



Personal and Professional Development
To meet the complex needs of people supported
such as:

- **S**ocial Reform
- **S**ubstances Recovery
- **S**icknesses Prevention
- **S**afety
- **S**ecurity
- **S**kills (Life)
- **S**mart
- **S**elf Development
- **S**atisfactory Life

A Centre for Conscious Care

Part 7B – Difficult People - How to Restart or Depart with an Open Heart



Development and Renewal Through The Four Tools – A Deeper Dive

**Relationship Relationship Relationship
A Resource to Teach Self and People Supported**

**How to and Why to Restart or Depart from ‘Difficult People’
With an Open Heart**



COVID Consequences

As a result of COVID fatigue, many staff and people supported are ‘infected’ with a dangerous ‘virus’ with the following ‘symptoms’:

- **holding grudges**
- **being resentful**
- **feeling taken advantage of**
- **feeling disconnected from another team member or a family member**
- **in conflict with other team members due to different beliefs on for example ‘mandates’**
- **working to rule/doing the bare minimum**
- **burn-out**
- **tune-out**
- **other**





Examples of 'difficult' people

1. People on the shift rotation before or after us who we feel don't do as much as they should.
2. A team member who is critical, argumentative, who does the bare minimum, is moody, angry, etc.
3. A co-worker who we dislike or who has different beliefs than we do, re. for example mandates for masks and vaccines.
4. Someone who has betrayed or hurt us.



Examples of 'difficult' people - *continued*

5. Someone who we supervise who is difficult to work with.
6. Someone who has let us down numerous times, e.g. lied, not come through.
7. A person supported who has threatened us, hit us, is very uncooperative, is generally difficult.
8. Other.

So, what to do if we can't leave the relationship.



The purpose of this module is to help you explore how you can better teach people you are supporting to be less angry and aggressive with difficult people in their life and how you can better...

- **treat the difficult person on your team or in your life with authentic kindness as you protect yourself and others from being hurt by them;**
- **skillfully manage the difficult feelings that result when you unavoidably relate with them;**
- **develop a greater window of tolerance for them;**
- **in your personal life continue to never see or relate to this person again but release yourself from anger prison;**

- **be authentically kind and compassionate as you skillfully ‘manage’ them in spite of the difficult feelings you have when you are with them;**
- **determine if it is necessary to skillfully disconnect from them and if so, then to disconnect but with an open heart without for example hate, malaise, anger or other forms of suffering for you or them;**
- **incorporate their presence in your life as a special teacher to help you ‘wake-up’ and**
- **restructure the relationship to not only be kind to each other but to grow deeper in unconditional friendship.**



Restart or Depart?

- Sometimes it makes absolute good sense to activate the nuclear option to work to never see this person again if this is possible. This said however, often this is not possible, needed, useful, timely or compassionate for everyone involved.
- Also, at times when disconnecting is necessary, the disconnecter can still be tormented by thoughts and feelings like guilt and anger that continue to perpetuate their suffering.



Understanding 'In' and 'Out' Groups – Difficult People:

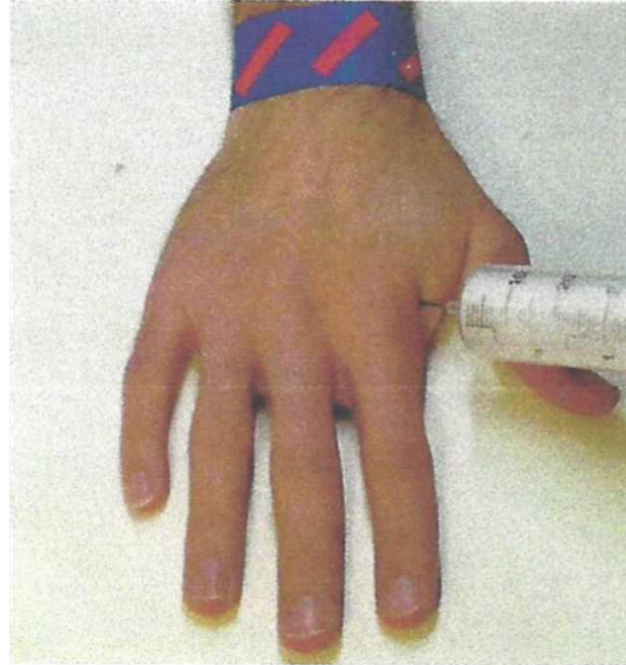
- Now we ask you to seriously consider the following research to better appreciate our statement that **“there is a good chance you will not know the actual source of your negativity”**.
- In the old days, in the jungle, what was different could be dangerous so two important parts of our brain
 - Amygdala (AMY) and
 - Medial Prefrontal Cortex (MPC)

