

SUCK IT UP, BUTTERCUP

Be A Leader People Will Follow

WENDY SELLERS *THE HR LADY*

Activity from the leadership book “Suck It Up, Buttercup”

Wear a new personality style

First, you must choose a new personality style to wear during these 15-minute appointments. I encourage you to go with supportive, which means you will also need to refer back to Chapter 6 to understand the concept of empathy. Also, it is important to note that supportive personalities are focused on people and emotions, details not summaries, and are more methodical in decision-making rather than fast-paced. If this conflicts with your personality style, you may initially get frustrated and think “get to the point,” which is why it is important to do this activity during a calm part of your day where you don’t feel stressed or rushed. The point of this activity is to get to know others and gain their trust by trying on a personality style that is not your prevailing style. Fifteen minutes will go fast, I promise.

Second, we will take this in baby steps. You must choose a person in your office who you either don’t often communicate with and are not terribly frustrated with.

Activity requirements. For all activities, the following requirements are necessary:

- Sincerity
- Shut up and listen.
- Note how that made you feel.
- Note how you think that made them feel.

Name of Person: _____

Day 1: Ask this person, with sincerity, how was your weekend/ week? Did you do anything special?

Shut up and listen. What did he/she say to you?

How did this make you feel?

How do you think this made them feel?

ACTING LESSONS 101

Day 2: Ask this person, where is your dream vacation? (You may want to note why you are asking so this doesn't seem like quid pro quo sexual harassment; such as, "I am planning a trip for my spouse and looking for vacation ideas, where is your dream vacation?")

Shut up and listen. What did he/she say to you?

How did this make you feel?

How do you think this made them feel?

Day 3: Ask this person, what are your thoughts the new (insert something relevant to work such as the new software system or the new org chart).

Shut up and listen. What did he/she say to you?

How did this make you feel?

How do you think this made them feel?

Day 4: Ask this person, what are your thoughts the (insert something relevant to work but different from Day 3, such as the policy on XYZ)

Shut up and listen. What did he/she say to you?

How did this make you feel?

How do you think this made them feel?

Day 5: Ask this person, what can I do better as a leader (or colleague)?

Shut up and listen. What did he/she say to you?

How did this make you feel?

ACTING LESSONS 101

How do you think this made them feel?

Reflect and measure

Review your notes from Day 1 through Day 5.

50 points	Give yourself some credit for making it this far, for being willing to change and taking action.
	Have your feelings or perceptions about this person change from day 1 to day 5 of this activity? If yes, give yourself 10 points. PS: Your change in feelings or perceptions do not need to be positive.
	Did you gather any relevant information from these conversations that can affect your bottom line such as efficiencies, reduction in chaos or a more positive work environment? If yes, give yourself 20 points.
	Has anything improved with your work relationship with this person? If so, give yourself 20 points.
	What is your score? 100 points is the maximum. There is no grade on this activity, however, striving for perfection will lead you to excellence.

Questions to ponder:

- What did you learn about this person, as a human being, not a co-worker?
- If there was a change (positive or negative), what day did it start to occur on?
- Why do you think this day was the day you changed your perception?
- Why do you believe there has or has not been a change?

Notes:

Day 6-10: Repeat with a different person. This time choose someone who you may be frustrated with or feel you have miscommunications with often.

Day 11-15: Repeat with a third person.

