

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 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
- Control your emotions and words
- Use “I” throughout conversations: “I feel this is an issue.”
- It is not about ‘winning’, it is about moving the relationship forward

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

- Eleanor Roosevelt

Use the “Remote”

- Keep the volume low
- Tune into 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 eradicate gossip from the workplace
- **Co-workers who are frequently late / 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 - stay as calm as possible
 - Validate the emotion of the co-worker
 - Know when to end the conversation

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 for this
- 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 Challenging Times

- **Start.** Start your day with exercise: a good run, walk or some yoga
- **Eat.** Eat a healthy breakfast
- **Laugh.** Have a good morning laugh
- **Breathe.** Take a deep breath before you walk into work
- **Reframe.** Reframe and focus on what you love about your job
- **List.** Make a 10 list each morning
- **Sleep.** Get a good night's sleep (7-8 hours)
- **Relax.** Use alternative methods to relax... tea, aromatherapy, journaling, gardening
- **Positive.** Surround yourself with positive people

Remember

- Control your actions and reactions
- Discretion is your 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 person's feelings
- Listen, listen, listen
- Confirm understanding with questions
- Challenge your own point of view

Evaluation Survey QR Code



A woman with long dark hair, wearing a light-colored long-sleeved shirt and brown overalls, stands in a workshop or factory setting. The background is blurred, showing industrial equipment and bright lighting.

Anthem EAP **is here for you.**

Visit the website: <anthemeap.com>

And enter company code: SISC

Call us: 800-999-7222

THANK YOU FOR PARTICIPATING!

Dealing With Challenging People

AnthemEAP

EAP products are offered by Anthem Life Insurance Company. In New York, Anthem EAP products are offered by Anthem Life & Disability Insurance Company. In California, Anthem EAP products are offered by Blue Cross of California using the trade name Anthem Blue Cross. ANTHEM is a registered trademark. Use of the Anthem EAP website constitutes your agreement with our Terms of Use.