



Welcome to

How to Deal with

Difficult Behaviours

Trainer: Sue Hemphill



- One word or image I associate with Conflict



Objectives

Participants will have the opportunity to:

- Reflect on your personal case studies and consider how you respond to difficult behaviours and conflict situations at work.
- Learn and practice a skill for responding to difficult behaviours



Guidelines

Safe Place = Respect + Confidentiality

- Risk sharing your stories and trying new things
- Leave enriched by the learning and with the confidence that you are the only one leaving the room with your stories



Case Study

Identify a recent difficult interaction / conversation with someone you have an ongoing relationship with;
a work colleague, supervisor, direct report / staff, resident's family member.



Case Study Reflection #1 (pairs or triads)

- Share a 'snap shot' of the context, surrounding your difficult conversation.
- What did the other person do that you experienced as difficult? Be specific; e.g. raised voice, rolled eyes, they said...
- You will be given 2 - 3 minutes each



- What impact did the conversation have on you at the moment, that night, during the week....?



Case Study Reflection #2

- Imagine that the other person is sitting in your place. How would they answer the following question?
- What did you do during the conversation that they experienced as difficult or not helpful?

Take 1 ½ minutes each



- Who started this situation?
- Who has more organizational power?
- For those of you with less organizational power, does power affect the impact of what happened?

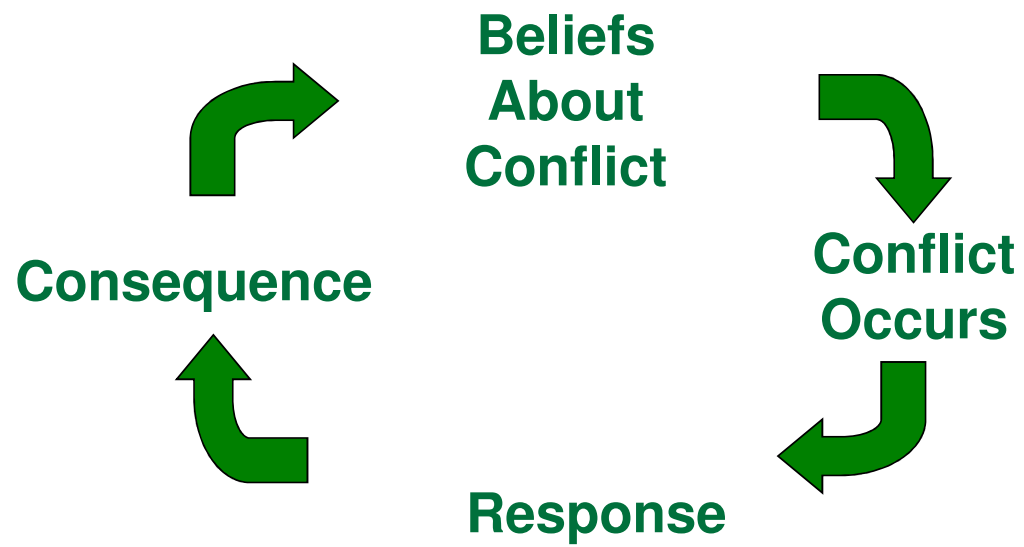


Definitions of Conflict

- Conflict is difference + tension (the rub)
- A conflict represents, first and foremost, a crisis in human interaction. The occurrence of conflict tends to destabilize the parties' experience of both self and the other, so that each party feels both more vulnerable and more self-absorbed than they did before the conflict.
- Conflict has common and predictable patterns.