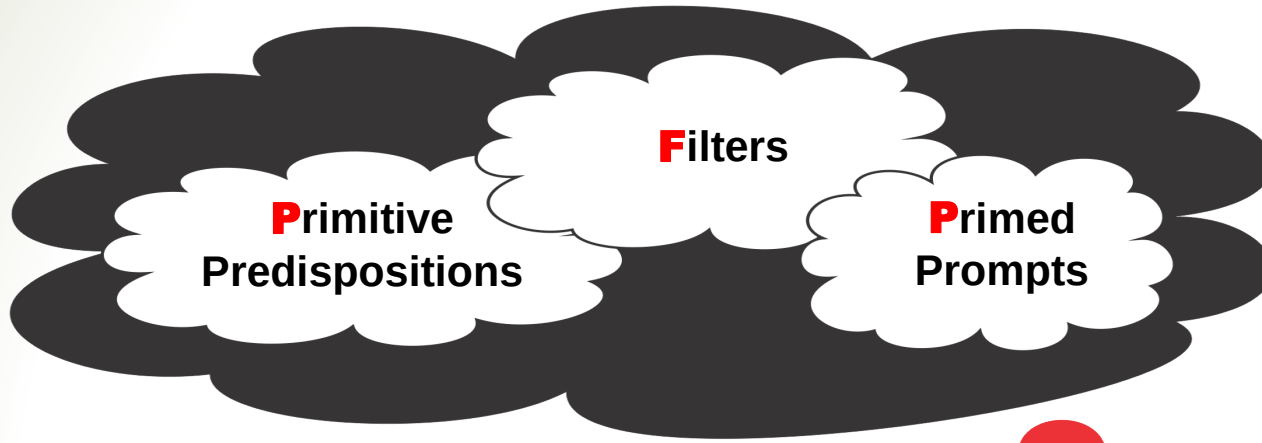
evolved to identify, categorize, accept and then reward taking care of our ‘in-group’ (i.e. folks not different from you) and

- to resist/reject others whom it (AMY) perceives are our ‘out-group’ (i.e. folks with whom we disagree, dislike, distrust).

Different is Dangerous

One experiment published by David Eagleman in his book *The Brain* has subjects who are in a scanner view the following two pictures.





Primitive Predispositions

- Inherited genetic makeup re: survival and reproduction drives (i.e. **'Nature'** You)

Filters

- Illogical beliefs/faulty filters from childhood conditioning e.g. "I need", "I am", "Others are" (i.e. **'Nurture'** You)

Primed Prompts

- Societal and cultural brain washing/ stereotyping/branding/bigotry (i.e. **'Numbed'** You)

Mindless Mind

- The "You" who is reading this but doesn't know it (i.e. **'Normal'** You)





PFP at Work

Do not dismiss how readily the PFP can be trained away from being 'born to be good', to activate the 'different could be dangerous' born to survive (emotionally, mentally, physically) default program.



Workshop

Process:

List the costs and consequences of not resolving conflict/stressful situations among agency and team members.



In order to reconcile, e.g. restart or depart with and open heart, we propose 6 needs to be met to Skillfully Restructure At Risk or Failing Relationships.



How to Restart with an Open Heart

1. Do what we can to stop the harm they are causing.
2. Work to meet the following Needs.

Need #1 – Is To Forgive People Who Have Hurt You

Need #2 – Is To Remove The Mask Of Anger From The Many Distressing Faces of PFP

Need #3 – Is To Activate Free Will To Make More Reasonable Choices

Need #4 – Is To Be Aware That Memory Is Generally Very Inaccurate and Unreliable

**Need #5 – Is To Determine How Your Faulty Filters' Beliefs May Be Impacting Your Relationships
With People Who You Find Difficult**

Need #6 – Is To Realize That There Is No One to Blame



The Four Tools At Work



As your four development and renewal tools are more fully integrated, the armour comes down from your heart. At the first experience of catching 'there is anger', versus your typical subjective response of 'I am angry', forgiveness (not forgetting) begins.



The Anger Continuum



While anger is often the mask that disguises the real problem, sometimes it is anger as an emotional expression of for example irritation, all the way to a rage reaction to man's inhumanity to man. Let's call this anger A1.

