

ESCAPING THE DRAMA OF FRICTION & FRENZY

**Managing & Working
with Difficult People**

Rhoberta Shaler, PhD
The Relationship Help Doctor

*Author of **Wrestling Rhinos:
Conquering Conflict in the Wilds of Work***



FRICITION





FRUSTRATION



**What % of work hours
weekly do you think your
workplace loses
to conflict?**

LOST!

2.8 hours per week
\$359 billion in paid hours
385 million working days.

CPP, Inc. 2008, Study on Workplace Conflict, USA

*** Based on hourly earnings of \$17.95**



REPORTED!

- **25% took days off to avoid conflict**
- **10% said conflict led to project failure**
- **33%+ said it resulted in firing or quitting.**

CPP, Inc. 2008, Study on Workplace Conflict, USA

**Unmanaged conflict is
the largest reducible cost
in organizations today,
and the least recognized.**



**Dan Dana, 2009
Mediation Training Institute**



Is Workplace Conflict Manageable?

YES!

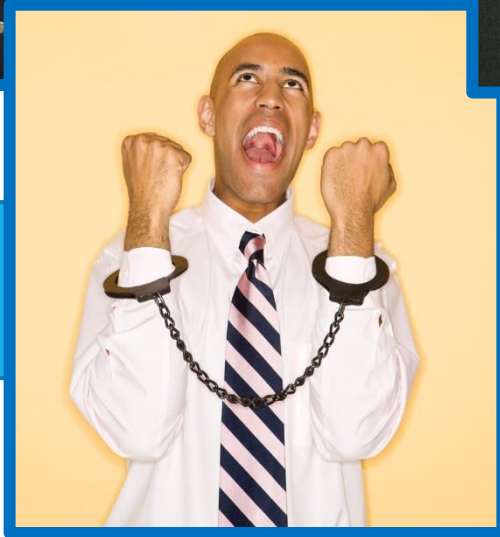
- Interest
- **Willingness**
- Permission
- **Ability**



Today:

- Behaviors
- Understanding
- Assertiveness
- Strategies





CONFLICT CREATORS



FRENEMIES



STICKLERS

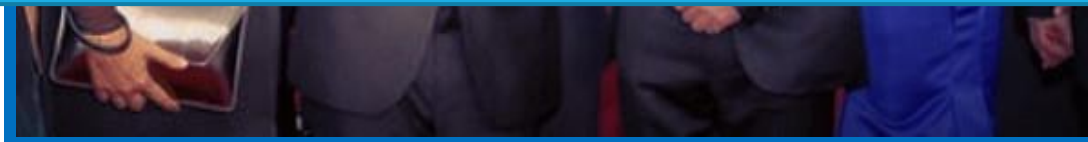
AHEM...

