




Who's Pushing Your Buttons?
Dealing with Negative and Difficult People

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Who's Pushing Your Buttons?!



To Begin With...

- Who deals with difficult people at work?
- Who deals with difficult people in their personal lives?



To Begin With.....

If you didn't raise your hand for either of these questions you need to get out from under your rock! Difficult people are all around us!

Conflict is a fact of life!



How We React

Disconnection

Powerlessness

Bringing out your worst

Other relationships affected

Loss of hope

The Cost of Difficult People

They can be the greatest unmeasured cost to your library

They will waste your time

They will bring you down

They can affect you at all levels

You could end up being labeled yourself

Is someone at work killing you?

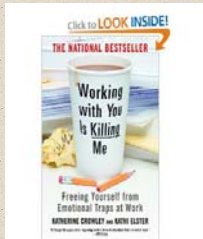
Do you have a colleague or boss whose incompetence drives you crazy?

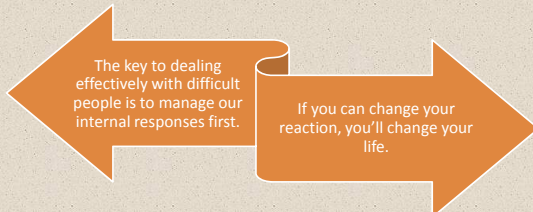
Does a certain department's sloppy way of operating prevent you from doing your job?

Is there a coworker, boss, or patron who wears on your last nerve?

To cope with the stress of your job, do you consume large amounts of food, alcohol, TV, or other mind-altering substances?

Working With You is Killing Me





Hooked

Being hooked is the experience of feeling caught in an emotionally distressing situation at work.



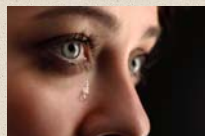
Unhooking

The activity of changing your reaction to emotionally upsetting circumstances at work.



Warning Signs That You May Be Emotionally Hooked!

Strong negative emotions such as anger, fear, panic, anxiety, embarrassment, confusion, depression, repulsion, helplessness, or despair.



Warning Signs That You May Be Physically Hooked!

Your body sends you signals of emotional distress-
clenched teeth, stiff neck, tension headaches,
tight chest, overheating, chills, stomach pain,
nausea, facial twitches, insomnia, or fatigue.



Warning Signs That You May Be Mentally Hooked!

Unproductive mental activity-
obsessive thinking, spacing out, constant distraction,
paranoia, revenge fantasies, forgetfulness, inability
to concentrate.



Four-Pronged Unhooking Technique

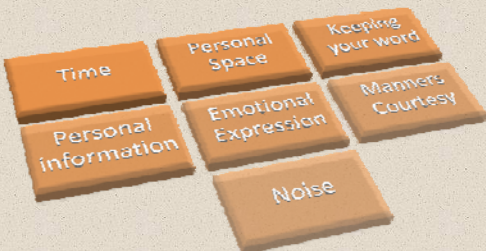
Unhook physically: Breathe, exercise, calm and release your physical energy.

Unhook mentally: Ask yourself, What's happening here? Stick to the facts.

Unhook verbally: Decide what you will say to resolve the problem.

Unhook with a business tool: Scan your business toolbox and pick the best one.

Boundary Busters



Sound Familiar?

TMI

<http://www.youtube.com/watch?v=QENCPa-h-A>

What do you think?

How would you unhook verbally from this situation?

Let's Interact!

- What types of behaviors do difficult people exhibit?

Sound Familiar?



The 10 Most Unwanted List

Hostile/Aggressive (bully)	Know-it-all
Whiner	Sniping
Negativist (no person)	Indecision (maybe person)
Arrogance (think they know-it-all)	Super Agreeable (yes person)
Unresponsive/Silent (nothing person)	Impatience

Hostile/Aggressive

How to Identify

- Bullies who always need to be in the right.
- Abusive, abrupt, intimidating, arbitrary, as well as arrogant.



Hostile/Aggressive

Have you already tried to:

- Be nicer?
- Do whatever your family taught you (pout, yell, or get even)?
- Gossip?
- Give up (repeatedly)?
- Counterattack?
- Frighten them?
- Blame them?
- Sigh loudly?
- Glare?



Hostile/Aggressive

How to Cope

There are still a few communication rocks left unturned:

- Don't run in the other direction
- Remain calm yet assertive
- Stick to facts
- Let them vent
- Maintain eye contact
- Don't be afraid to admit to a mistake

Know-it-all

People who think they know-it-all are especially annoying to those of us who do.

--Anonymous

Know-it-all

How to Identify

They are always right.

What detracts from their know it all expertise is they'll never fail to remind you of it!

They may make you and others look foolish.

They may be pompous and condescending.

They are often knowledgeable and highly competent.

They thrive on being challenged as it presents them with an opportunity to show off their expertise.

When a job has to be done quickly, they can slow the process down by nit-picking over details.

Know-it-all

How would you cope?



Know-it-all

How to Cope

The only way to beat experts is to out-expert them! Be prepared and know your stuff.

Open his or her mind to new information and ideas.

Listen actively and acknowledge their knowledge.

Never correct them in front of others

Try and make them feel they are part of the decision making.

Turn the know-it-all into a mentor.

Martyrdom (whiner)

How to Identify

They appear dissatisfied or unhappy.

They often have a whiney tone.

They tend to complain a lot.

They seem to suffer a lot of mishaps.

Martyrdom (whiner)

How would you cope?



Martyrdom (whiner)

How to Cope

Don't volunteer them for extra work.

Don't let them get away with it!

Refer them to management

Try not to indulge their complaints.

Sniping

How to Identify

Don't like direct confrontations.

Ability to put others down.

Like stirring up trouble.

Like to make people laugh.

Sniping

How would you avoid becoming a target?



Sniping

How to Cope

Bring them out of hiding.

Don't be amused by their intervention.

Ask others to verify what you heard.

Take the sniper aside and suggest a meeting.

Questions?





On the web:

<http://cslinsession.cvlisites.org>