



LEARN TO UNDERSTAND PEOPLE

In *Make Today Count*, John C. Maxwell talks about understanding people and how to build positive relationships. Below are seven characteristics of people and solutions to help them with each.

Tom Peters and Nancy Austin, authors of *A Passion for Excellence*, state that “the number one managerial productivity problem in America is, quite simply, managers who are out of touch with their people and out of touch with their customers.” I think one possible explanation is that some managers don’t value people. But that isn’t always true. Many people care about others, but they still remain out of touch. In those cases, I think the problem is that they don’t understand people.

If you desire to improve your understanding of people so that you can build positive relationships, then keep in mind the following truths about people — and actions you can take to bridge the gap often caused by them:

- People are insecure...give them confidence.
- People want to feel special...sincerely compliment them.
- People desire a better tomorrow...show them hope.
- People need to be understood...listen to them.
- People are selfish...speak to their needs first.
- People get emotionally low...encourage them.
- People want to be associated with success...help them win.

“When you understand people, don’t take their shortcomings personally, and help them to succeed, you lay the groundwork for good relationships.”