The Conflict Cycle

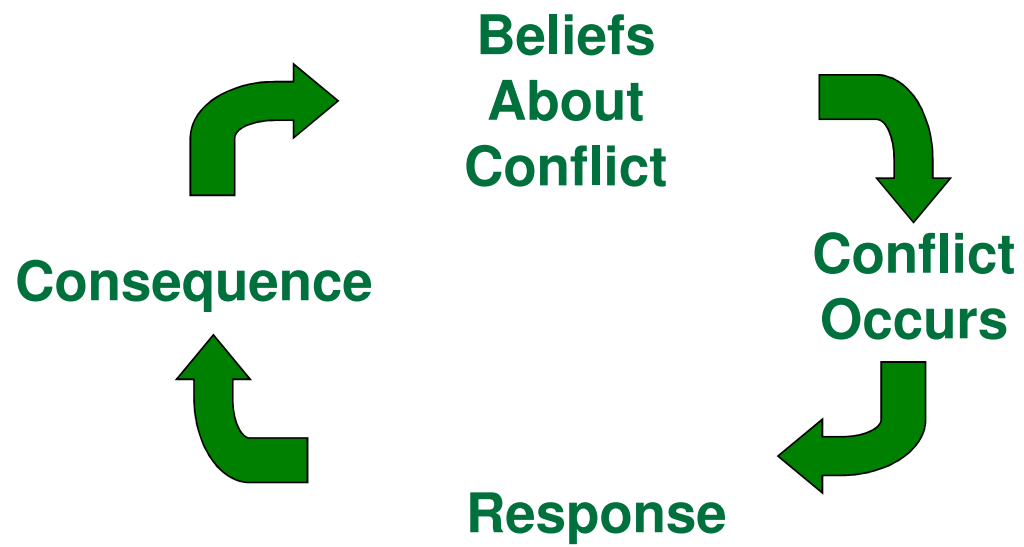




"C'mon, c'mon—it's either one or the other."



The Conflict Cycle





Case Study Reflection #3

- What is your typical or pattern of response to difficult behaviour?
- What consequences does that produce?
- Can you generate other options for responding?



Debrief

- With a self perpetuating cycle, where and how do you introduce change?



“Real freedom is the ability to pause between a stimulus and a response – and in that pause choose.”

- Rollo Mae



Resolution Skills Centre's Beliefs About Conflict

- Conflict is okay
- People have choices in their response to conflict
- People can solve their own conflicts
- I only have part of the story. I have part of the story.
- We all contribute to our conflicts consciously or unconsciously
- There can be “win/win” resolutions
- Reconciliation is possible in a wide range of situations



