

# Cranky Coworkers ~ and Other Difficult Behaviors!

A Single 90-minute Webinar

"Between stimulus and response there is space. In that space is our power to choose our response. In our response lies our growth and our freedom." Victor Frankl

## LET'S LOOK AT EMOTIONAL INTELLIGENCE

1. In a sense, we have 2 minds; one that **thinks** – our \_\_\_\_\_ mind, and one that **feels** – our \_\_\_\_\_ mind.
2. The good news is that, although some are more naturally high in emotional intelligence than others, you **can** change your \_\_\_\_\_ and improve it throughout your life.

## EMOTIONAL INTELLIGENCE DEFINED

3. EI is the capacity for \_\_\_\_\_ our own feelings and those of others, for motivating ourselves, and for successfully \_\_\_\_\_ our emotions in ourselves and in relationships.
4. EI determines how effectively we \_\_\_\_\_ our own emotions. It also determines how well people \_\_\_\_\_ to us.
5. Based on Daniel Goleman's model, the four components of Emotional Intelligence are:
  - Self \_\_\_\_\_
  - Self \_\_\_\_\_
  - Social \_\_\_\_\_
  - Relationship \_\_\_\_\_
6. What do the first two of the four elements of Emotional Intelligence involve?

- **Self-awareness** – recognizing a feeling as it \_\_\_\_\_ ;  
this element is also a key to better \_\_\_\_\_ .

### What are some aspects of self-awareness?

- a) Knowing which emotions I'm feeling and \_\_\_\_\_
- b) Realizing the connection between my feelings and what I \_\_\_\_\_ , \_\_\_\_\_ , and \_\_\_\_\_
- c) Recognizing how my feelings affect my \_\_\_\_\_

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- d) Knowing my \_\_\_\_\_, \_\_\_\_\_  
and \_\_\_\_\_
- e) Learning from \_\_\_\_\_
- f) Recognizing the \_\_\_\_\_ of my emotions
- g) Being able to recognize a \_\_\_\_\_

➤ **Self-management** - \_\_\_\_\_ feelings to react appropriately.

**What are some aspects of self-management?**

- a) Managing \_\_\_\_\_ emotions and impulses
  - b) Staying \_\_\_\_\_ in upsetting situations.
  - c) Thinking \_\_\_\_\_ under pressure.
  - d) Admitting our own \_\_\_\_\_.
7. Self-awareness and self-management are \_\_\_\_\_.
  8. Feeling your emotions isn't a sign of weakness; allowing them to  
\_\_\_\_\_ you might be.
  9. Emotions can be – and often are - \_\_\_\_\_.
  10. We have little or no \_\_\_\_\_ when we are swept by emotion or over  
what the emotion will be.
  11. We can have some control, though, over \_\_\_\_\_ the emotion will last,  
how we \_\_\_\_\_ to it, and how we \_\_\_\_\_ it.
  12. Experts say we experience \_\_\_\_\_ emotions each waking hour. That's 150,000 a year!  
On the average, you will experience almost 2 million emotions at work.

***In other words, every day is "bring your emotions to work" day!***

**LET'S TAKE A LOOK AT NEGATIVE COWORKERS...**

1. Understand that you can't \_\_\_\_\_ others.
2. Understand that you can't \_\_\_\_\_ others. 😊
3. Understand that you can and should control how you \_\_\_\_\_ to them.
4. You can use workplace negativity to hone your own skills:
  - a. \_\_\_\_\_ for yourself.
  - b. Practice \_\_\_\_\_.
  - c. Set \_\_\_\_\_.

\_\_\_\_\_

*"No one can make you feel inferior without your consent." ~ Eleanor Roosevelt*

5. When someone presents you with yet another "the sky is falling" scenario, deal with the situation at hand and then \_\_\_\_\_.
6. In order to effectively deal with a real situation, practice
  - a. \_\_\_\_\_
  - b. asking \_\_\_\_\_ questions
  - c. managing your own \_\_\_\_\_ level as the situation unfolds
7. Develop a vocabulary of quick \_\_\_\_\_.  
"I need to \_\_\_\_\_"  
\_\_\_\_\_  
\_\_\_\_\_
8. When the negativity arises from \_\_\_\_\_, challenge it.  
"Are you \_\_\_\_\_?"  
"Did you hear that \_\_\_\_\_?"
9. To disengage from the gossip, you can also express your \_\_\_\_\_ to do anything about it, even if it might be true.
10. Negativity can also lead to \_\_\_\_\_ in an attempt to get attention.
11. When the negativity results in drama, refuse to \_\_\_\_\_.
  - a. don't join the \_\_\_\_\_
  - b. don't take the \_\_\_\_\_
  - c. don't feed the \_\_\_\_\_!
12. Instead, \_\_\_\_\_ the rants or give honest \_\_\_\_\_.
13. Sometimes the negativity shows up in the phrase, \_\_\_\_\_.
  - a. \_\_\_\_\_ the situation.
  - b. Give them gentle \_\_\_\_\_ about how their negativity is affecting the team.
14. A \_\_\_\_\_ can be a particularly draining kind of negativity.
  - a. Try to \_\_\_\_\_ toward something positive.
  - b. Nudge them for \_\_\_\_\_.
15. Don't give negative people free \_\_\_\_\_.
16. Be aware of \_\_\_\_\_: \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

17. You still need to work with this person, so be sure you still \_\_\_\_\_  
effectively, with \_\_\_\_\_.

18. If you must take the negative person's behavior to a higher level, don't allow yourself to make it  
\_\_\_\_\_, and understand there will likely be \_\_\_\_\_.  
Also be aware that the person at a higher level will often ask, "Have you spoken with him/her?"

