

T – L – C – What's Your Plan?

Issue	Take it	Leave it	Change it	What's your plan
Discuss a pay increase	Stay where you are and don't make waves. When the industry improves, ask for a raise.	Pledge to yourself that within a month you will have your raise or quit.	Learn the best approach and practice. Keep a log of what you do and of your successes.	
Ask boss for higher level assignments	Wait and see if they notice you and give you the work.	Look for a new position that has the kinds of projects you enjoy.	Learn new skills that are needed for the top assignments	
Boss manages poorly	Listen to others and determine if it is really the boss or you.	Find a new position.	Communicate with the boss offering candid and helpful advice.	
You manage poorly	Wait until someone tells you need to change, but stay aware of your management style.	Step down from your management position.	Tell your group you are working on a development plan and ask for their help.	
Your colleague has body odor	Buy a fan, and room deodorizer. Leave a bar of soap on their desk.	Ask to have your desk moved.	Ask graciously if you can discuss a sensitive issue with them.	

Figure 1.1

Issue	Take it	Leave it	Change it	What's your plan

Figure 1.2

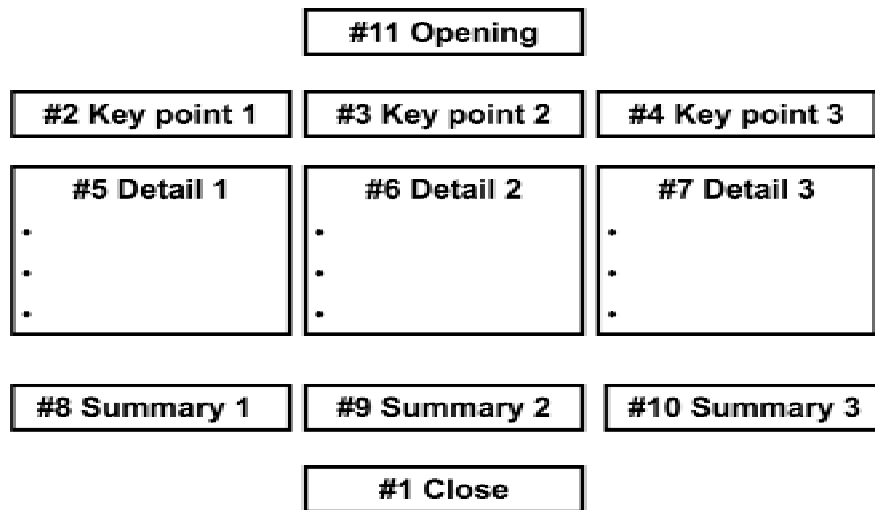
React	Respond
Knee-jerk	Learned respond
Angry	Calm
Anxious	Eager
Quick Fix	Considerations
I win—You lose	We collaborate
Stressed	Balanced
Retort	Ignore
Know-it-all	Asks thoughtful questions
Counter	Consider
Give up	Toughen up
Mental terrorism	Mental confidence
Catastrophic	Fortunate
Devastating	Manageable
Problem	Solution

Figure 3.1

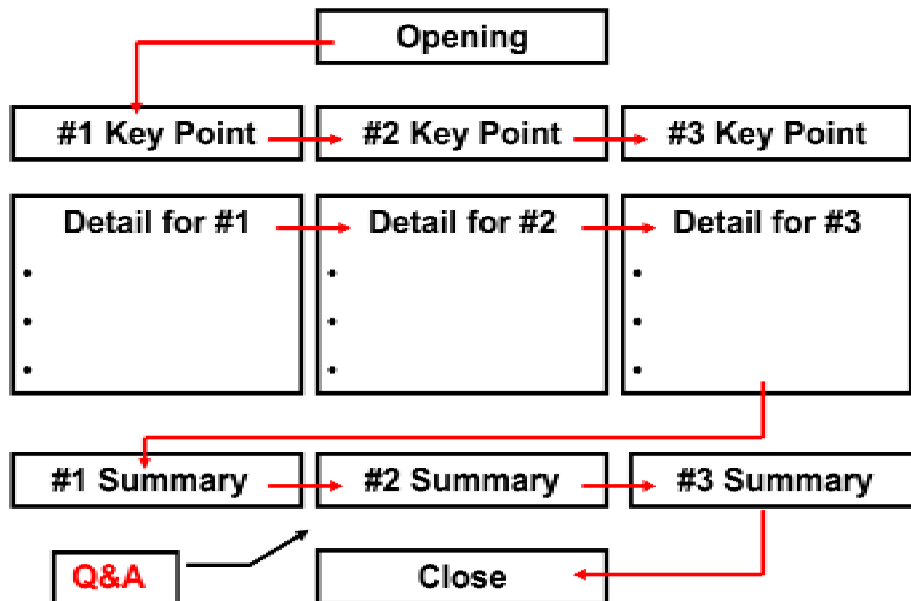


Figure 3.2

React	Respond
Knee-jerk	Considered
Angry	Calm
Anxious	Eager
Quick fix	Considerations
I win	We collaborate
Stressed	Balanced
Retort	Report
Know-it-all	Asks thoughtful questions
Negative	Positive
Judgmental	Open minded
Makes excuses	Takes personal responsibility
Jaundiced	Ask questions and clarify
Won't speak up	Shares appropriate information
Rude	Respectful
Immoral	Ethical
Clam up	Communicate
Fearful	Confident
Aggressive/Passive	Assertive



8.1



8.2