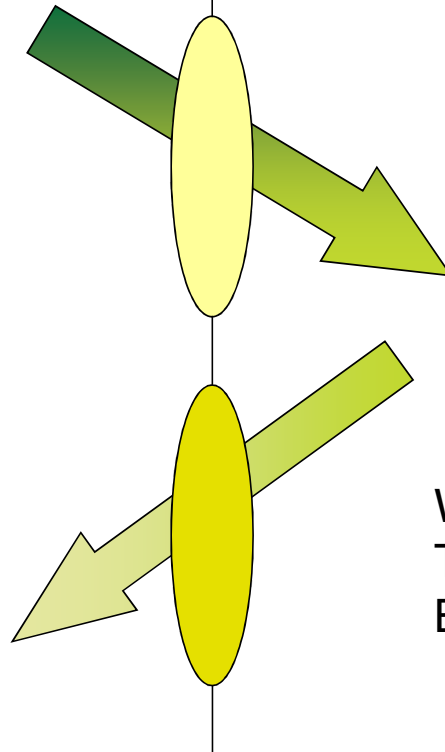
Private

Public

Intent



Effect



Action

Words ____%

Tone ____%

Body Language ____%



View Video



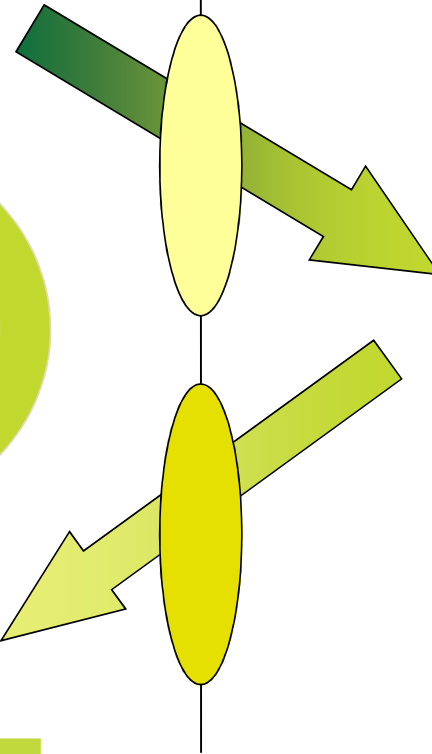
Private

Public

Intent



Effect



Action

Words
Tone
Body Language



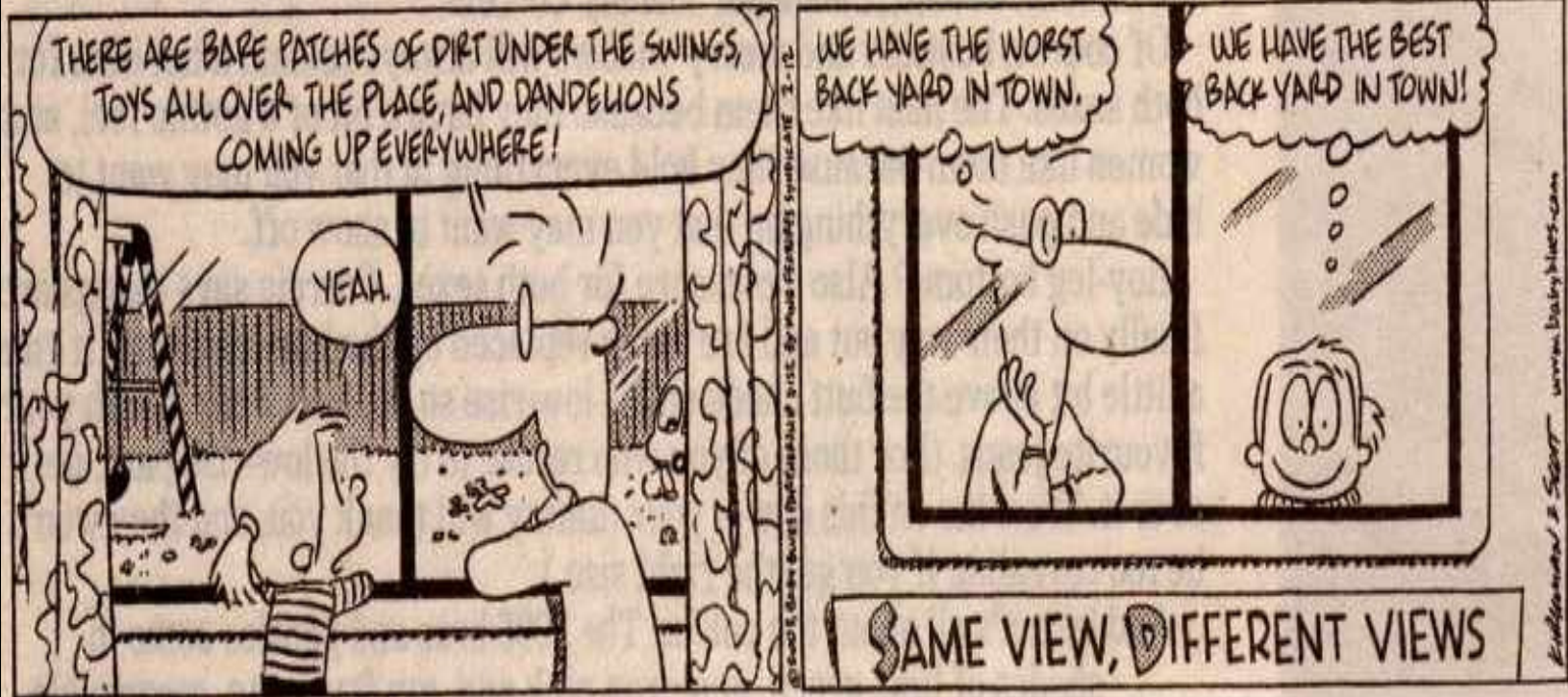
We judge ourselves by our intentions.

Others judge us by our impact/effect.



