Health & ess

# Improve Relations with Difficult Co-workers

Ian Wallace, PhD, Counseling and Psychological Services (CAPS) Ingrid Williams, EdD, Director of Human Resources

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### Outline

Introductions and goals for today

Workplace Safety

Common Concerns

Sources of Common Concerns

Coping with difficult co-workers

Before a concern

In the heat of the moment

After an Encounter

During an ongoing concern

Recourse: What are your options?

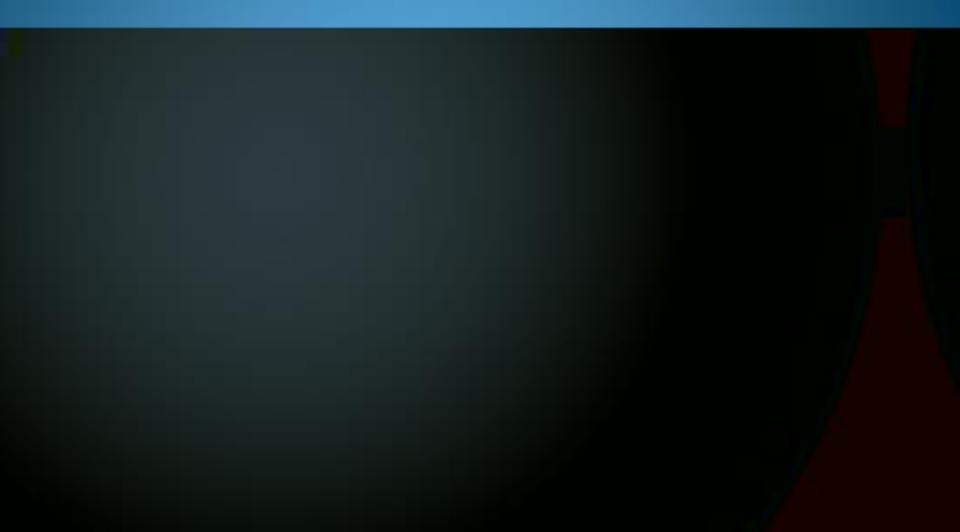
Informal, Ombuds, HR consult, formal complaint

## Introductions and goals

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Ingrid Participants

### Cal Maritime t



#### Bullying

^ t } Œ I ‰ Bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is **abusive conduct**hat is: Threatening, humiliating, or intimidating, or Work interference v sabotage v which prevents work from getting done, or Verbal abuse

From the Workplace Bullying Institute Stopbullying.gov

Negativity and discourteous behavior to Hostile Work Environment

Negativity and discourteous behavior

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Cultural differences

Microaggressions: everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership t Derald Wing Sue

Gossip

US Equal Opportunity Commission t Discrimination

Age, disability, equal pay/compensation, genetic information, harassment, national

#### Your Boss

Hierarchy and abuse of power Requests to

### Know your buttons and who pushes them

Self-awareness

Connected to early attachment (family)

Pet peeves

### Sources of Common Concerns

#### Individual

Personal matters, personality, performance concerns

### Interpersonal

Competition, perceived threats, group cohesion

Departmental and/or Organizational climate

Response (or adaptation) to change in system, no shared goal

#### Societal factors

Recession and layoffs, stress and worry

# Coping with Difficult Co-workers: Before a Concern

(not in anticipation of one)

Build your self-esteem

Manage stress

Take care of basics

Sleep, diet, moderate substance use

Develop effective work relationships

## Coping with Difficult Co-workers: In the heat of the moment

Emotional regulation

Breathe

Walk away if you need to

Notice where you are

Is this a good place to have this conversation

# Coping with Difficult Co-workers: Following an Encounter

Pause, take a breath, get some fresh air

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Talk it out

Trusted supports

Consider your options

# Coping with Difficult Co-workers: During an ongoing concern

Daily reminders

Affirmations, prayer, coping

Separate your work from your concerns

Block time to address concerns

## Recourse: What are your options?

#### Recourse for concerns

Informal

Assertiveness, confrontation, communication

Ombuds program (Brig)