Anger 2 (A2)

- Now let's discuss anger when it is the mask that disguises the real problem. We will call this anger A2. Let's remind you of a vitally important fact about your brain:
- ✓ The average person only has approximately 50 bits of data processing capacity per second (i.e. bandwidth) to observe and manage life events.
- ✓ This is why we miss three storey buildings that we have looked at hundreds of times on our drive to work until one day – there it is.

Anger 2 (A2) - continued

- This is because for some reason, you probably one day without knowing it redeployed your 50 bits from the thoughts you were having to now notice the building.
- This is an example of how you unknowing redeploy your 50 bits of brain bandwidth.
- This same process is happening all day long to every one of us. This is how anger redeploys the brain's bandwidth away from the many much more painful thoughts and feelings.



How it Works as Temporary Relief

- None of the examples on the above anger continuum seem like something we willingly choose - and consciously we don't.
- In reality however, in a way, they actually seem to our autopilot PFP mind like the better choice when they temporarily help us avoid something much worse.

The following list gives examples of the painful subjective ‘much worse’ experiences that are, without our knowing, often crowded off the brain’s bandwidth with the less awful experience of anger.

Examples of What Your Anger/Lack of Forgiveness could be Preventing You from Experiencing (a.k.a. the payoff)

- awareness and acknowledgement of your own level of personal insecurity and/or feelings of inferiority
- anxiety/worry/depression
- sadness
- loneliness
- feeling unlovable
- living with no/low meaning and purpose
- feelings of abandonment
- guilt, shame, embarrassment
- the horror of solitary confinement – exclusion from social interactions
- mental health disorders’ symptoms, e.g. delusions mania



Thank You Anger, My Dear Friend

Angers unknown benefits
– payoffs and purposes

i.e.

When angry we
subconsciously have the
subjective experiences of:

- being relatively in control
- being relatively focused
- feeling better than if we were for example anxious, unlovable, alone, etc.



May You Be Filled with Health and Happiness

Once upon a time an old man was standing by the side of the road when someone sped past him and it appeared deliberately drove through a mud puddle and soaked the old man. The old man immediately shouted after the driver “may your life be filled with health and happiness and your every dream come true”.

A person standing by came over to the old man and said, “Pardon me sir but I just have to ask what religion you are that you would have such immediate, authentic forgiveness and compassion for that driver?” The old man looked at his questioner and said, “It’s got nothing to do with religion, I just know that if that driver gets their needs met they will not need to go about being angry with old men standing at the side of the road”.

Adapted from Sufi Wisdom



Why Do We Stay Disconnected?

As you recall your grievances with this person, your four personal development tools will help you to stay conscious that your:

- fabricating memory,
- your cognitive bias,
- your inattentional blindness (monkey business),
- your lack of free will to make choices (unless you are conscious),
- the stinking thinking problem of being thought and
- your **PFP faulty filters** are all grossly distorting your feelings and blocking your awareness of how best and why to reconstruct your relationship.

Beliefs are as Powerful as Gravity in Creating Our Realities of Ourselves, Others and the World

- Most of our beliefs about others are significantly influenced by our filters which for many are unknown or not remembered – especially in the moments of an emotional hijack.
- Beliefs (mostly based on PFP conditioning) are happening almost as consistently and as inconspicuously as gravity.
- The Placebo Affect.





Like Riffs on a Guitar

- As your development skills are enhanced by applying them to these relationship issues, you will develop capabilities in the moment to catch yourself being emotionally hijacked by driven PFP reactions.
- Secondly your development skills process will develop a capacity in you to catch and calm yourself thereby preventing the emotional hijack.
- This is something like how riffs for a guitar player eventually ‘just happen’ without them thinking about it.

I so dislike that man – I must spend more time with him.

Doctor Martin Luther King Jr.

Longfellow, I think, said it well: “If we could read the secret history of those we find difficult, we would find in each life sorrow, suffering or other reasons enough to disarm all our hostility or indifference”.

Just review the following examples of some of the ‘secret history’ that can be reinforcers that drive the difficult person’s behaviour and state of mind and heart.

- a mental health disorder, e.g. anxiety, depression
- PFP filters fear of
- failure
- looking bad
- losing control
- rejection
- a life threatening illness
- spousal abuse
- inattentional blindness
- no/low free will
- childhood trauma
- a ‘sick’ gene pool
- chronic physical pain
- filters’ hijacks



Were We Mainly Just Lucky?

