



California Grain and Feed Association

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- The Human Resources Function—the role/purpose of the department.
- Dealing with difficult people—why is it so hard?
- Time Management—what are your priorities?
- Stress Management—time, business, life pressures.
- Leadership/Motivation—the leader in you.



Human Resources

- Why does it seem that H.R. is such a pain in the rear?
- What is their role/purpose?
 - NLRB v Boeing, April 20, 2011
 - Card Check: The Employee Free Choice Act
- Best Practices?
 - Business Partner
 - In-house consultant



Dealing with Difficult People

- *Why is this so difficult?*

- The potential of confrontation.
- Most don't handle confrontation well; we tend to avoid it.
- You haven't handled it well in the past.
- We don't see others handle it well.

- *Malicious Obedience*

- Employee does *exactly* what they are told to do.

- *Viscious Obedience*

- Employee does *exactly* what they are told to do—***even when they know it is wrong***

- *The Law of the Hog*



Dealing with Difficult People

- So . . . What do you do?
- First . . . Let's try it your way!

Volunteer?

(Dr. Phil: "So how's that workin' for ya'?")

- Now . . . Let's try it another way!
 - Put your own oxygen mask on first--prepare.
 - Keep your cool!
 - Focus on the task at hand.



Time Management

Time Management—What are *your* priorities?

How many of you:

- Schedule Daily?
- Schedule Weekly?
- Use a planning system?
- Don't Schedule at all?
- Set Goals?
- Establish values?

Where do you spend your time?

- Time Matrix
 - Important?
 - Urgent?

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IMPORTANT

NOT IMPORTANT

URGENT

NOT URGENT

I

NECESSITY

II

EFFECTIVENESS

III

DECEPTION

IV

**WASTE AND
EXCESS**



Stress Management

- Stress is any physical, chemical, or emotional factor that causes bodily or mental unrest.
- A combination of dealing with time, business, and life pressures.
- While elimination of stress is unrealistic, management of stress is an attainable and realistic goal that can be achieved by a number of strategies.
- People with strong social support networks report less stress and fewer negative symptoms of stress than those who lack social support.



Stress Management

Symptoms

- Headaches
- Sleep disturbances
- Anxiety
- Tension
- Anger
- Concentration Problems
- Depression
- Lack of interest in food
- Increased appetite
- Burnout
- Loss of interest in normal activities



Stress Management

- Stress-management techniques include relaxation techniques, time-management skills, counseling or group therapy, exercise, and maintaining an overall healthy lifestyle.



Stress Management

- Exercise
- Relaxation techniques
 - Meditation
 - Yoga
- Counseling/Coaching



Leadership/Motivation

- *The Leader in You*
 - Characteristics of the Best Leader you've ever known:
 - Trust?
 - Communicator?
 - Teach/Coach?
 - Patient?
 - Knowledgeable?
 - ????
 - Believed in me when I didn't.
- *Your Leadership Legacy*
 - Rudy (*not the guy from Notre Dame!*)
- *Words to Lead By*



Questions??

Thank you!