

Who's Driving You Out of Your Mind?

The "Warren Principles" for Interpersonal Success

TXMHRA - 5/16/14



Keith Lowry Seminars, Inc.

www.keithlowry.com

1. Choose your RESPONSE

1. Don't let your "difficult people" push your button!
2. Be response-able for your own behavior...

"No one can hurt your feelings without your permission."

Eleanor Roosevelt

"If you're right, there's no reason to lose your temper... If you're wrong, you can't afford to!"



Warren

Keep Your Cool...

4 Choices we have in dealing with people

1. Stay and do nothing
2. Leave! (Step away from the idiot!)
3. Change your behavior
4. Change your attitude
 - a. Change the way you *interact* with that person
 - b. Change your *response* to their behavior

Remember... YAHOO!

You Always Have Other Options!

Caution: Be very careful about "putting people in their place!"

Any person capable of angering you becomes your master; he can anger you only when you permit yourself to be disturbed by him.
-- Epictetus

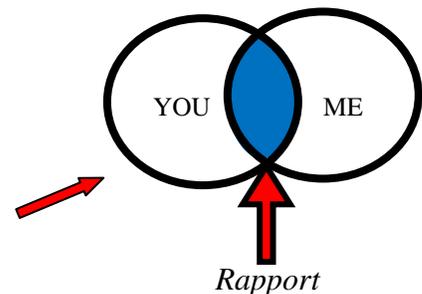
Remember:
Thinking = Responding.
Not Thinking = Reacting = re-enacting... *now* who's in control?

2. Choose your ATTITUDE!

- ABC →
- Self-Talk
- Honor
- Build rapport →

A- Activating Event
+ B- Belief (about that that means)
= C- Consequences

Rapport: We like people who are like us. Rapport originates in the commonalities we discover.



"Rapport is the *essence* of successful communication. It is the *ultimate tool* for producing results with other people." Tony Robbins in Unlimited Power

KEITH LOWRY, President/CEO of Keith Lowry Seminars, Inc., has been teaching and training in a wide variety of settings for over 35 years, to great reviews. His audiences respond positively to his natural blend of humor and wisdom, and always ask for more. He has delivered over 3500 seminars and conferences, in every U.S. State, Canada, Mexico, England, Scotland, and Ireland. A much sought after speaker/trainer, Mr. Lowry's experience in managing people and time turns each session into a gold-mine of ideas that participants can take back and put to use immediately, in both work *and* personal settings. With an undergraduate degree in communications, and a graduate degree in education, his training and experience, shared so well in his engaging stories and anecdotes, keep audiences spellbound and learning throughout every session.



Keith Lowry Seminars, Inc., since 1996

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Other Topics by Mr. Lowry:

- **Where Am I Going?** – Rediscovering Life's Roadmaps (*A time/life management course, ½ day*)
- **Meeting Magic** – Get more results from every meeting in half the time. (*½ day – obviously...*)
- **The Journey Toward Exceptional Customer Service**
- *And many more – www.keithlowry.com*

- "Extremely useful! He was *captivating* and obviously knowledgeable and committed to the topic. *We need this once a year!*" **NASA, Johnson Space Center**
- "*You are the best speaker we've ever had!*" - International Association of Commercial Collectors - 1/18/08
- *This should be mandatory for everyone who deals with people! Mr. Lowry is friendly, honest, knowledgeable, and credible. I would not hesitate to recommend him.* **Tom Mullaney, Neshanic, NY Police Dept.**
 - *Keith that was the best presentation I've heard during this entire conference. I don't usually get to stay for the presentations, but you had me riveted! In fact, you had the entire audience (of over 200) riveted!* **L. Miller, National Association of Healthcare Quality**
 - Keith, you hit a home run with your GPMA *Dealing with Difficult People* class. Evaluations indicate "The Speaker received a 99.61% positive employee opinion rating!" My compliments! Thank you for the great work you do with our organization. **Tom Hart, City Manager, City of Grand Prairie, TX.**



In the expanded 3-6 hr version of this topic – here are some of the things you can expect your team to enjoy learning:



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Benefits for your team in the expanded full or ½ day session of this topic:

- Discover **4 options** for dealing with your worst "button pushers". pg.3
- Uncover **4 tools** for creating a more productive attitude about your most difficult people, enabling you to be more effective around them. pg 3
- Actually *experience* an incredible tool for creating more effective communication channels with *anyone!* pg.3
- Find out **what drives your own behaviors**, and how to control them more effectively. pg.7
- Discover the **hidden motivations** behind the behaviors of everyone around you, and learn how to use your new understanding to your *immediate advantage*. pg.8
 - Learn **18 easily recognizable indicators** to immediately decipher someone's own personal behavioral comfort zone. pg.8
 - Discover your own innate ability to **learn to speak their language**, and create better outcomes with practically anyone! pg.8-10
 - Find the **driving forces behind anyone's** most difficult behaviors, and discover how to break the negative *cycle* of interaction. pg.9
 - Discover that you have the power and the tools to **get results with anyone**, at *any time, whether they change their behavior or not!*
- Put *your* outcomes back into your *own* hands, not in the hands of your most difficult team (*or family*) members. pg.16
- And in the *full-day session* - Discover **3 powerful listening tools**, (pg.17) a **powerful confrontation template**, (pg.18-19) **Twenty keys for dealing with angry customers** (pg.20) **6 guidelines for interacting w/angry people** (pg 21) **23 tips for PREVENTING employee problems**, (pgs 27-28), and much, much more...

*Quantifiable ROI with Quality Results. At KLS, one of the things we pride ourselves on is the **high percentage of repeat business** we receive from our clients, who tell us the reason for that is the extremely high level of satisfaction and appreciation they hear from their teams after bringing us in. If you're in charge of selecting trainers or speakers for your event, **we have a track record of making people in your position look good... really good!***

For more information, visit us on the web at www.keithlowry.com or email Mr. Lowry directly at keith@keithlowry.com



Keith Lowry Seminars, Inc. "Who Knew Learning Could Be This Much Fun?"