



# What type of a leader are you?

- Divided into 12 types
  - Autocratic Leadership - centered on the person in charge
  - Democratic Leadership - everyone participates in making decisions
  - Strategic Leadership - creates habits for a high performance organization
  - Transformational Leadership - specifically geared towards initiating change
  - Team Leadership - focused on the future of the organization
  - Cross-Cultural Leadership - recognizes contemporary globalized organizations



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# Leadership styles

- Facilitative Leadership - dependent on measurements and outcomes
- Laissez-faire Leadership - gives authority to team members
- Transactional Leadership - maintains or continues the status quo
- Coaching Leadership - involves teaching and supervising followers
- Charismatic Leadership - transforms followers' values and beliefs
- Visionary Leadership - recognizes that the steps and processes of leadership are obtained with and through people



# Molding your style to work with other elected officials



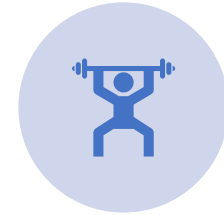
ENCOURAGE  
DIALOGUE



ALL PART OF THE  
SAME TEAM-TO SERVE  
THE CONSTITUENTS



PROVIDE RESPECT



VALUE STRENGTHS



CULTIVATE  
INCLUSIVENESS



ASPIRE TO BE AN  
INTENTIONAL,  
RESILIENT CULTURE



EVALUATE YOUR OWN  
BIASES

# What if we don't get along?

Stay put and work  
thru the situation

Look for the  
positive in the  
situation

Flex your empathy  
muscles

Ask yourself "how  
will this help me  
grow?"

You can't change  
the other person  
but you can change  
your reaction

You don't learn  
tolerance and  
patience until they  
are tested

# How to Manage Difficult Staff



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- A difficult person is someone whose behavior is hard to understand
- Difficult people don't change their behaviors
- They are not engaged
- They are not positive and productive team members
- What will make you look effective with a person whose style is different than your own?
- Determine if they are data driven or people focused

(DISC)

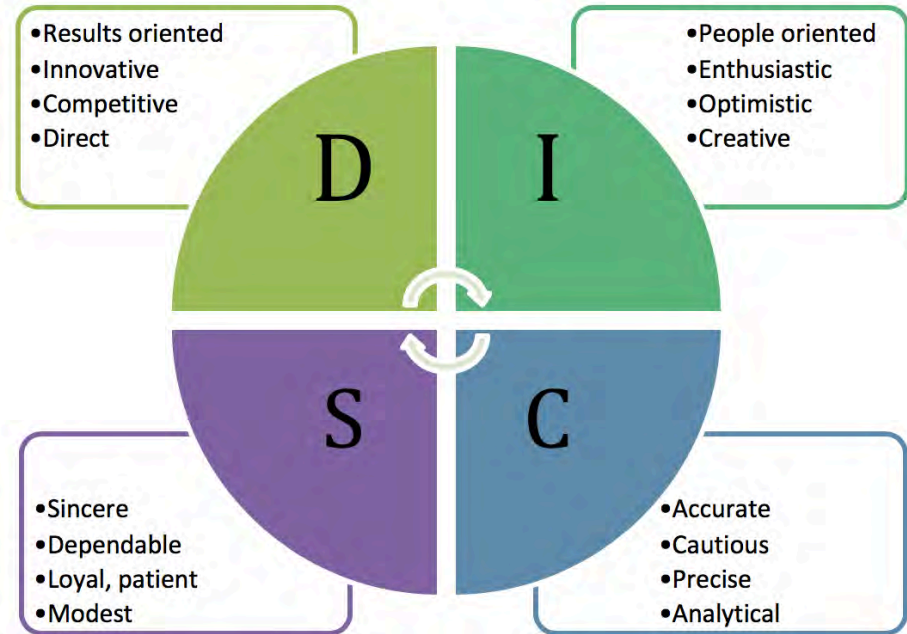
# Data Driven (D and C)

## Results Seeker (D)

- Ready for action
- Decisive
- Direct
- Problem solver
- Innovative

## Compliant (C)

- Analytical
- Fact driven
- High Standards
- Low Risk Tolerance



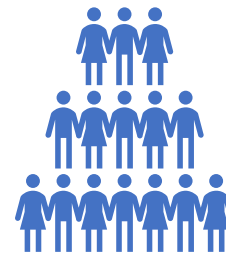
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# People Focused (I and S)



