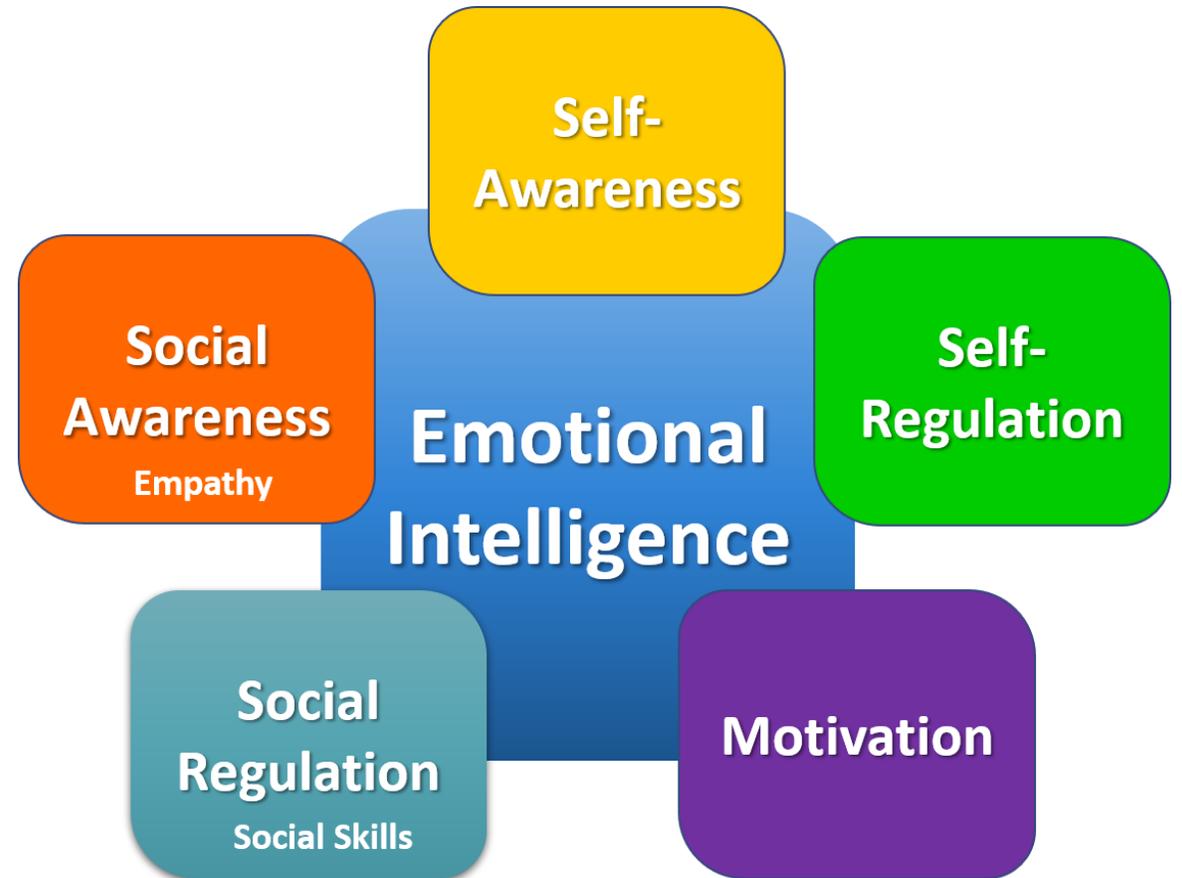
Visit www.KarlaBandau.com/assessments for an overview of the DISC and Driving Forces Assessment

Step #2

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Emotional Intelligence assessments naturally follow an understanding of the DISC and Driving Forces.

After understanding self-awareness and self-regulation, turn the focus to social regulation and empathy.



Learn about Emotional Intelligence at <https://www.karlabrandau.com/emotional-intelligence/>

Step #3



Evaluate individual skill sets and for the greatest payoff, match team members with complimentary skills on projects.

For instance, match visionary people with detail-oriented people.

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Step #4

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Plan your conversations so you can influence their behavior taking into consideration their personality and driving forces.



Step #5



Look for what is positive about their behavior. Sometimes what irritates you about another person makes you overlook their contributions.

Give them the benefit of the doubt and work to put irritations aside.

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Step #6



Listen intently to them and validate their thoughts. Agree with what you can agree with.

If you cannot use their ideas, be honest and tell them why the idea will not be used.

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Step #7

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Refuse to see conflict as a war. See conflict as exploring new ideas and uncovering previously unseen problems.

Welcome conflict as an exchange of ideas that will make the product or service better.



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