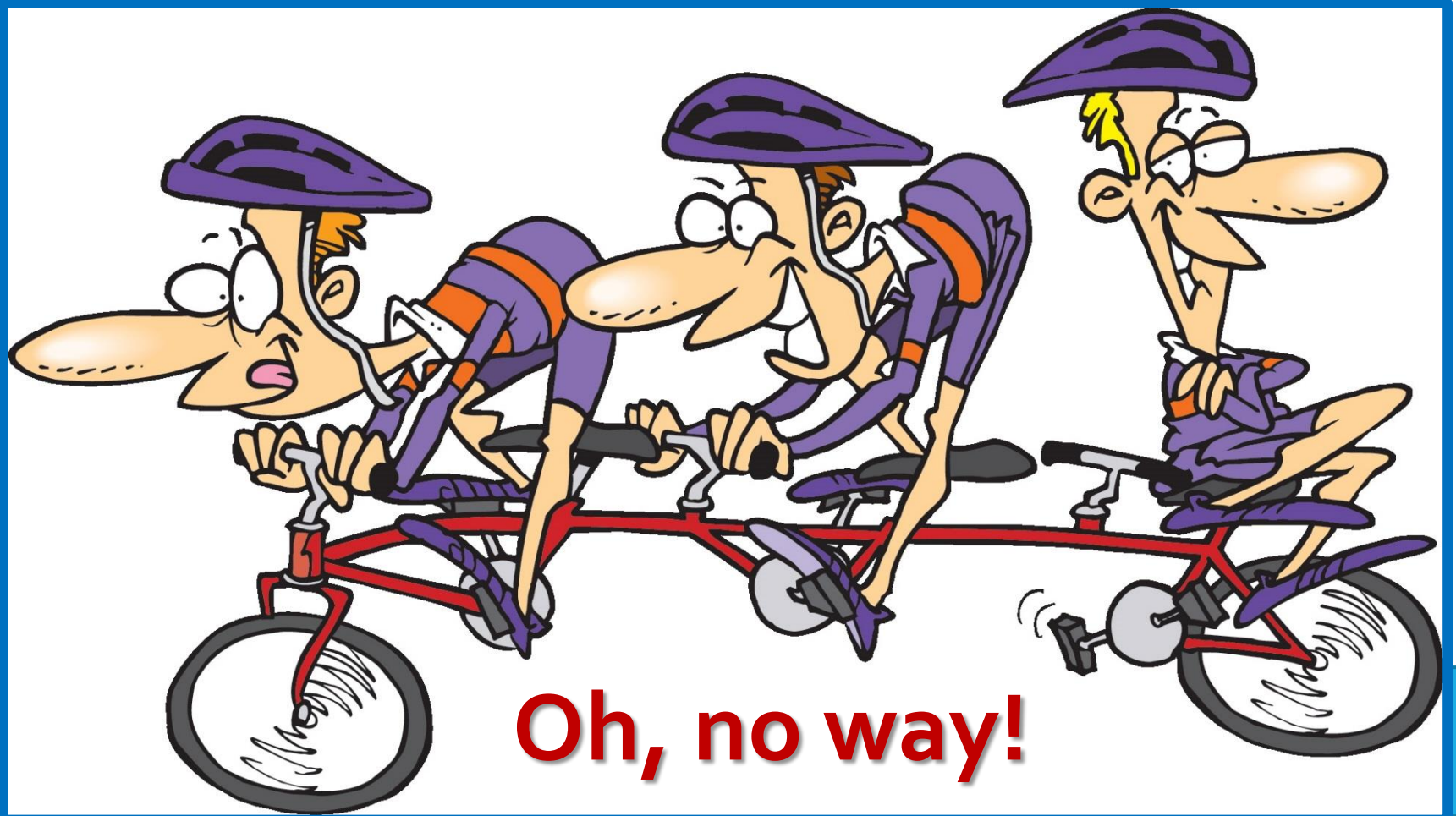


STICKLERS



BOMBERS





Oh, no way!



HOT HEADS



FLIPPERS



FLIPPERS



NIMBYS



CRAZY-MAKERS



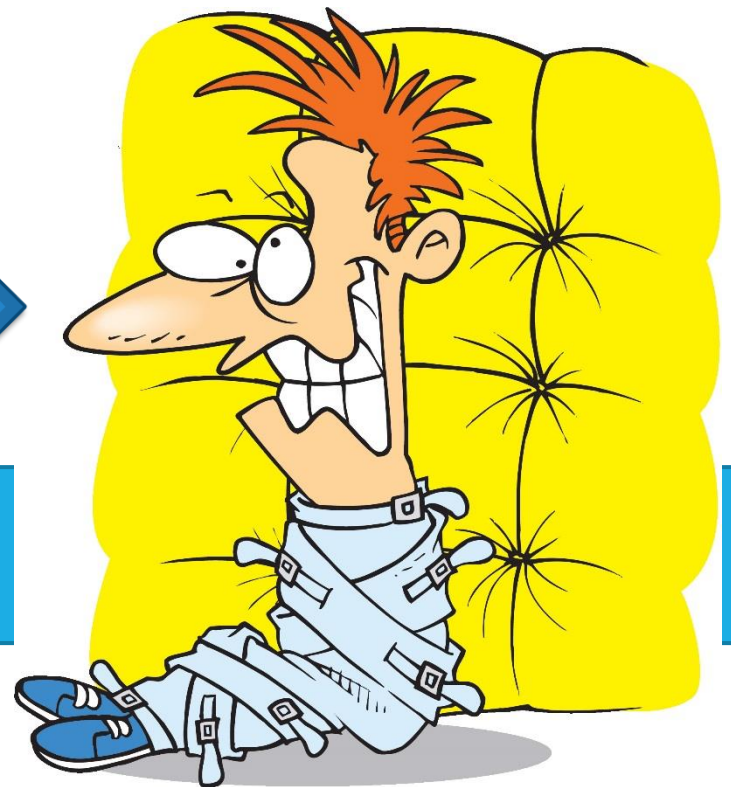


What's
Crazy-
Making?