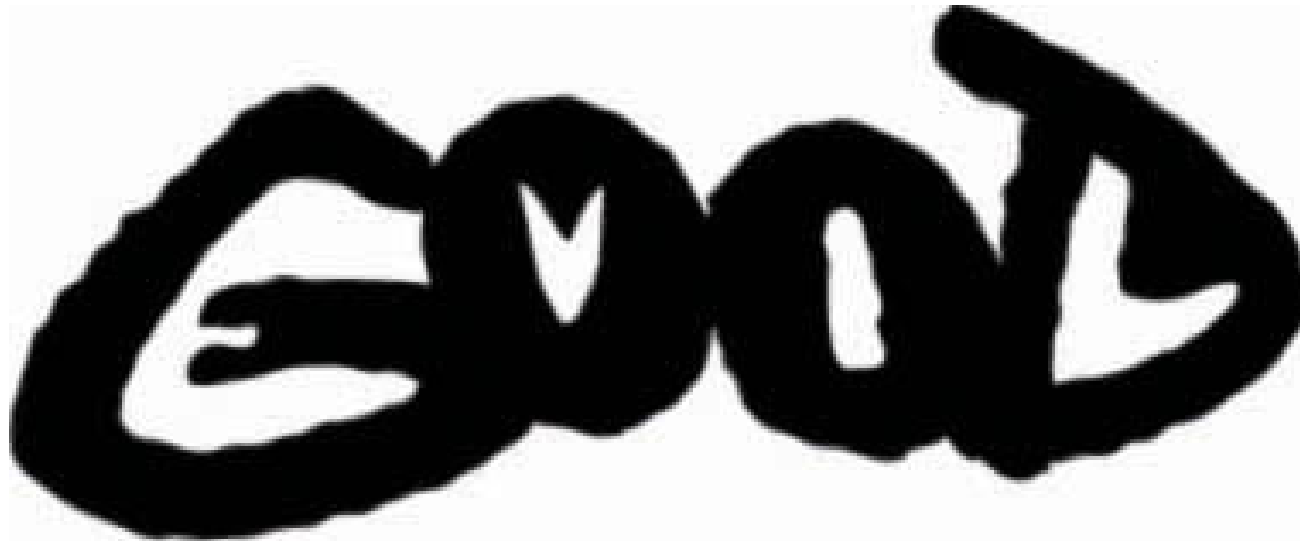


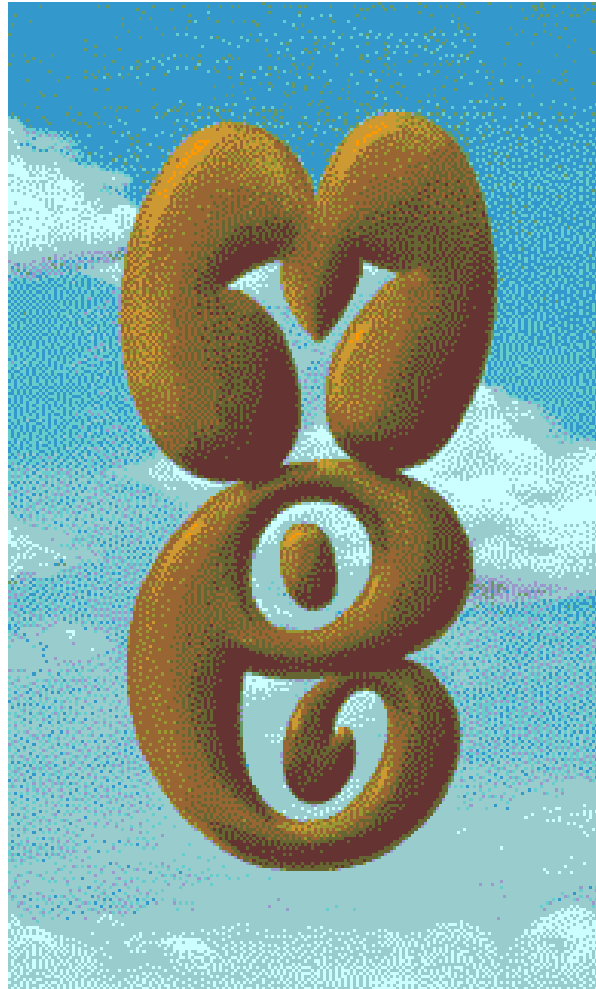
BABY BLUES





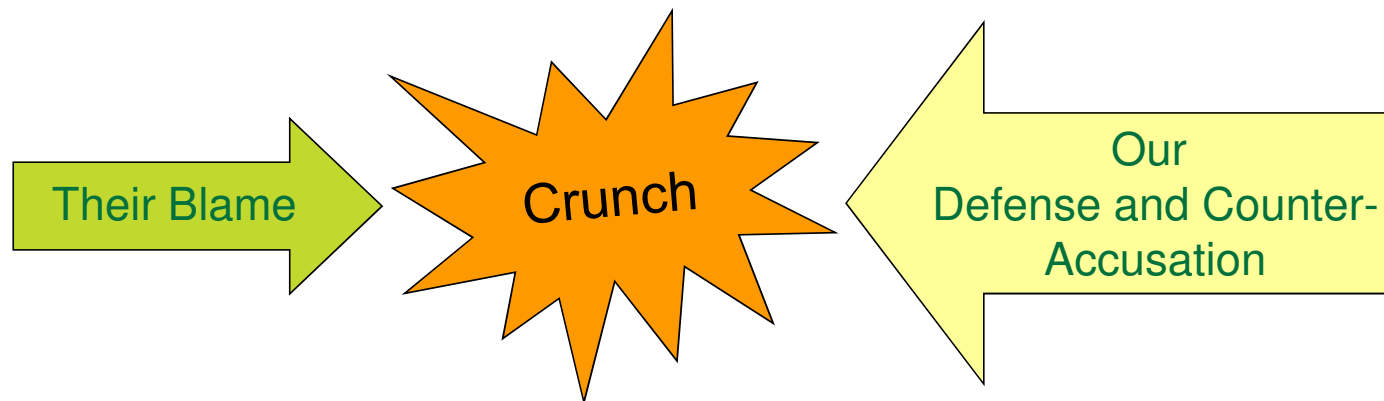
PERSPECTIVES





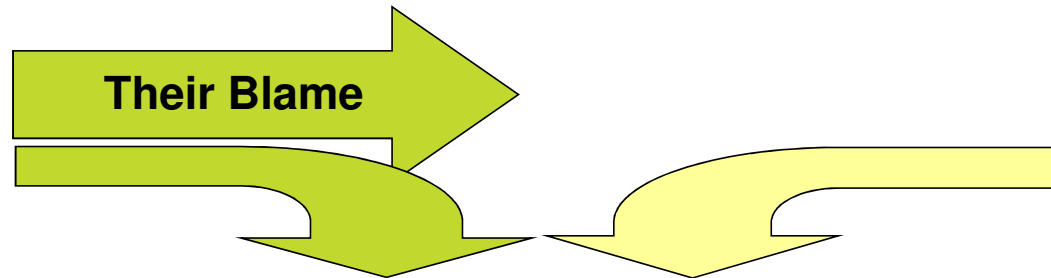


Dealing with Accusations





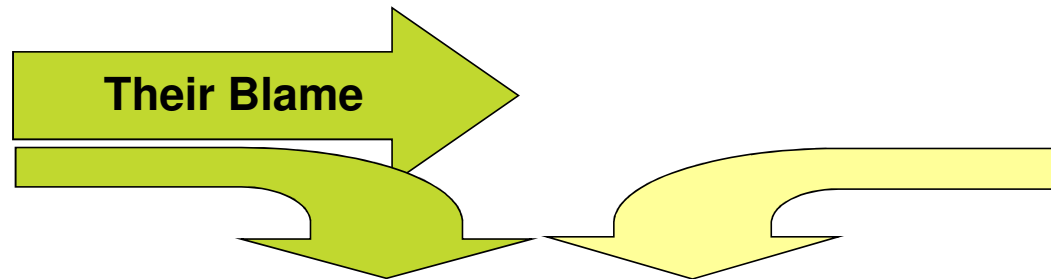
Responding to Accusation



**Listen, acknowledge
effect and seek to
understand their
concern**



Responding to Accusation



**Identify there is a
problem or an issue**

**Paraphrase to defuse,
validate and clarify**



Paraphrasing:

is a minimal encourager

3 – 9 words

Feelings

First

Facts

Follow



Paraphrasing

- Is easier to do when we are dealing with someone who is upset at someone else other than us.
- Is most difficult to do and can feel counter- intuitive (until the habit or pattern is set) when the person with the difficult behaviour is upset with is YOU!
- We have to resist the animal self-protection instinct to “fight or flight” and engage more deeply.



Empathy is KEY!

- The ability to share in another emotions, thoughts and feelings.
- How hard is it to have empathy with someone when they are upset with us or making things difficult for us?



Basic or Fundamental Human Needs

- There are varying theories and words to describe and categorize human needs (most simplify to 4 or 5)
- Freedom or autonomy
- Security or safety
- Belonging and acceptance
- Fun, self expression and discovery



Resolution Skills Centre

A division of Mediation Services

Resolution Skills Training and Certificate
Program

www.resolutionskills.ca

204-925-3410