## Influencer (I)

Collaborator  
Optimistic  
Team Leader  
High Energy  
Popular and Talkative



## Steadiness (S)

Contributor  
Team Player  
Systematic  
Understanding  
Approachable



# How does DISK Relate to Difficult Staff?

D

Demanding

Aggressive

Volcanic

Sherman Tank

Bulldozer

C

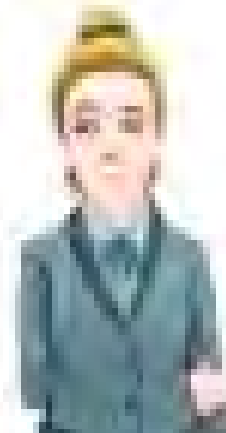
Analysis Paralysis

Negative

Complainers

Unresponsive

Know-it-All



# DISK and Difficult Staff Continued

I

Sarcastic

Too much energy

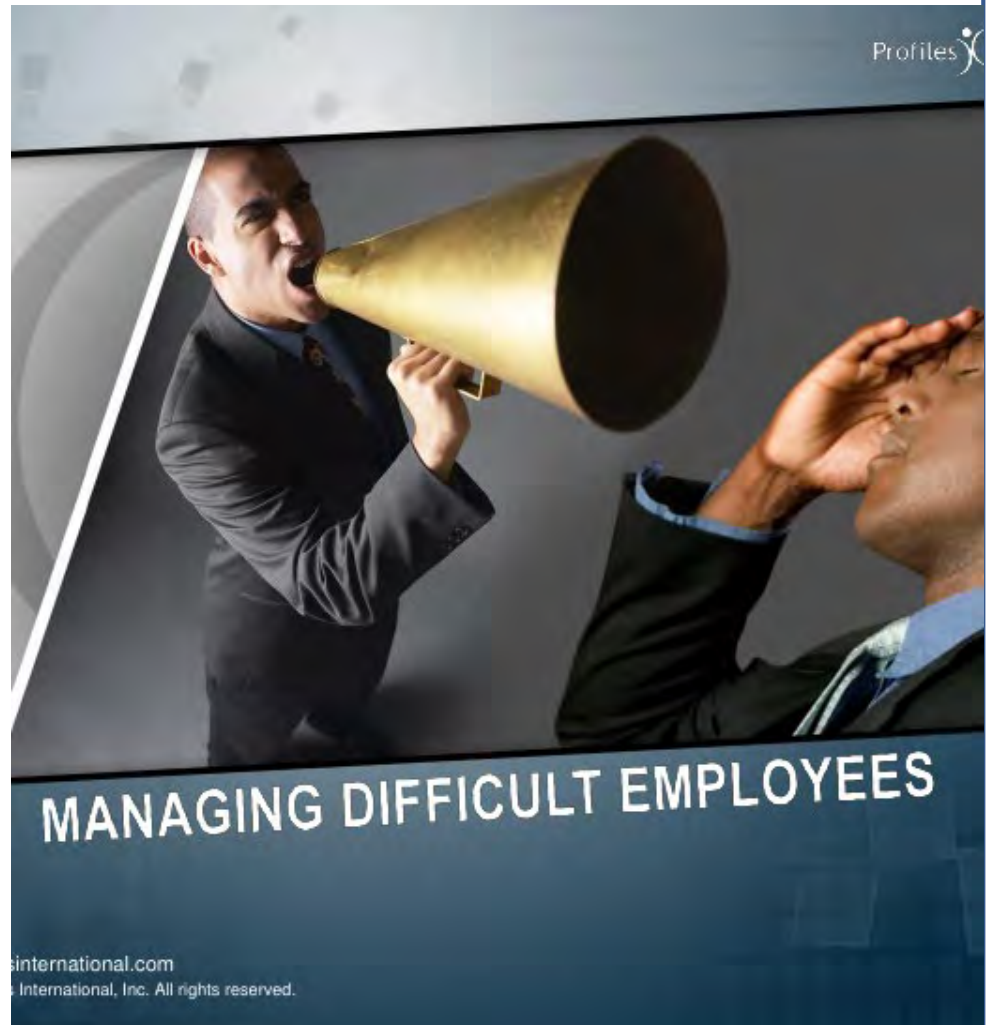
Overpowering

S

Procrastinator

Indecisive

Risk Averse



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# How to Disarm?



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D

- Use eye contact
- Keep calm

C

- Task them with the solution

I

- Be calm and objective
- Be grounded

S

- Be assertive
- Need a decision by a date certain

# Ways to manage



D: Maintain eye contact, use assertive language, be objective and factual



C: Acknowledge them for their expertise, lead the solutions team



I: Don't fade into the scenery, don't try to over-talk them, act assertively and definitively



S: Set deadlines, speak assertively, acknowledge people concerns

Thank you

danke 謝謝 ngiyabonga  
спасибо Баярлалаа faafetai lava  
nanni nandri kiitos dankie  
dhanayavad maururu  
bedankt bayarlalaa gracie hvaa  
enkosi sobodi dekuji  
obrigado mesi  
diti madoba sagulun  
kam sah hamnida rahmat  
তোসাকে শল্যবাদ

merci 謝謝  
kia ora barka welalin tack  
vinaaka spas  
blagodaram misaotra matondo  
dank je paldies grazzi  
mahalo tapadh leat  
teşekkür ederim  
xвала asante manana  
obrigada tenki  
dijere dieuf tau mochchakkeram  
dankon aciü mamnun  
chnorakaloutioun gracias ago gracias  
sulpay go raibh maith agat  
sukriya kop khun krap taku  
arigatō takk dakujem trugarez  
merci 謝謝  
najs tuke ahigatō tanemirt rahmet  
diolch dhanyavadagalū shukriya merce мерси  
ευχαριστώ

merci

# Dana Mumey, Senior Human Resources Specialist



EMAIL:

[DMUMEY@CTSI.ORG](mailto:DMUMEY@CTSI.ORG)



OFFICE: 303 861  
0507



CELL: 303 618 1578