

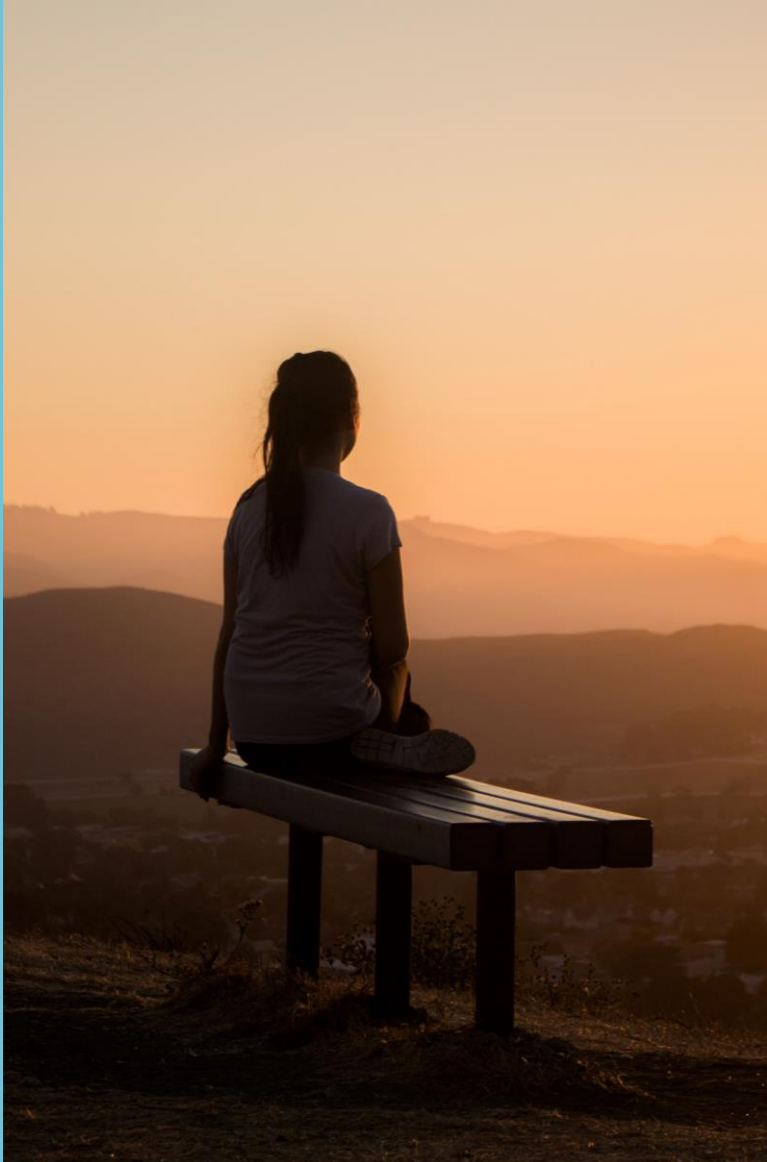


DEALING WITH CHALLENGING PEOPLE



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”

You must analyze why the person is challenging

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

They are ...

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

Step By Step Guide

- Do you want to, 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 act

Best Practices

- Respond rather than react
- You can control of 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

- Gossip
 - Be prepared to explain why the gossip is harmful and hurtful
 - Be prepared to obliterate gossip from the workplace
- Co-workers who are 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 Continued

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

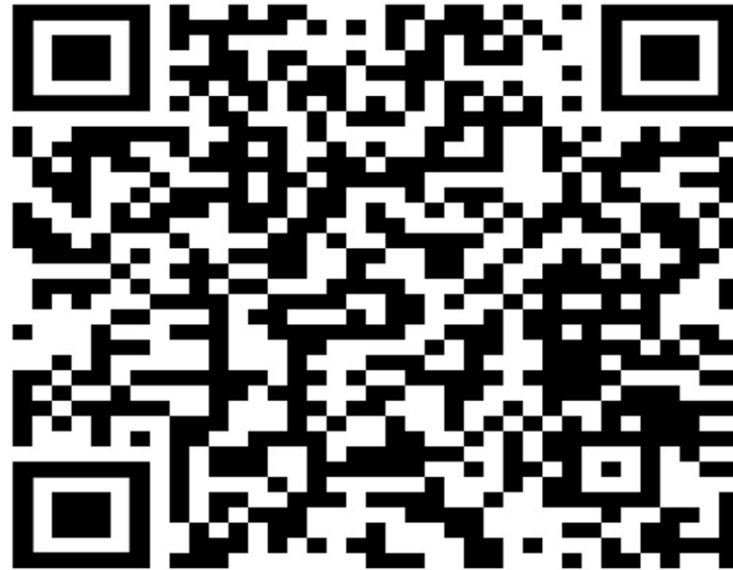
- Ask “what is going on?”
- Acknowledge the other persons feelings
- Confirm understanding with questions
- Find one thing to agree on
- Listen, listen, listen
- Challenge your own point of view

Your Kepto EAP

- EAP Services available to employees, any household members and dependents
- Confidential
- EAP Counselors available 24/7/365 via 833-539-7285
- Up to 6 in person counseling sessions, per issue, per year
- Management Consultations
- Financial/Legal Consultation and Referral Service
- Work/Life & Convenience Services
- <https://sowi.mylifeexpert.com> Company code: SOWI

**Please
complete
a training
evaluation.**

Thank you!



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Questions & Answer

Dealing With Challenging People