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# Improve Relations with Difficult Co-workers

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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

# Common Concerns

## Bullying

^ t } OE I %o Bullying is repeated, health-harming mistreatment of one or more persons (the targets) by one or more perpetrators. It is **abusive conduct** that 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](http://Stopbullying.gov)

# Common Concerns

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 tDerald Wing Sue

Gossip

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^ } ] š Ç ( } Œ , Z D v P or otherwise discriminatory conduct that is so

• À Œ v % Œ Á • ] À š Z š ] š ] v š Œ ( Œ • Á ] š Z v the job, creates an intimidating, offensive, threatening or humiliating work

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US Equal Opportunity Commission tDiscrimination

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

# Common Concerns

## Your Boss

Hierarchy and abuse of power

Requests to

# Common Concerns

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

[Executive Order 10966](#) Systemwide Policy



# Next Week

March 19<sup>th</sup> Reducing Binge and Problematic Drinking (ATOD Member)

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

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

4/2 Resilience and Grit as Stress Management (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: <http://www.csum.edu/web/about/ombuds>

## 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](http://www.va.gov/vetsinworkplace/docs/em_eap_assertive.html)

## Society for Human Resource Management

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