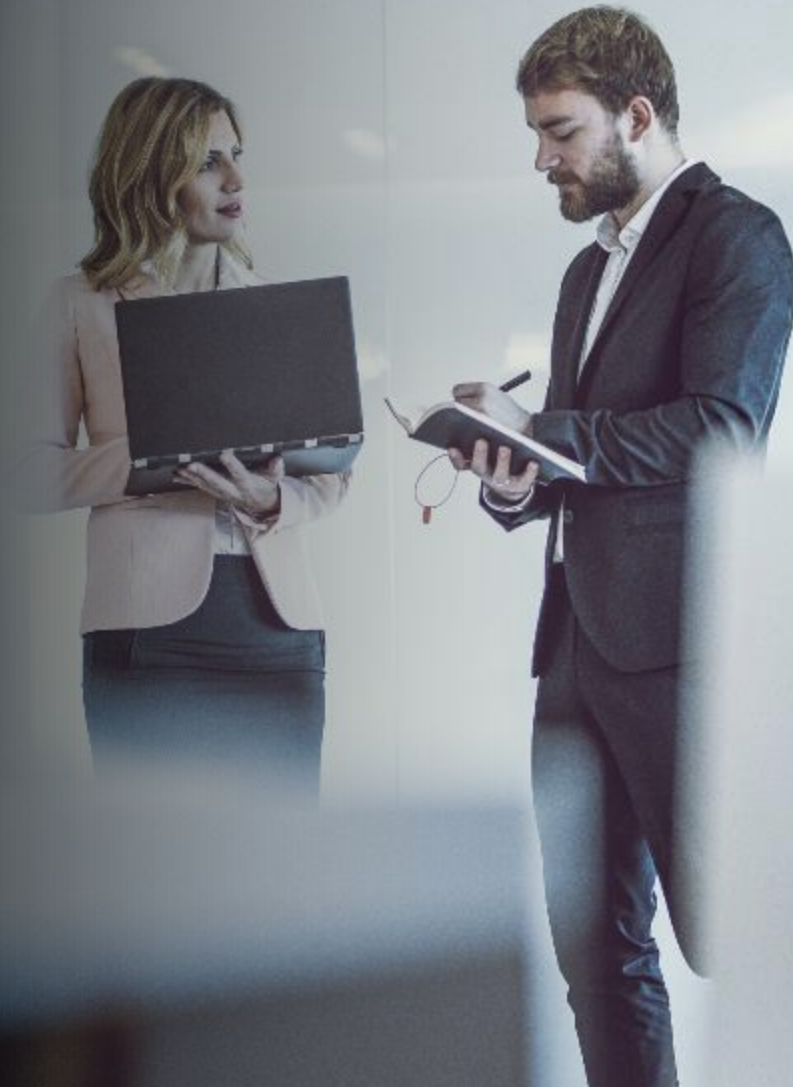


Dealing With Challenging People



Objectives

- Define “Challenging”
- Step by step guide to dealing with challenging people
- Best practices
- Handling challenging co-workers
- Self-care
- Things to remember
- Staying sane



Define “Challenging”

Consider why the person is challenging...

- Mean
- Tired
- Stressed
- Contrary
- Defensive
- Talkers
- Needy

Are they....

- Unreliable
- Criticizers
- Competitive
- Spot-lighters
- Unpredictable
- People who must have have the last word

Step By Step Guide

- Do you want or must you improve the relationship?
- Start by looking at yourself
- Talk to a colleague or positive support person for insight
- Remember: to move a relationship forward you must be willing to willing to act

Best Practices

- Respond rather than react
- Control your emotions and words
- Use “I” throughout conversations
“I feel this is an issue.”
- It is not about “winning” it is moving the relationship forward

“No one can make you feel inferior without your consent.”

- Eleanor Roosevelt

Use the “Remote”

- Keep the volume low
- Tune in to the right channel
- Focus attention on the program in front of you
- Relax
- Rewind and replay

Handling Challenging Co-workers

Co-workers who gossip

- Be prepared to explain why the gossip is harmful and hurtful
- Be prepared to obliterate gossip from the workplace

Co-workers who are frequently late/always absent

- Feel free to speak your mind in a diplomatic manner
- Be as empathetic as possible
- Decide if you should let your manager know

Overly dramatic co-workers

- Let it roll off you- stay as calm as possible
- Validate the emotion of the co-worker
- Know when to end the conversation

Handling Challenging Co-workers (cont.)

Personality Conflicts

- Focus on getting the job done, not the person
- Remember we don't have to like everyone and not everyone likes us

Procrastinators

- Be prepared in advance that this is going to be an issue
- Don't let it effect your work

Bullying and Harassment

- If you feel unsafe (physically or emotionally) contact the appropriate person in your company immediately

Self Care During Difficult Times

- Start your day with a good run, walk, exercise
- Eat a healthy breakfast
- Have a good morning laugh
- Take a deep breath before you walk into work
- Reframe what you do love about your job
- Make a 10 list each morning
- Get a good night sleep (7-8 hours)
- Use alternative methods... tea, aromatherapy, journaling
- Surround yourself with positive people

Remember

- Control your actions and reactions
- Discretion is a friend
- Conflicts are part of life
- Be specific
- Assume nothing



Staying Sane

- Ask “What is going on?”
- Find one thing to agree on
- Acknowledge the other persons feelings
- Listen, Listen, Listen
- Confirm understanding with questions
- Challenge your own point of view

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Programs

- **Coaching** – create a plan of action to meet your goals
- **Counseling** – meet with a licensed professional for support with stress, anxiety, grief, substance misuse and more
- **Legal assistance, financial coaching and identity theft resolution** – expert consultation and online resource library
- **Work-Life Services** – referrals to service providers and discounts on child and adult care, education, home improvement, etc.
- **Online training and self-care programs** – improve your health and overall emotional well-being
- **Manager support** – consult with experts on workplace topics

Thank You For Attending

Dealing With Challenging People