



How Do People Respond?

Understand how people can react – whether they take control for themselves, or abdicate responsibility...

by [Andrew Cooke](#), [Blue Sky GPS](#)

There is a simple, but useful tool that helps you to understand how people respond to situations, and to anticipate their likely behaviour. It can also help you identify those who are likely to be winners and losers. This tool is called the Locus of Control.

Everyone wants to know what separates winners from losers? One of the significant factors limiting the attainment of your vision is the degree to which you believe you are in control of your destiny. Your locus of control can be internal or external. You can have a combination of both but normally one will outweigh the other. So what are the differences between an internal Locus of Control and an external Locus of Control, and how can you identify them?

- *External Locus of Control* - listening to what you say, or your team members, when talking about your business and your life. If you hear things like, "I would have been successful but the economy turned sour" or "I got caught by a pile of bad debts so I had to close the business down" you or they have an external locus of control. People with an external locus of control blame the external factors for their failure.



- *Internal Locus of Control* - people with an internal locus of control feel that they can influence the issues around them. You'll hear them say things like "I misjudged the market so I put on too many people which ended up costing me a packet of money" or "I found that my skills weren't sufficient to handle the negotiation".



Get into the habit of listening to the people to determine whether they have an internal or external locus of control. Of course, those who have an external locus are the ones who find it difficult to change. It's always someone else's fault or responsibility.

If you are setting up a team or looking at staffing make sure you have plenty of people with an internal locus of control. In simple terms, a person with an external locus of control is problem focused, while a person with an internal locus of control is solution focused. Remember, you will always find what you are looking for. Sometimes you find that by teaching someone about the locus of control, and helping them to change their own mindset they can change from having an external locus of control to an internal locus of control.

There is little point in developing a focused and aggressive business strategy if you are surrounded with people who believe that the Government, their people and even their customers are conspiring against them. You are defeated before you start. How can this be resolved? By having people with an internal locus of control!

About Andrew Cooke and Blue Sky GPS (Growth & Profit Solutions)

Andrew Cooke

An experienced executive coach, business facilitator, and management consultant Andrew has more than 25 years' national and international experience, working across a range of industries and businesses. He is passionate in helping people, teams and companies to unlock their individual and collective potential, enabling them to achieve their personal and business goals and, in turn, to help them unlock the potential of others.

Andrew has extensive experience in dealing with both blue-chip and start-up companies, and has had extensive international experience in the UK, the Middle East and Ireland across a range of industries.

He has post-graduate business qualifications with a Master's in Business Administration (MBA) from the London Business School. He is an accredited associate coach for Marshall Goldsmith Stakeholder Centered Coaching in coaching executives and leaders.

Blue Sky GPS (Growth & Profit Solutions)

Andrew runs [Blue Sky GPS \(Growth & Profit Solutions\)](#), working with individuals, teams, groups and corporate so they can unlock their potential, that of others, and create a life and a job they love and choose to lead.

Through customized development programmes using experiential learning, backed by group workshops, individual one-to-one coaching and on-going support the individual and group development needs are addressed, the skills and capabilities are unlocked and the people can grow and achieve both personal and



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business outcomes on a sustainable basis. His blog, Growth and Profit, can be found at <http://growthandprofit.me>.

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