9 people

HR consult

contractual

Formal complaint

# Recourse: What Defines a Satisfactory Resolution?



## Recourse: What are Your Options?

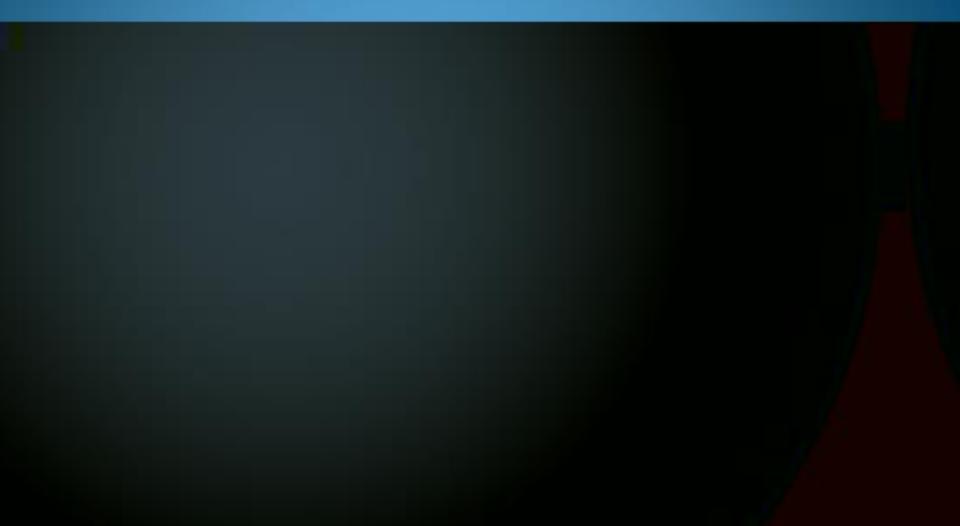
### Informal Approach

Assertive communication

Being assertive means expressing your thoughts, opinions, feelings, attitudes and rights in an open and

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## Recourse: What are Your Options?



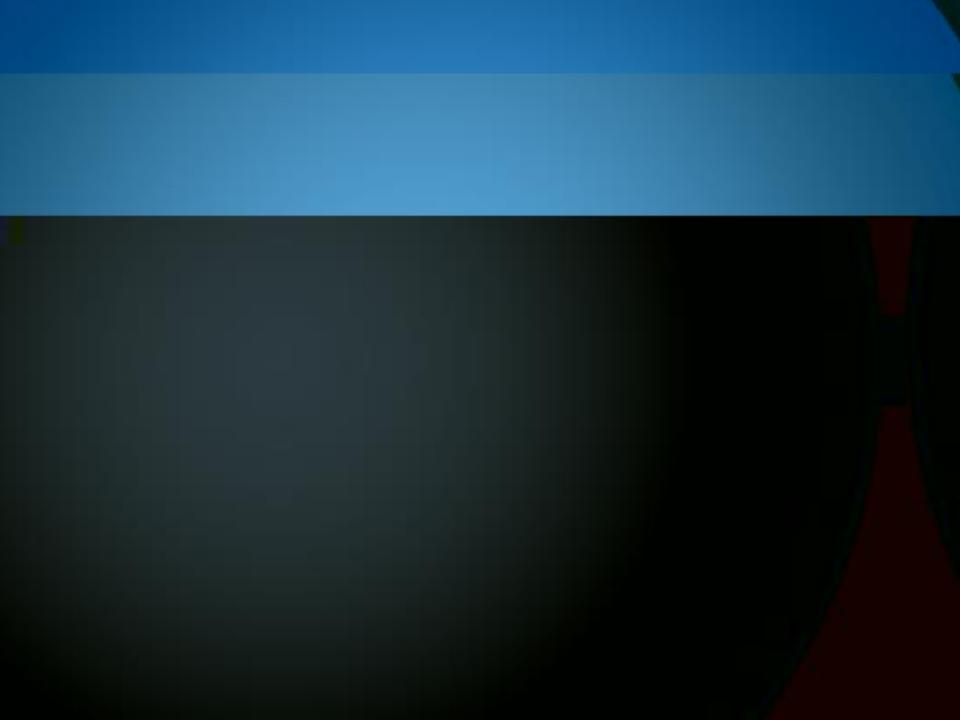
## Recourse: What are Your Options?

HR Consult

## What are Your Options?

**Formal Complaint Process** 

ExecutiveOrder 1096 Systemwide Policy



### Next Week

March 19h ReducingBinge and Problematic Drinking (ATOD Member)

3/26 Suicide Prevention: **QPR** (Kate Kimble, Director of Housing) \*

Thispresentation will cover the more common but less obvious Stress Management impacts of binge drinking. From relationship quarrels to procrastination to avoiding painful emotions, participants will learn and discuss ways to overcome unhealthy drinking.

4/2 Resilience and Grit as (Commandant Staff) \*

4/9 Counselors on Cruise-2014 Report \*

\* Qualifies for ELDP Credit

### Resources

#### Cal Maritime

HR: http://www.csum.edu/web/hr/home

Ombuds program: <a href="http://www.csum.edu/web/about/ombuds">http://www.csum.edu/web/about/ombuds</a>

Bullying

Workplace Bullying Institute

http://www.workplacebullying.org/

StopBullying.gov

Assertiveness

National Center for PTSD

http://www.va.gov/vetsinworkplace/docs/em\_eap\_assertive.html

Society for Human Resource Management

http://www.shrm.org/pages/default.aspx