- Because virtually any of these could have been forced on the difficult person by other people or 'nature', could it be a fact that to whatever extent you are a good person, it is mostly your good luck.
- It may then be appropriate when you are considering who is to blame, to be grateful for your good luck and reflect upon this reality before you in your role as judge and jury 'throw your first stone'.



Reframing My Stink'n Think'n

I know (beyond thinking about it) that the people in my life who I find difficult, e.g. someone who has hurt me or who is generally difficult to be around, are victims of their:

- **Inherited DNA gene pool from many previous generations;**
- **Their family's influence on values, likes, and dislikes;**
- **The influence of their biological makeup on their behaviour, e.g. their prejudice;**
- **Their mental health or neural development disorder or.....**
- **Their 'bad luck' from life's unfairness.**

Reframing - *continued*

I know how these five influences have dictated the ‘difficult person’s’ PFP reactive brain to give them a negative understanding/fear of who they think they are and of the world they live in.

I know that they are almost completely a victim of these PFP influences because they aren’t aware enough to have free will to make optimal choices to control them.

I know if I had these same five influences I probably would be just like them.

Reframing - *continued*

Finally, I know that when I am with them, if I am able to stay present and aware, (of the above 5 needs) I will feel a deep sense of authentic compassion and empathy for them even as I work passionately to protect myself and others from the harm of their behaviours.

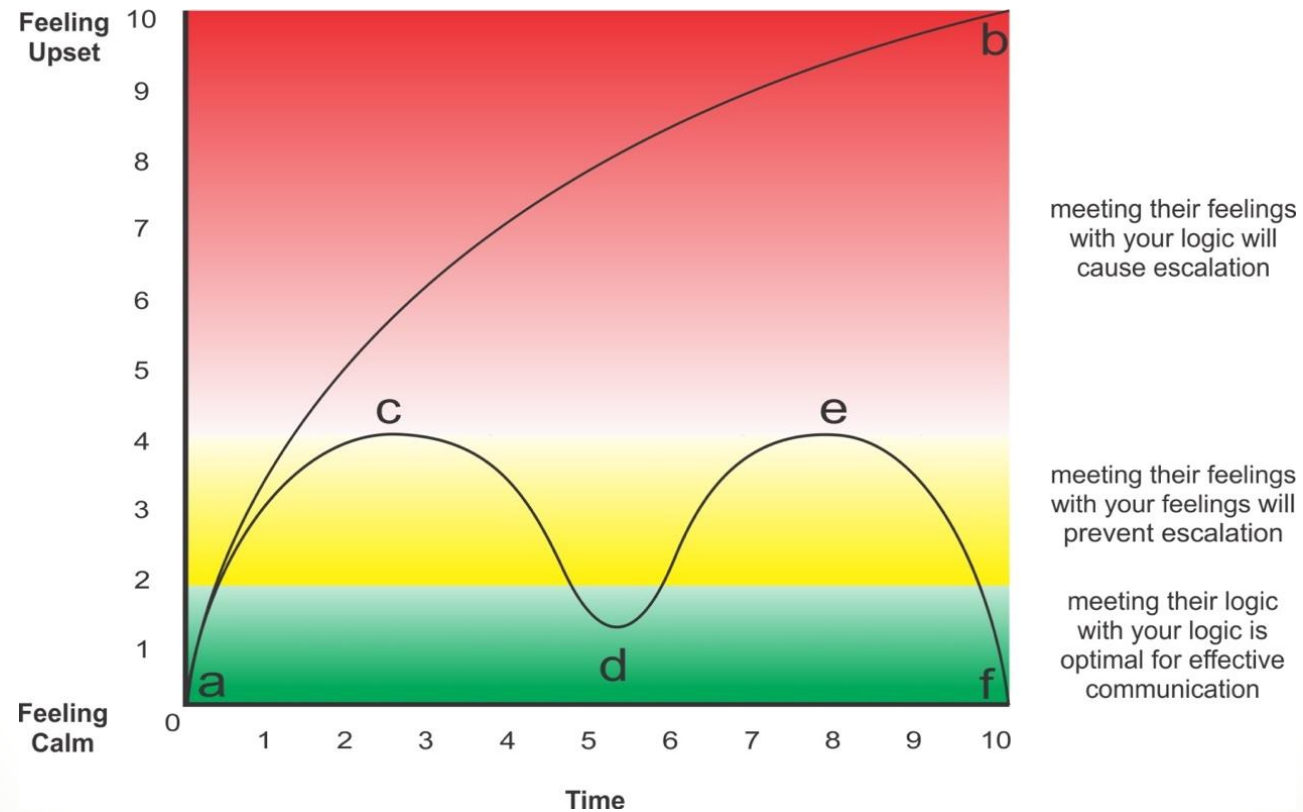
Even though I know that I must take every precaution to prevent them from ever hurting me again, I will always do this as best I can with an open heart as part of my 4 tools capacity.

