Working With Challenging Individuals

Chaffey College Classified Success Network
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OUTLINE & OBJECTIVES

- Pre-Assessment
- Introductions
- 5 Types of Challenging Individuals
- Your Choices of Actions & Reactions
- Role of Body & Non-Verbal Language
- Electronic Communication & Distractions
- Questions
- Post-Assessment
Welcome to my seminar on dealing with difficult coworkers.

Difficult coworkers generally fall into one of these groups.

Lazy x
Mean x
Smart x
Crazy

The only way to deal with them is to quit your job and become a syndicated cartoonist.

Thanks for coming.
5 Most Common Culprits

1) The Narcissist:
Inflated sense of self-importance and entitlement, crave attention, and require endless praise. Some are obnoxious ego-maniacs, others can be quite charming. Both types know how to belittle you and make you serve them.
5 Most Common Culprits

2) The Passive-Aggressive Coworker:
These types express anger while they’re smiling or showing exaggerated concern. They always maintain their cool, even if through clenched teeth.
5 Most Common Culprits

3) The Gossip:
Gossipy busybodies delight in talking about others behind their backs, putting them down, and spreading harmful rumors. They also love to draw others into their toxic conversations.
5 Most Common Culprits

4) The Anger Addict:
They deal with conflict by accusing, attacking, humiliating, or criticizing. Let go of your reactivity. Take a few short breaths to relax your body. Count to 10. Pause before you speak.
5 Most Common Culprits

5: The Guilt Tripper:
These workplace types are world-class blamers, martyrs, and drama queens. They know how to make you feel terrible about something by pressing your insecurity buttons.
Let’s Add One More!
Self Reflection/Discussion

1) Do you work with someone who fits any of the traits described in one of the common 5 culprits?

2) Do you see yourself fitting into one or more of these descriptions?
Your 4 Choices of Action:

TAKE A XANAX! CALM DOWN!

Bravo.tv.com
Your 4 Choices of Action:

1. **Stay and do nothing**
   - Leads to suffering and complaining to someone who can do nothing about it
   - Can be dangerous because frustration builds and gets worse over time
   - Complaining to people who can do nothing tends to lower morale
Your 4 Choices of Action:

2. **Vote with your feet**

- Not all situations are resolvable and some are just not worth resolving
- If everything you say makes matters worse, remember, discretion is the better part of valor
Your 4 Choices of Action:

3. **Change your attitude**

- Learn to: see them differently, listen to them differently and feel differently around them
- Change your attitude to set you free from your reaction to the problem you see in their behavior
Your 4 Choices of Action:

4. **Change your behavior**

- Change the way you deal with people and they will need to learn new ways to deal with you.
- You want to be able to take charge of an unpleasant situation and redirect its result.
Observations About People

People:
- Are creatures of habit
- Behave in certain ways to meet their needs

Observations:
- How we communicate is a habit
- When our needs are not met, we react
- Stronger the need, the stronger the reaction
Behavior Has a Purpose

- Every behavior has an intent or purpose and that intent is to fulfill.
- People do what they do based on what seems to be most important for any given moment.
- Four “general intents” determine how people will behave in any given situation.
Four Workplace Intent}s

1. Get the job done.

2. Get the job done right.

3. Get along with people.

4. Get appreciation from people.
Listening Skills

For

- Eye contact
- Focus on points of agreement
- Not judgmental
- Attentive body language
- No interruptions
- Repeat some words of speaker
Listening Skills

Against

- Inattentive body language
- Verbal fillers
- No eye contact
- Distractions
- Kidnap their story
- Constant interruptions
Listening in 3 Channels

VERBAL - Actual words used

VOCAL - Tone, inflection, volume, speed, tempo, pitch

NON-VERBAL - Body language
Listening in 3 Channels

VERBAL – Actual words used
(7%)

VOCAL - Tone, inflection, volume, speed, tempo, pitch
(38%)

NON-VERBAL - Body language
(55%)
Blending/Empathy

- Use behavior to reduce the differences and increase commonality
- Result is to increase rapport
- Automatic when people share a common vision, care about each other
- No one cooperates with someone who seems to be against them
Blending Strategies

- Display a sense of understanding through posture and facial expressions
- Ask clarifying questions
- Identify what you think the speaker really wants
Redirecting

- “Blending” to change the direction of the interaction
- “Redirecting” always follows blending whether listening to understand or speaking to be understood
Communicate Challenge

Your goal: Communicate to be understood understanding that the best method is NOT email or text:

Action Plan:

1. Monitor your voice’s tone, pitch, volume, pace, etc.
2. Be positive about your response
3. Tactfully interrupt
4. Ask clarifying questions
5. Be ready to listen attentively
6. Blend and Redirect
Parting Thoughts

- We get along better with people when the emphasis is on our similarities
- Success in communication depends on finding common ground
- Reducing differences is vital in dealing with people who cause you difficulty
- When we communicate better – teams function better
Questions/Assessment

- Vanessa Van Edwards videos
  - https://www.youtube.com/watch?v=QRF31bRqp4M