CHRONICALLY DIFFICULT



← YOU →



A close-up photograph of two hands shaking in a firm, interlocking grip. The hand on the left is wearing a light blue dress shirt cuff. The background is a blurred office setting. The text is overlaid in the center of the image.

**High conflict
people turn
every interaction
into
a contest they
MUST win.**

**High conflict people
have high conflict
personalities.**



High Conflict People:

- ✓ Focus on the behavior of others
- ✓ **Blame others**
- ✓ Avoid taking responsibility for their own problems
- ✓ **Seldom see a need to change their own behavior**
- ✓ Constantly get into conflicts
- ✓ **Constantly behave badly**



They:

- ✓ Argue
- ✓ Personally Attack Colleagues
- ✓ Frequently display high emotion
– anger, tears
- ✓ “Freeze” people out
- ✓ Drawn to all conflict & drama
- ✓ Thought of as “high maintenance”
- ✓ Low tolerance for stress

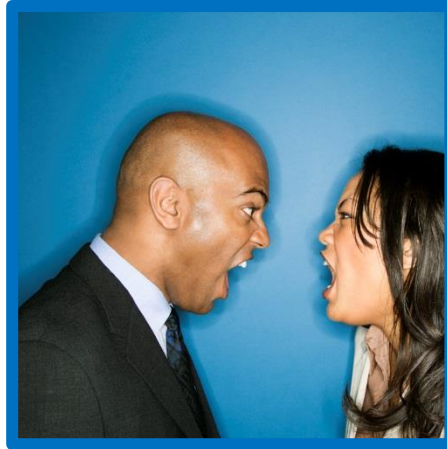


"I'd rather be a huge part of the problem than a tiny part of the solution."