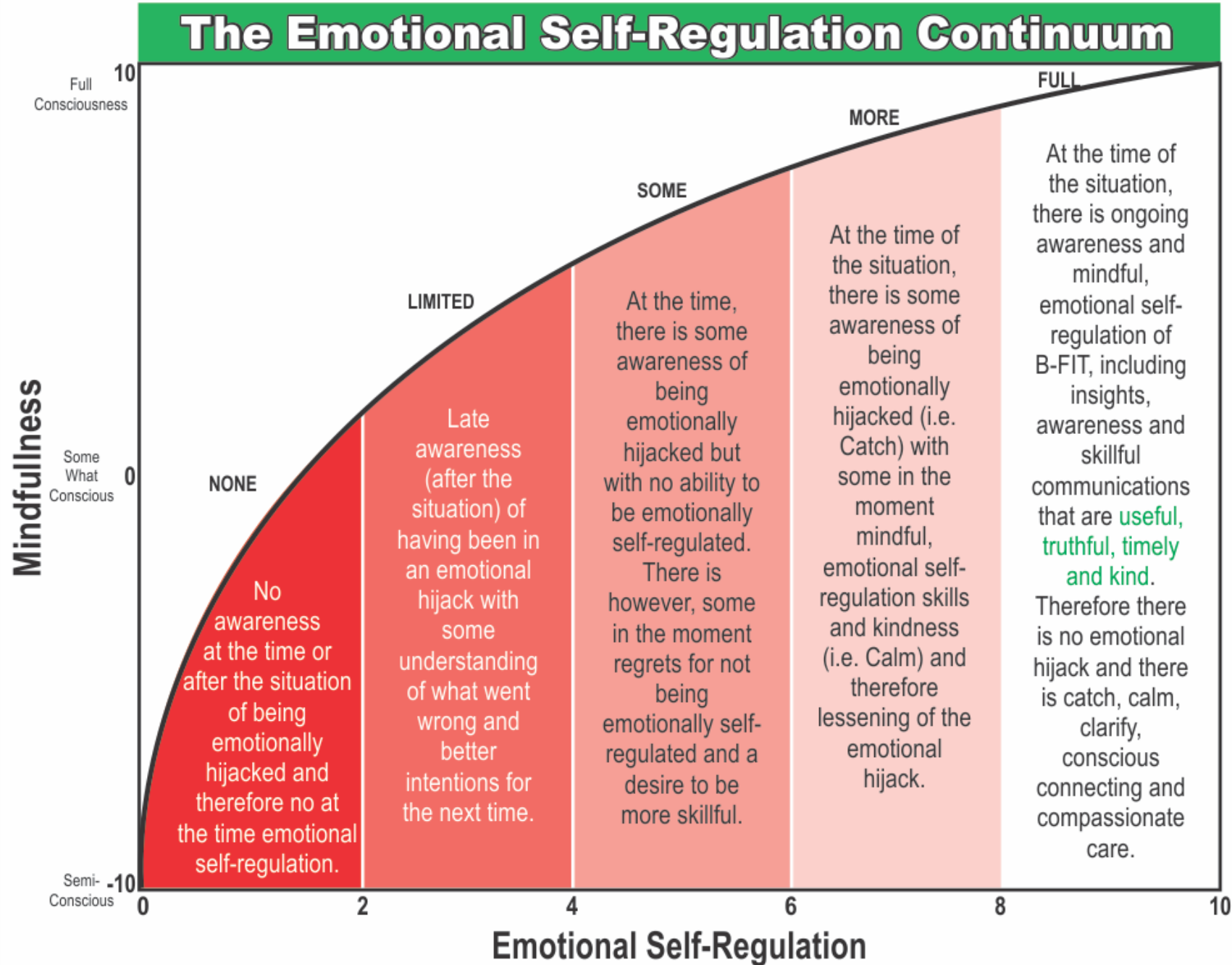


How can we blame
anyone who walks and
talks in their sleep?

