

Cranky Coworkers ~ and Other Difficult Behaviors!

A 60-minute Webinar

LET'S LOOK AT EMOTIONAL INTELLIGENCE

1. In a sense, we have 2 minds; one that **thinks** – our _____
mind, and one that **feels** – our _____ mind.
 2. The good news is that, although some are more naturally high in emotional intelligence than others, you **can** change your _____ and improve it throughout your life.
 3. EI is the capacity for _____ our own feelings and those of others, for motivating ourselves, and for successfully _____ our emotions in ourselves and in relationships.
 4. EI determines how effectively we _____ our own emotions. It also determines how well people _____ to us.
- **Self-awareness** – recognizing a feeling as it _____;
this element is also a key to better _____.

What are some aspects of self-awareness?

- a) Knowing which emotions I'm feeling and _____
 - b) Realizing the connection between my feelings and what I _____, _____, and _____
 - c) Recognizing how my feelings affect my _____
 - d) Knowing my _____, _____ and _____
 - e) Recognizing the _____ of my emotions
- **Self-management** - _____ feelings to react appropriately.

What are some aspects of self-management?

- a) Managing _____ emotions and impulses
 - b) Staying _____ in upsetting situations.
 - c) Thinking _____ under pressure.
 - d) Admitting our own _____.
5. Feeling your emotions isn't a sign of weakness; allowing them to _____ you might be.

LINDA BRUNO ~ LindasWorkshops@gmail.com
www.LindasWorkshops.com ~ 1.0 ~ 08.25

6. Emotions can be – and often are - _____.
7. We have little or no _____ when we are swept by emotion or over what the emotion will be.
8. We can have some control, though, over _____ the emotion will last, how we _____ to it, and how we _____ it.
9. Experts say we experience _____ emotions each waking hour. That's 150,000 a year! On average, you will experience almost 2 million emotions at work.

In other words, every day is “bring your emotions to work” day!

LET'S TAKE A LOOK AT NEGATIVE COWORKERS...

1. Understand that you can't _____ others.
2. Understand that you can't _____ others. ☺
3. Understand that you can and should control how you _____ to them.
4. You can use workplace negativity to hone your own skills:
 - a. Practice _____.
 - b. Set _____._____
5. In order to effectively deal with a challenging situation, practice
 - a. _____
 - b. asking _____ questions
 - c. managing your own _____ level as the situation unfolds
6. Negativity can also lead to _____ in an attempt to get attention.
7. When the negativity results in drama, refuse to _____.
 - a. don't join the _____
 - b. don't take the _____
 - c. don't feed the _____!
8. Instead, _____ the rants or give honest _____.
9. Sometimes the negativity shows up in the phrase, _____.
 - a. _____ the situation.
 - b. Give them gentle _____ about how their negativity is affecting the team.
10. A _____ can be a particularly draining kind of negativity.
 - a. Try to _____ toward something positive.

- b. Nudge them for _____.
11. Don't give negative people free _____.
12. Be aware of _____: _____, _____, and _____.
13. You still need to work with this person, so be sure you still _____
effectively, with _____.
14. If you must take the negative person's behavior to a higher level, don't allow yourself to make it
_____, and understand there will likely be _____.
Also be aware that the person at a higher level will often ask, "Have you spoken with him/her?"
15. To offset negative co-workers, spend more time with _____ people.
16. Leave the negative, toxic people _____, even if it's only in your mind!
17. Don't take it _____, even when it feels personal.
18. Change the _____.
19. Recognize how easy it is to _____ the negativity.
20. Keep an eye – and ear – open for situations you can actually _____ with.
21. Don't let negative co-workers hold you _____.
22. Is the person expressing real negativity or is this just part of _____?
23. Supply positive _____ with the "yeah, but" people.
24. Choose your _____.
25. Don't waste time and energy trying to _____ every negative comment.
26. Understand that there are many reasons for negativity: _____

27. Sometimes, simply responding with _____ can be effective.
- ☐ _____ them.
 - ☐ Try to _____.
 - ☐ Be _____, but _____.

COULD YOU BE PART OF THE NEGATIVITY PROBLEM?

1. Tips for overcoming your own negative thoughts:
- a. Stop thinking at the _____ of the spectrum.
 - b. Don't _____.
- Watch for words such as _____.

- c. Don't filter out the _____.
- d. Don't decide you are a _____.
- e. Don't _____ negative events.
- f. Don't try to _____ your own rules.
- g. Don't let your _____ go into overdrive.

2. _____ it down;

- a) What's the worst that could happen?
- b) What's the best that could happen?
- c) What's the most likely, "middle of the road" that could happen?

3. Don't throw the _____ over everything when something goes wrong.

In other words, practice _____.

4. Stop creating a _____ based on your own negative imagination.

5. Don't read negativity into someone else's _____.

6. Recognize that many of your own negative thoughts come from the direction of your focus:

looking back = _____

looking forward = _____

Which tips will you use? Circle them so you can refer to them easily.

DEALING WITH SPECIFIC DIFFICULT BEHAVIORS

1) **THE TANK – "Get It Done"**

A. You'll know "the tank" by these characteristics:

on a _____; _____ you around.

_____ you apart personally. _____

B. Your **goal** is to command _____.

C. You can do this by: holding your _____,

interrupting the _____

2) **THE WHINER – "Get It Right"**

A. You'll know "the whiner" by these characteristics:

They _____; they have a sense of _____.

_____ of voice; they offer no real _____.

B. Your **goal** is to form a _____ partnership.

C. You can do this by: _____ for the main points,

_____ tactfully and getting specifics

3) **THE NOTHING PERSON – “Get Along”**

A. You’ll know this “nothing person” by these characteristics:

They _____ so they don’t rock the boat; occasionally _____.

They’re _____; they give no _____.

B. Your **goal** is to get them to _____

C. You can do this by: “ _____.” then showing the
_____.

4) **THE GRENADE – “Get Appreciated” (or attention!)**

A. You’ll know “the grenade” by these characteristics:

_____ demand for attention; _____ up,
losing _____ control, _____ repeats itself.

B. Your **goal** is to take _____ of the situation.

C. You can do this by: getting their _____, reducing
_____, practicing _____!

Keep in mind one of Stephen Covey’s guidelines...

Seek first to _____, then be _____.

Which of the four specific behaviors mentioned challenge you most? _____

Why? _____

What will you now do differently? _____

What have you learned about yourself today that will help you deal more effectively with others?