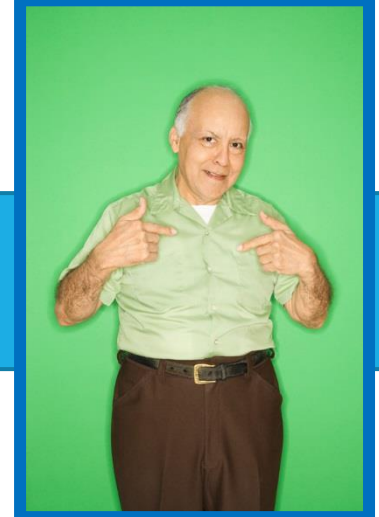




**You need
specialized
help &
strategies to
manage them.**



Respond Effectively





Honest

ImmEDIATE

Positive

Productive



Honest

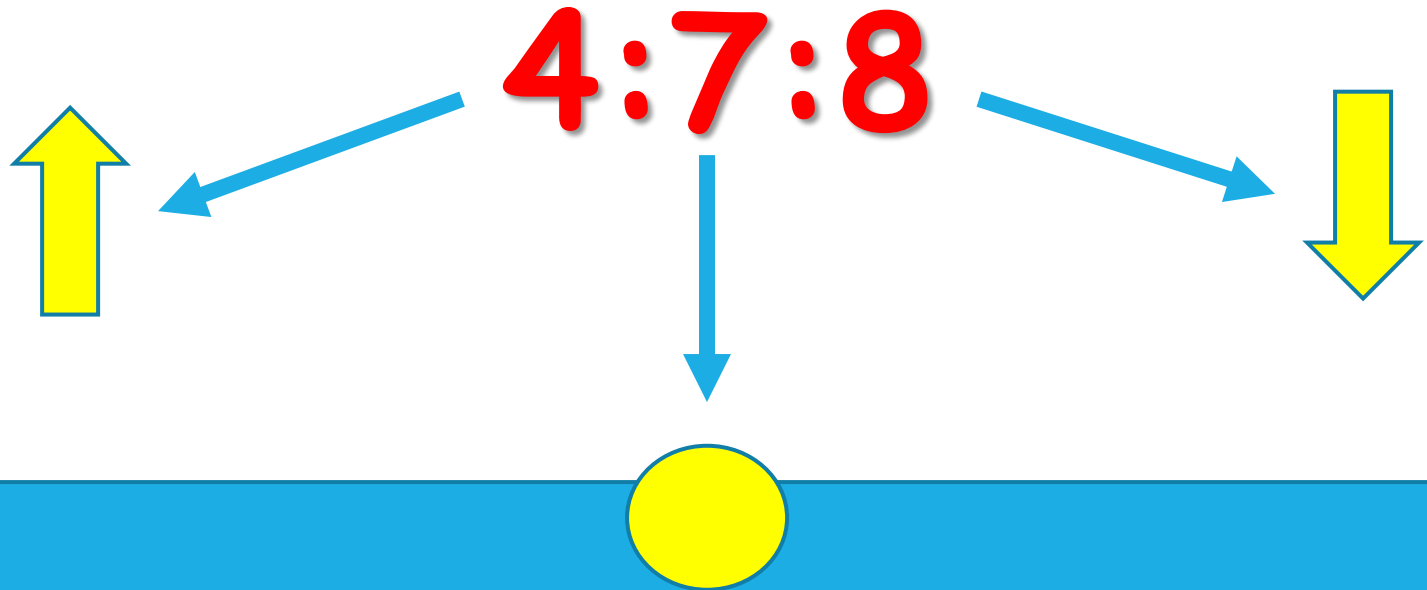
ImmEDIATE

Positive

Productive

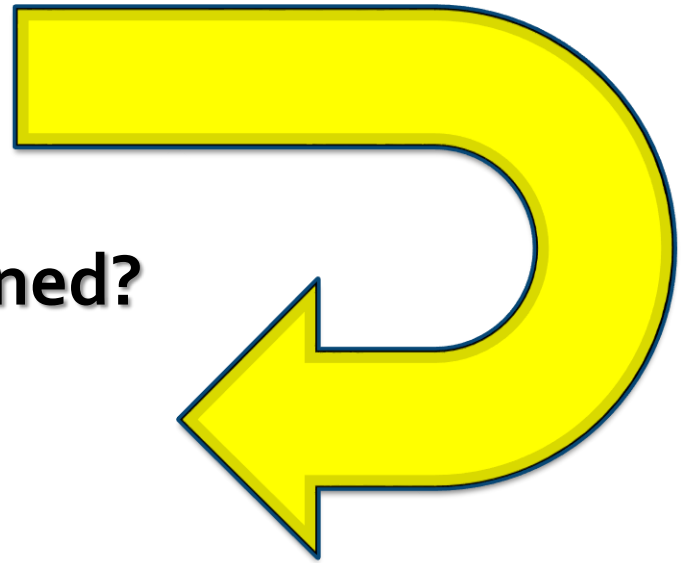
HOW?

BREATHE:



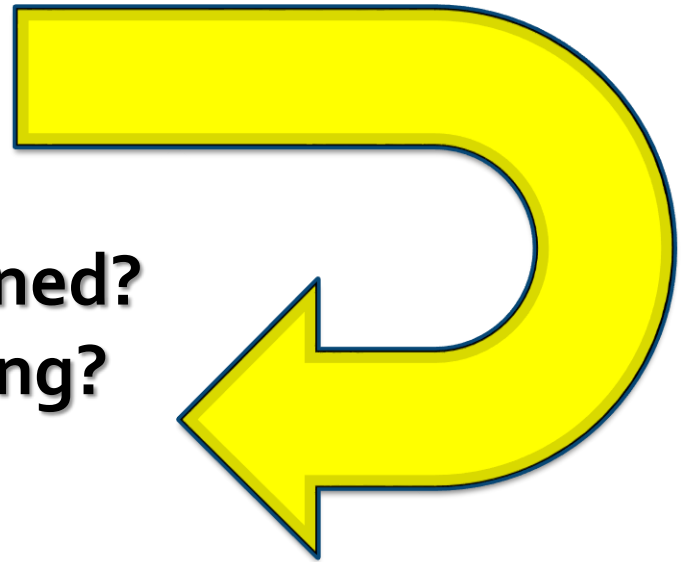
ASK:

