



Welcome to

How to Deal with Difficult Behaviours

Trainers from the
Resolution Skills Centre:

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Dealing with Difficult People 2



Intros: Group Audit

Roles present today:

- Nurse
- Social worker
- Executive Director
- Administrative support
- Recreation worker
- Pastoral
- Rehab / physio
- Health care aids
- Other...?

Dealing with Difficult People 2



One word or image
I associate with
Conflict...

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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

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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

Dealing with Difficult People 5



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.

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Case Study Reflection #1 (pairs)

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)

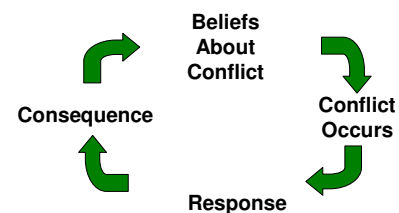
A conflict represents, first and foremost, a crisis in human interaction.

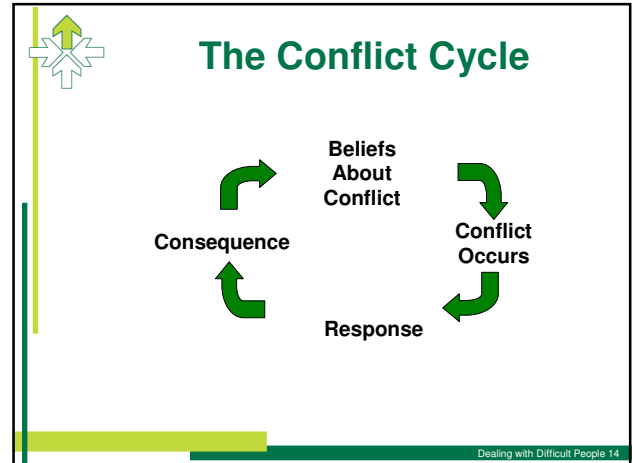
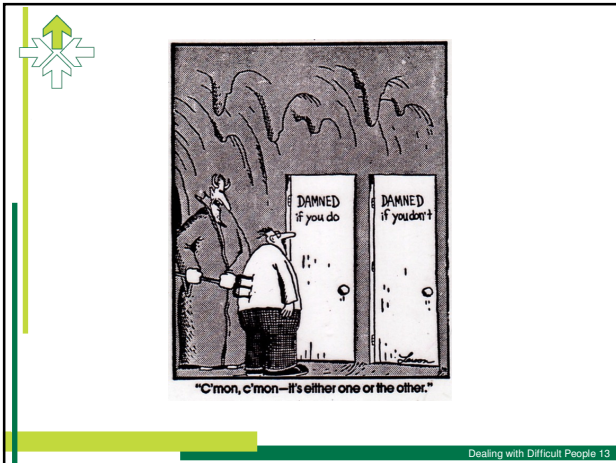
The *problem* isn't the problem; the problem is that *we've become unable to talk about the problem...*

Conflict has common and predictable patterns.



The Conflict Cycle



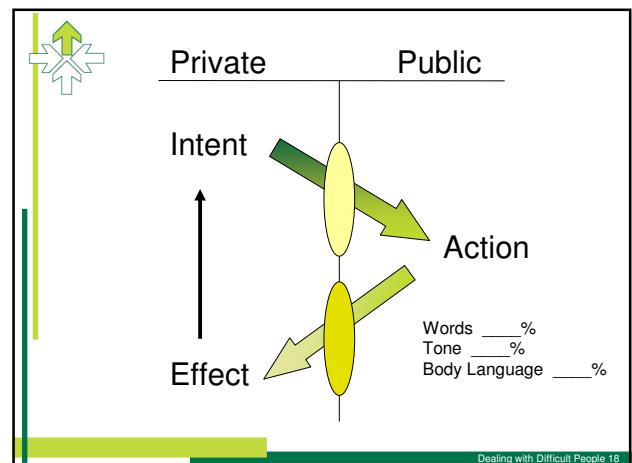



- ## Healthy Beliefs
- I have part of the story.
 - We all make contributions.
 - I have choices in how I respond.

- ## For Later Consideration
- What is your typical response to difficult behavior? Is there a pattern?
 - What consequences does that produce?
 - Can you generate other options for responding?