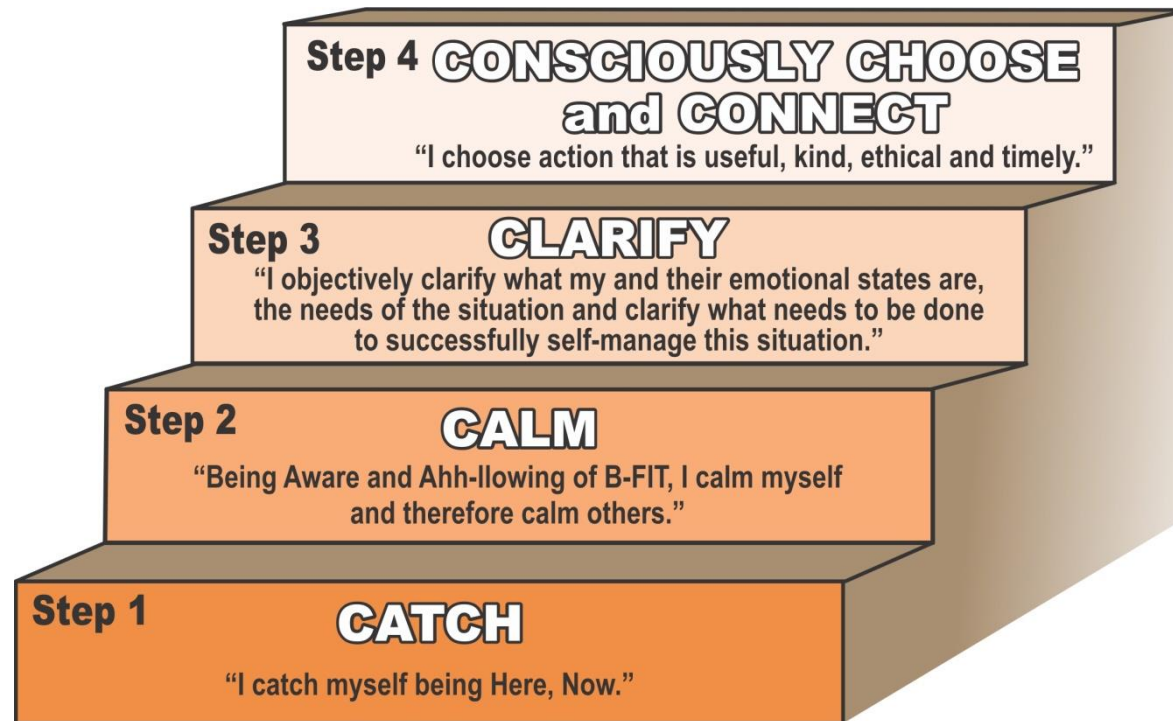
What To Do #1 - Express Conflict Effectively – Feelings to Feelings, Reasons to Reasons

Communication Skills to Prevent Power Struggles and De-Escalate Anger





What to do #2 - We Don't Have to Feel Kind to Authentically Be It



What To Do #3 - Restructuring Beliefs and Mindfulness Practice Exercises

Summary of Research

1. Mindful compassion trained subjects demonstrated significantly higher levels of compassion toward strangers than the control groups.
2. fMRI shows growth in the parts of the brain involved in empathy, understanding others and emotional regulation, i.e. inferior parietal cortex.
3. Compassion training also increased activity in the dorsolateral prefrontal cortex and the extent to which it communicates with the part of the brain responsible for emotional regulation and positive associations.

Reference, Enhancing Compassion: A Randomized Controlled Trial of A Compassion Cultivation Training Program – Department of Psychology Stanford University.



What To Do #3 - Restructuring Beliefs and Mindfulness Practice Exercises

Summary of Research

4. Practicing mindfulness activates the prefrontal cortex, and anterior cingulate cortex, and interior insula (Chiesa and Serretti, 2010, Areas that are Part of a Co-Network Activated During Empathy) (Fan, Duncan, de Greck, and Northoff, 2011; Masten, Morelli, and Eisenberger, 2011). Collectively these studies provide empirical evidence for the link between mindfulness and empathy.



What To Do #4 –

Bilateral, Biomeridian, Awareness Based Calming

e.g.

- **Mindful Butterfly Hugs;**
- **Mindful Hand Activation;**
- **Mindful Collar Bone Stimulation.**