- **What just happened?**



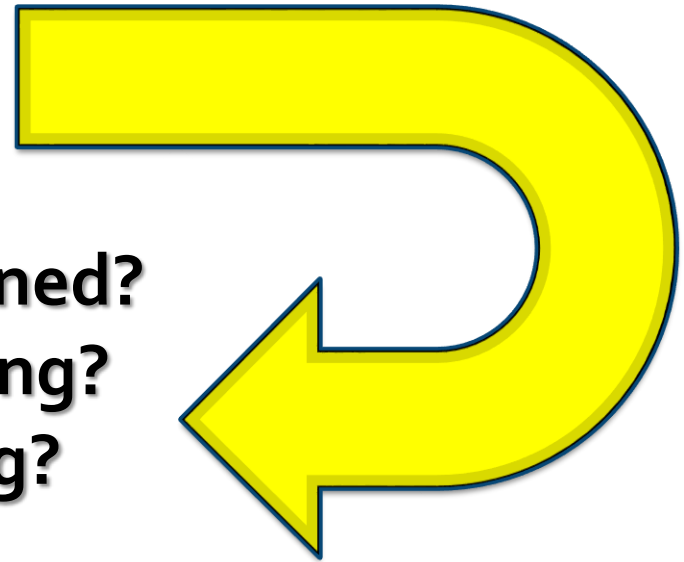
ASK:

- What just happened?
- What am I thinking?



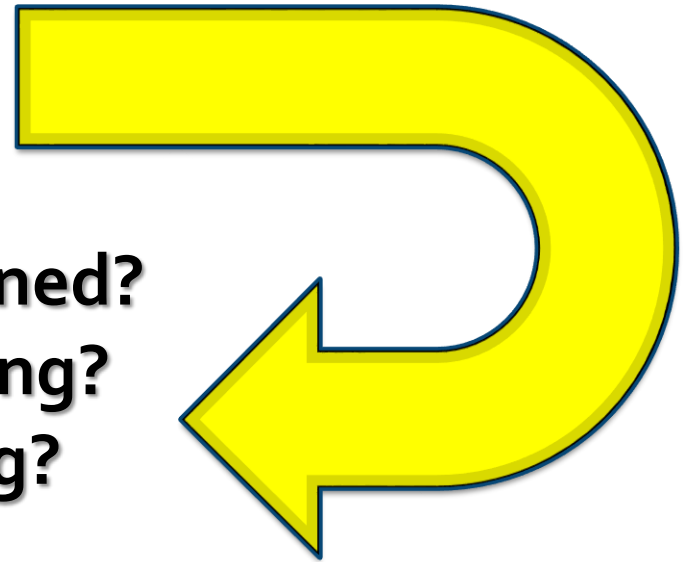
ASK:

- What just happened?
- What am I thinking?
- What am I feeling?



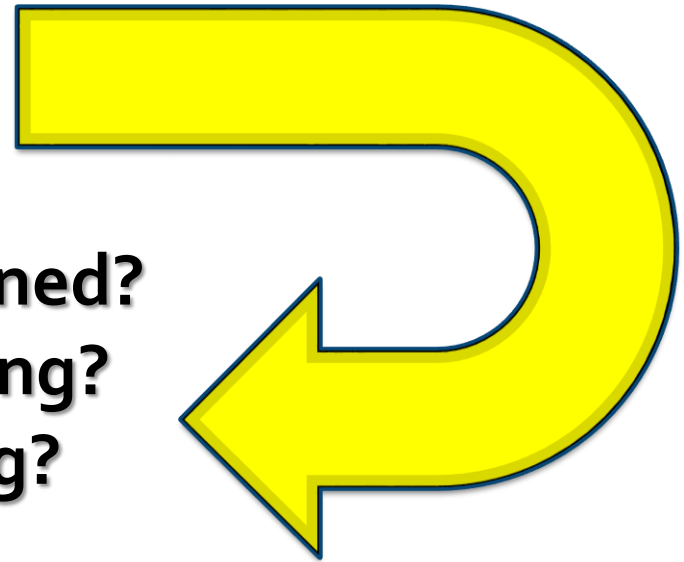
ASK:

- What just happened?
- What am I thinking?
- What am I feeling?
- What do I need?



ASK:

- What just happened?
- What am I thinking?
- What am I feeling?
- What do I need?
- What do I want?



TALK





- **Validate**





- **Validate**
- **Empathize**





- **Validate**
- **Empathize**
- **Depersonalize**





- **Validate**
- **Empathize**
- **Depersonalize**
- **Recognize**





- **Validate**
- **Empathize**
- **Depersonalize**
- **Recognize**
- **Re-Focus**





- **Validate**
- **Empathize**
- **Depersonalize**
- **Recognize**
- **Re-Focus**
- **Respond**



Rhoberta Shaler, PhD The Relationship Help Doctor

For RelationshipHelp.com
Coupleology.com