19. To offset negative co-workers, spend more time with \_\_\_\_\_ people.

What words do you think of when you think of positive people? \_\_\_\_\_

20. Leave the negative, toxic people \_\_\_\_\_, even if it's only in your mind!

21. Don't take it \_\_\_\_\_, even when it feels personal.

22. Change the \_\_\_\_\_.

23. Recognize how easy it is to \_\_\_\_\_ the negativity.

***"You are the average of the 5 people you spend the most time with." ~ Jim Rohn***

24. Keep an eye – and ear – open for situations you can actually \_\_\_\_\_ with.

25. Don't let negative co-workers hold you \_\_\_\_\_.

26. Is the person expressing real negativity or is this just part of \_\_\_\_\_?

27. Practice positive \_\_\_\_\_ when appropriate.

28. Supply positive \_\_\_\_\_ with the "yeah, but" people.

29. Choose your \_\_\_\_\_.

30. Don't waste time and energy trying to \_\_\_\_\_ every negative comment.

31. Understand that there are many reasons for negativity:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

32. Sometimes, simply responding with \_\_\_\_\_ can be effective.

\_\_\_\_\_ them.

Try to \_\_\_\_\_.

Be \_\_\_\_\_, but \_\_\_\_\_.

## COULD YOU BE PART OF THE NEGATIVITY PROBLEM?

1. In what kinds of circumstances do you find **yourself** becoming negative?

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2. Tips for overcoming your own negative thoughts:

- a. Stop thinking at the \_\_\_\_\_ of the spectrum.
- b. Don't \_\_\_\_\_.  
Watch for words such as \_\_\_\_\_.
- c. Don't filter out the \_\_\_\_\_.
- d. Don't decide you are a \_\_\_\_\_.
- e. Don't \_\_\_\_\_ negative events.
- f. Don't try to \_\_\_\_\_ your own rules.
- g. Don't let your \_\_\_\_\_ go into overdrive.

3. \_\_\_\_\_ it down;

- a) What's the worst that could happen?
- b) What's the best that could happen?
- c) What's the most likely, "middle of the road" that could happen?

4. Don't throw the \_\_\_\_\_ over everything when something goes wrong.

5. Do \_\_\_\_\_ the positivity net whenever you can. Look for the "silver lining" –  
in other words, practice \_\_\_\_\_.

6. Stop creating a \_\_\_\_\_ based on your own negative imagination.

7. Don't read negativity into someone else's \_\_\_\_\_.

8. Ask yourself, "Do I rise and shine or rise and \_\_\_\_\_?"

9. Recognize that many negative thoughts come from the direction of your focus:

looking back = \_\_\_\_\_

looking forward = \_\_\_\_\_

## DEALING WITH OTHER DIFFICULT BEHAVIORS

1) **THE TANK – "Get It Done"**

A. You'll know "the tank" by these characteristics:

on a \_\_\_\_\_

\_\_\_\_\_ you around

\_\_\_\_\_ you apart personally

\_\_\_\_\_

B. Your **goal** is to command \_\_\_\_\_.

C. You can do this by:

holding your \_\_\_\_\_

interrupting the \_\_\_\_\_

2) **THE WHINER – “Get It Right”**

A. You’ll know “the whiner” by these characteristics:

They \_\_\_\_\_

They have a sense of \_\_\_\_\_

\_\_\_\_\_ of voice

They offer no real \_\_\_\_\_

B. Your **goal** is to form a \_\_\_\_\_ partnership.

C. You can do this by:

\_\_\_\_\_ for the main points

\_\_\_\_\_ tactfully and getting specifics

Focusing on \_\_\_\_\_

Tracking \_\_\_\_\_

3) **THE NOTHING PERSON – “Get Along”**

A. You’ll know this “nothing person” by these characteristics:

They \_\_\_\_\_ so they don’t rock the boat

They occasionally \_\_\_\_\_

They’re \_\_\_\_\_

They give no \_\_\_\_\_

B. Your **goal** is to get them to \_\_\_\_\_

C. You can do this by: “ \_\_\_\_\_ ”

then showing the \_\_\_\_\_

4) **THE GRENADE – “Get Appreciated” (or attention!)**

A. You’ll know “the grenade” by these characteristics:

\_\_\_\_\_ demand for attention  
\_\_\_\_\_ up, losing \_\_\_\_\_ control  
\_\_\_\_\_ repeats itself

B. Your **goal** is to take \_\_\_\_\_ of the situation.

C. You can do this by:

Getting their \_\_\_\_\_

Reducing \_\_\_\_\_

Practicing \_\_\_\_\_

**Keep in mind one of Stephen Covey’s guidelines...**

Seek first to \_\_\_\_\_, then be \_\_\_\_\_.

*“Between stimulus and response there is space. In that space is our power to choose our response. In our response lies our growth and our freedom.”* Victor Frankl

- Sketch a visual representation of a **“difficult behavior”** stimulus and your **typical response**:



\_\_\_\_\_

**“difficult behavior stimulus”**

\_\_\_\_\_

**my typical response**

- Now, sketch a visual representation of a **“difficult behavior”** stimulus and the **response you’d like to have next time**:



\_\_\_\_\_

**“difficult behavior stimulus”**

\_\_\_\_\_

**my typical response**

***Which tips will you use to ensure a better chance of having your preferred response?***

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_