

Responding to Negativity and Anger in the Workplace

Objectives

- Identify common characteristics and behaviors of negative and angry employees.
- Understand the importance of intervention, especially for leaders.
- Learn tips and strategies for combating negativity and anger.
- Receive additional helpful resources.

The importance of recognizing and intervening

Negativity and anger in the workplace have been shown to decrease:

Productivity

Performance

Employee commitment

Company reputation

All of which can impact the **bottom line**.



Common indicators and behaviors of a negative or angry employee

Gossiping

Displaying general incivility/ insolence

Bullying

Exhibiting insubordination



Common reasons for disengagement

Stress

Individual differences

Organizational culture

Conflicts with co-workers

Relationships with bosses



Recognizing disengagement

- Contributes or produces less
- Present but not engaged
- Avoids interaction and voluntary activities
- Negative interactions and attitude

Responding to a negative or angry employee

- Involve human resources (HR)
- Use conflict as a natural resource
- Don't react
- Deal with feelings
- Attack the problem, not the person
- Practice direct communication
- Look past positions to the underlying interests
- Focus on the future

Looking inward and managing your own feelings

Look yourself in the mirror

Stay calm, breathe deep and model behavior

Acceptance, control and letting go



Acceptance

Learning what we can control

- Our attitude
- How we treat others
- Taking precautionary health measures

Letting go of what we can't control

- Who contracts the virus
- The economy
- How long restrictions will last

Self-care

What is self care?

Rethinking self care -

“True self-care is not salt baths and chocolate cake; it is making the choice to build a life you don’t need to regularly escape from.”

Less to do with treating yourself and more to do with taking care of yourself.



Resources and how your EAP can help

- Internal
 - Human Resources Department (HR)
 - Legal Department
 - Security
- External - EAP/Workplace Support
 - Consultation
 - Risk assessment
 - Referrals
 - Self/informal
 - Formal
 - Mandatory

Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

CONFIDENTIAL INFORMATION

The information presented in this presentation is confidential and expected to be used solely in support of the delivery of services to Magellan members. By receipt of this presentation, each recipient agrees that the information contained herein will be kept confidential and that the information will not be photocopied, reproduced, or distributed to or disclosed to others at any time without the prior written consent of Magellan Health, Inc.