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

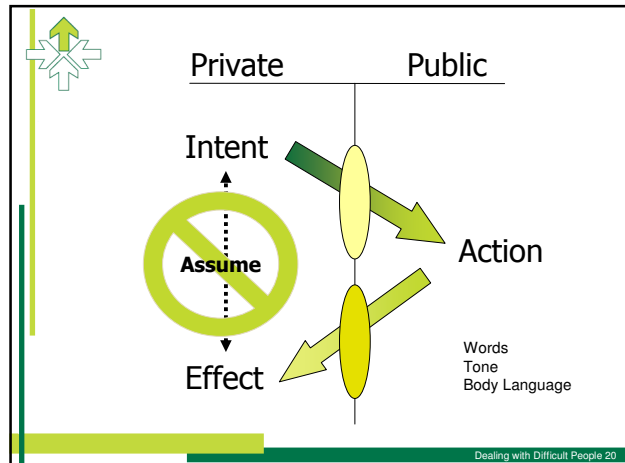
- Rollo Mae





View Video

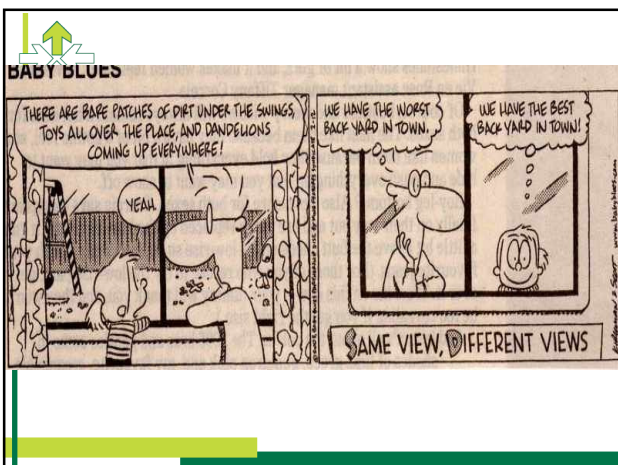
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We judge ourselves by our intentions.

Others judge us by our impact/effect.

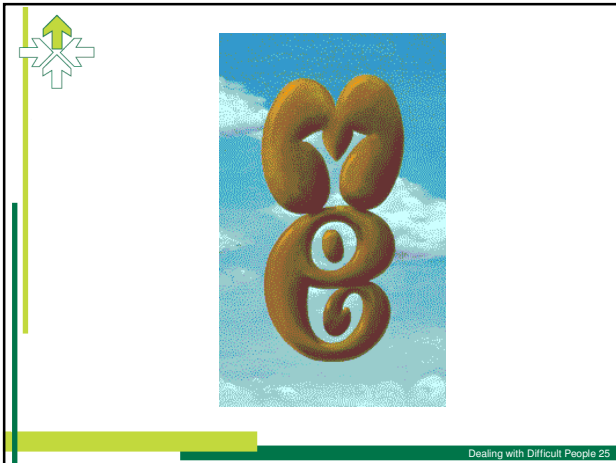
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PERSPECTIVES

GOOD

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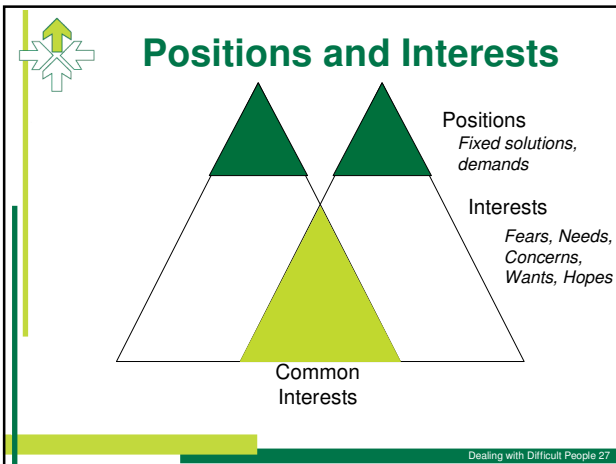


Positions and Interests

Shifting our *judgements* to *curiosity*

Shifting from *being right* to *understanding*

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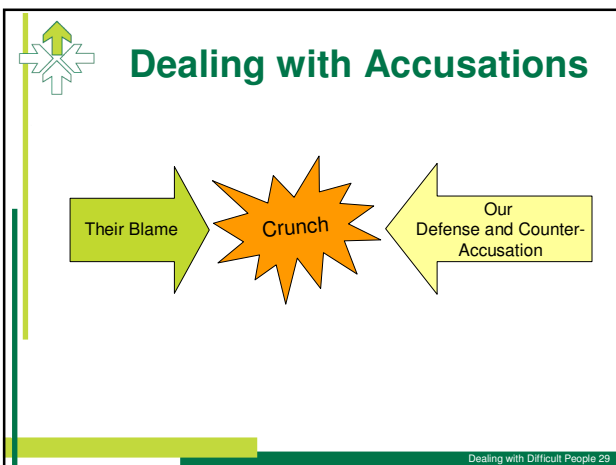


Basic or Fundamental Human Needs

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

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Responding to Accusation

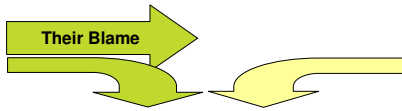
Their Blame

Listen, acknowledge effect and seek to understand their concern

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Responding to Accusation



Identify there is a
problem or an issue
Paraphrase to defuse,
validate and clarify



Common Triggers

What common complaints do you hear frequently at work that you would consider, for you, are TRIGGERS?



Paraphrasing:

- is a minimal encourager
- only 3 to 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.



Always remember...

**UNDERSTANDING \neq
AGREEMENT!**

That's good news because:

- Understanding is *required*.
- Agreement is *optional*.



- Paraphrasing is what you do when you don't know what to do.

- A little **Empathy** doesn't cost much, but goes a long way to getting an angry venter ready to hear your perspective as well...



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?



Resolution Skills Centre

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