

## **CSL In Session – Who's Pushing Your Buttons? – September 19, 2012**

### **Chat contributions**

#### **Comments on getting hooked and unhooked**

- i like the focus on oneself - that's all you really have control over
- I agree, I also try to tell myself that I do not need to go to the level of the person I am having an issue with. After all, if I lower myself to their level...am I being as bad as them?
- i often have thought loops that don't quit
- It is hard to shut the thought loops off when you are right in the middle of the situation but if you don't you will end up saying things you regret. At least that is the way it is with me.
- I think it can be illuminating to see what I make up about a situation when my buttons have been pushed!
- yea no kidding....sometimes evil wicked. good thing they are in our thoughts.
- Do you think email can be a good way to unhook verbally?
- I also wondered about walking away until the anger level is down and then coming back and talking about the problem.
- that's a good question nikki - i usually think email isn't great for this, but, it can keep you from saying things badly if buttons are further pushed!
- I think email can be used but only if you give yourself time to evaluate and think about what you are saying before you say it.
- If you are typing your anger, maybe you're more likely to be a little nicer than you would in person???:)
- Sometimes people misconstrue what you've said in an email.

#### **How would you handle a person over-sharing (from the video)?**

- Uh, great. Well, better get back to it. See ya later.
- Try to change the subject tactfully.
- With a laugh in my voice "TMI."
- with the toes , I would suggest they get a doctor to look at it.
- Really, I think a supervisor needs to talk to this person about professional behavior.

- Try to be polite, then leave
- talking when a customer or patron is around is not appropriate and change the subject.
- I think it is better to try to walk away from the situation.
- Try to walk away if you can or change subject.
- I would need to say what bothers me about the conversation.
- that would be good but do it gently so they don't think that you are uncaring.

### **What types of behavior do difficult people exhibit?**

- Passive aggressive
- Negativity
- Running over me in a conversation
- they act like they are superior to you.
- being interrupted
- Someone trying to fix everyone's problems
- sarcasm
- unresponsiveness
- personal space invasion
- loud - pushy
- Talking over everyone to be seen
- passive aggressive, not saying anything instead loudly slamming things
- Interrupting you when you are talking to other patrons
- assuming things instead of finding out info
- Their mood and facial expressions are negative
- people who dominate a mtg
- thinking they know more than you
- Pollyanna types

- Poor me types
- I like Nikki's comments
- "that will never work" frame of mind
- Not keeping word
- Loud voice, yelling
- people who get angry very often and at very little
- expect you to do everything for them
- Not taking personal responsibility for their actions or words

### **Hostile/Aggressive person - how do you cope?**

- I find it hard not to meet that energy, because I'm Italian and grew up screaming just in normal conversation
- I'm just the opposite, I grew up with a lot of it and all you could do was hide. You are right that it does sometimes help to calmly stand up. Not easy to do.
- I learned in a communications relationship class that if you are trying to understand what they are saying you ask them: what I am hearing you say is \_\_\_\_\_. I have tried it and it works. Sometimes I am not hearing what they are saying right and that causes different misunderstandings.
- Sometimes I get angry and that makes me cry which makes me angrier and it becomes a never ending circle.
- it reminds me of the 7 Habits.
- my family is completely nonconfrontational so this behavior upsets me easily and I don't know how to react. this helps--thanks Jean!
- breathing is so helpful - grounding
- thank you for that comment, helps to know I am not the only one that cries!

### **Know-it-all - how do you cope?**

- i have a problem with the know-it-all when they cross boundaries - do other people's work
- Several years ago ALA put out a video on dealing with difficult people. One of the coping mechanisms is to put one foot forward instead of both side by side. It really works when I remember to do it.

- I have a problem when they are trying to show you how to do it and they do it themselves without letting you try. How are you going to learn if you do not do it sometimes?
- Allow them to imagine they won.
- Body language is very important. Standing up can give a message of strength.
- There is usually more than one right way to do anything
- Socratic method
- Also yes show me but walk me through it so I can learn
- listening to their input then letting them know I will consider their input, and need time to make a decision
- The know it alls I've met don't pick up on body language. They seem to live in their own heads. Brains floating in a jar.
- There may be more than one way to handle the matter.
- It's sometimes a Narcissistic attitude.
- The other day I was showing our President how to search our databases. She did as I instructed, then she said to me, Let me try to do this and let me know if I'm doing it right. Great reminder to me about the first time learner.
- Is it just me, or are Know-it-alls often insecure?
- Correcting them in front of others is displaying the same attitude they are displaying

## **Whiner - how do you cope?**

- Whiner's will have the same or worse problems than you and will direct the conversation to themselves.
- tried to be positive with them
- Show them the big picture.
- Try to encourage and look at the brighter side.
- I just try not to give them satisfaction; try not to be motherly or otherwise reward.
- Compassion fatigue is a problem. I tend to tune them out. Not good, right?
- If they are really bugging me I will just ask "Do you think you could have done something differently to prevent this situation?"

- sorry to say but you end up ignoring and stop listening to them
- When they are talking about all the bad things going on their life, I try to show them what good has happened in their life
- I usually say, "It could always be worse!"
- Count your blessings.
- Sometimes I just say, "Sounds like your life is really tough." Then they start to argue back that it isn't so bad.
- They can really hijack a meeting.
- tell them there is always people in worse situations than you and be happy you are not them
- A team member uses the phrase, "Rule #4". Rule # 4 is - it is not all about you.

### **Sniper - how do you cope?**

- are you a sniper when they talk about someone behind their back after a confrontation and then try to get you to feel that way too.
- It's tough when the sniper is your boss.
- Unfortunately, snipe back
- this is another one where i try to be positive (when it's gossip or talking bad re others)
- If it is gossip then I just say I do not want to listen. Let's change the conversation.
- establish communication rules - "Let's stay focused . . . "
- as a supervisor, spoken with them in private that their behavior was inappropriate.
- If you meet with the sniper - what do you say?
- how do you deal with a situation when someone is badmouthing someone when there is a issue. I don't want to be in the middle but I want to let them know that it's not good to do that