

WANTED



TEAM BUILDERS

**CHANGE IS GOOD....
YOU GO FIRST!**

“I always wondered why somebody didn’t do something about that. Then I realized I was somebody.”

Lily Tomlin

Inspiring Change and Setting Boundaries

- Have you ever worked with someone who
 - Was Hostile
 - Was Sarcastic
 - Had to do everything their way
 - All they do is whine and complain
- In other words - "Killed" the team spirit of the clinic?

Let me introduce you to a few of my friends

- Committing the Crime... Can you take the time?
- Billy the Bully
- Narcisstic Nancy (aka..The Princess)
- Big Baby Bertha
- Negative Ned
- Disrespectful Danny

Billy the Bully

How do you identify them:

- HOSTILE
- INTIMIDATING
- ALWAYS RIGHT
- ABRASIVE

Have you seen this person?

Billy the Bully

Action:

- Take a deep breath
- Let them blow off steam
- Draw the line, do not let them get abusive
- Address them by name to maintain control
- State your position clearly
- Avoid the temptation to argue
- You will not win the battle with them
- Learn to set your boundary early on

Narcissistic Nancy AKA: The Princess

How do you identify them:

- Extreme sense of self-importance
- The world revolves around them
- Obsessed with getting their needs met
- They want to be special and center stage
- They feel superior and know it all

Have you seen this person?

Narcissistic Nancy

Action:

- Know your facts and information
- Capitalize on their knowledge
- Giving them praise may bring them out of “their tower”
- Remember who you’re dealing with

Disrespectful Danny

How do you identify them?

- Inappropriate approach
- A more subtle version of Bully Billy
- Using sarcasm to undercut your authority
- Disguise insults as a joke
- Indirect criticism

Have you seen this person

Disrespectful Danny

Action:

- Confront them openly in a professional manner
- Reflect the their offensive message for clarification
- Refocus them on the real issues at hand

Big Baby Bertha

How do you identify them?

- They see everything negatively
- They complain
- They whine
- They act defeated

Have you seen this person?

Big Baby Bertha

Action:

- Listen to what they say
- Steer them toward the facts
- Identify the positive aspects in the situation

Negative Ned

How do you identify them:

- Distrust those in power
- His way is the only right way
- Sees the downside of everything
- Motto: “I told you so”

Have you seen this person?

Negative Ned

Action:

- Stay positive
- Be realistic
- Limit discussion on solutions
- Refuse to argue
- Stick to the facts

Jannie and Carol's Survival Guide

1. Keep conversations neutral
 - Avoid personal issues
 - Sensitive topics
 - Change subject when faced with a loaded topic

Jannie and Carol's Survival Guide

2. Accept the reality of who they are
 - Don't try to change the difficult person, this may cause:
 - A power struggle
 - Cause defensiveness
 - Invites criticism
 - Generally makes things worse

Jannie and Carol's Survival Guide

3. Know what's under your control

- Change your response to people
 - This is all the power you have to change
- Use assertive communication to establish boundaries

Jannie and Carol's Survival Guide

4. Create healthier patterns

- Don't blame yourself or the other person
 - It may just be a clash of personalities
- Adopt a better way of responding to people

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5. See the best in people

- Focus on their positive assets
 - They will feel more appreciated
 - It will positively impact your time together

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6. Remember who you're dealing with

- Don't pretend the negative traits are non-existent
 - Don't tell your secrets to a gossip
 - Don't look for encouragement from someone who is unable to give it

Jannie and Carol's survival guide

7. Let go or get space where you need it
 - Know when it's time to distance yourself and do so
 - Minimize contact with the antagonizing individual(s)

Helpful Tips:

- Remember that you don't have to be close with everyone; just being polite goes a long way to getting along and dealing with difficult people

Helpful Tips:

- Work to maintain a sense of HUMOR
- Difficulties will roll of your back more easily

Helpful Tips: Cont.

- Be sure to cultivate other more positive relationships in your life to off set the negativity of dealing with negative people

Helpful Tips: Cont.

- No matter how challenging, belligerent or negative the difficult persons behavior, don't take it personally!