



Elaine Lawther

Was an accountant so
loves numbers

Now a project manager
so loves people

People Management

A quick guide to working safely
with humans



What words do we use to describe the people we work alongside?

How do people make us feel?



HAPPY



SAD



ANGRY



SCARED



LOVING



HATEFUL



KIND



JEALOUS

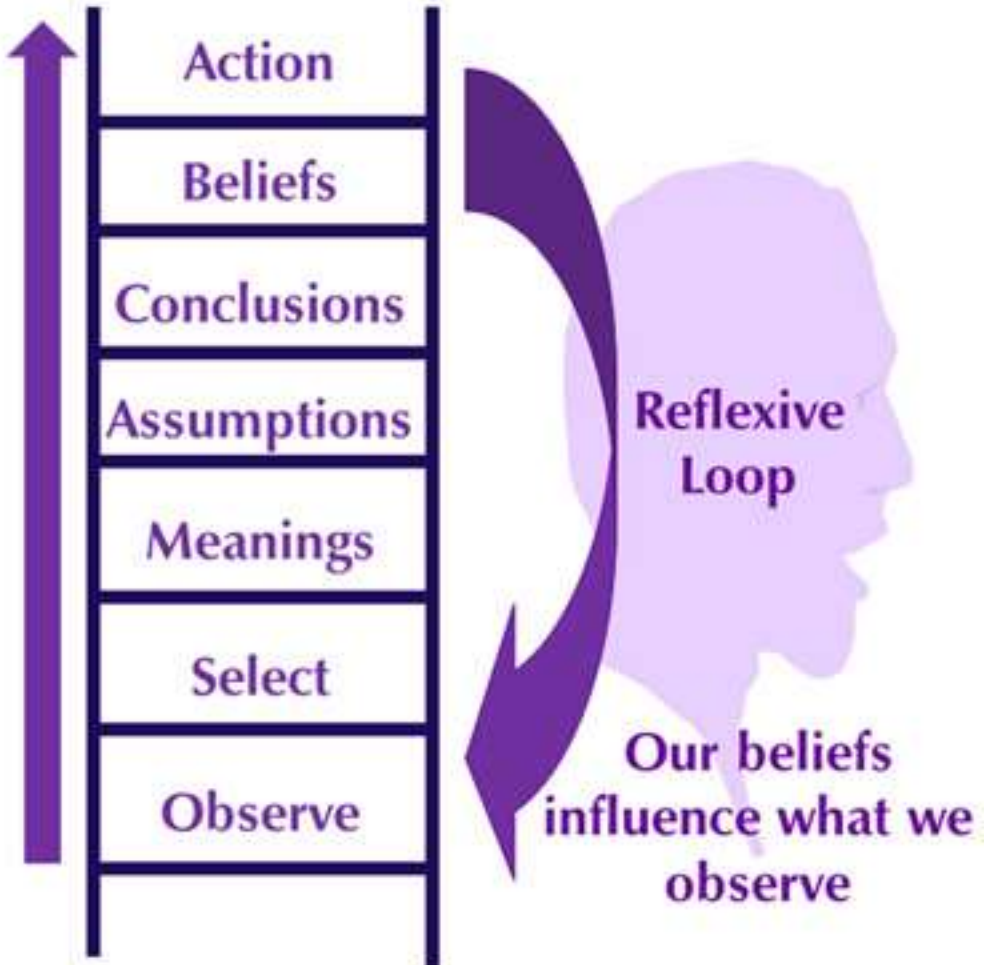
What is my role in “managing”
people

(slow down to speed up)





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The Ladder of Inference.....

Useful but risky.

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DRAMA TRIANGLE

PERSECUTING
I'm OK /
You're not OK



RESCUING
I'm OK /
You're not OK

PLAYING VICTIM
I'm not OK / You're OK

Adapted from Karpman, Transactional Analysis



Karpman's
Drama
Triangle

What is
actually going
on?



1. Listen
2. Understand
3. Act

In that order!



**You don't lead by hitting people
over the head - that's assault, not
leadership.**

Dwight D. Eisenhower

