

HELP! I WORK WITH A JERK



HOW TO BRING OUT THE BEST; WHEN PEOPLE ARE AT THEIR WORST

- Learn to recognize BAD workplace behavior.
- Understand the driving force behind BAD behavior.
- Develop successful techniques to effectively deal with BAD behavior.
- Learn effective phone, Email, and text communication skills.
- Understand the concept of “Horizontal Violence” in the workplace.

THE DIRTY DOZEN



**BEFORE WE BEGIN, I MUST DISCLOSE THAT THE
NAMES HAVE BEEN CHANGED TO PROTECT THE
GUILTY.**



#12 DAWDLING DAN



#11 VICTIM VINNY



#10 MEDDLING MELINDA



#9 WHINING WILHELMINA



#8 INVISIBLE IVEN



#7 EMBELLISHING ERNIE



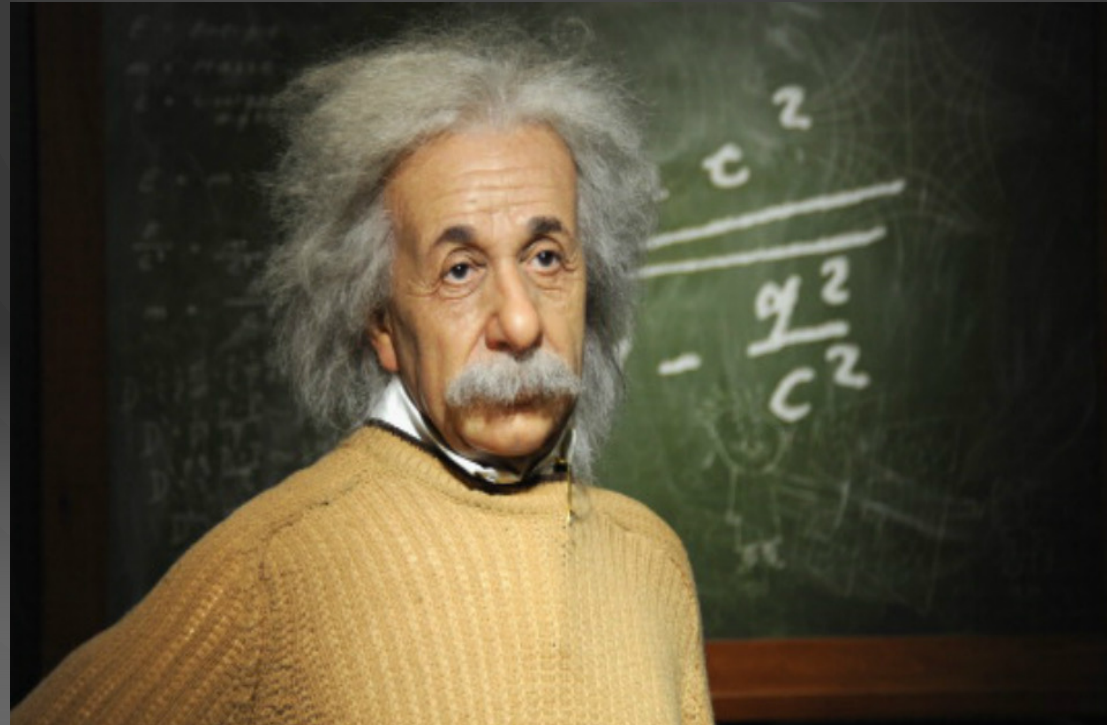
#6 PEOPLE-PLEASING PENNY



#5 NEGATIVE NANCY



#4 KNOW-IT-ALL NED



#3 LAND MINE LARRY



#2 POT-SHOT PETE



#1 KING KONG KAREN



GENERIC PHRASES TO HELP YOU CONFRONT DIFFICULT PEOPLE

When you disagree:

- It seems to me that the problem is.....
- Please explain this to me. I don't understand.....
- While I don't agree with your conclusion, you certainly have the right to your opinion.....
- Would it be possible for you to recheck.....

(Hakim & Solomon, 2016)



GENERIC PHRASES

When you are interrupted:

- Pardon me, I wasn't finished yet....
- Excuse me, but I would like to finish my thought....
- I am curious about your experience. Let's come back to that when I am finished...
- We can definitely talk about that when I am through..

(Hakim & Solomon, 2016)



GENERIC PHRASES

When you want to express anger:

- I am offended by that remark.....
- I was upset when I realized the decision was based on.....
- I was my perception that I was treated badly when I was not informed about the decision.....

(Hakim & Solomon, 2016)

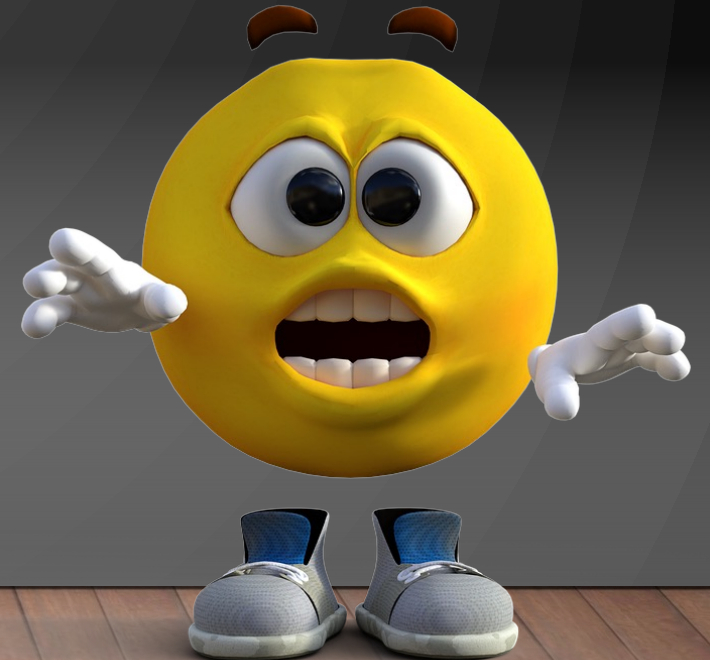


GENERIC PHRASES

When you want to clear up confusion:

- Can you help me with this muddled situation. Is it accurate that you said.....?
- When all the facts are in and verified, it will be apparent that.....
- Perhaps I misunderstood. Are you saying that.....?
- Let me see if I understood correctly. Are you saying that.....?

(Hakim & Solomon, 2016)



IMPORTANT GUIDELINES

- **Put them in perspective**
- **Concentrate on the positive**
- **Don't expect them to change**
- **Learn to respond & listen**
- **Give and request frequent feedback**
- **Look at policies & procedures first**
- **Deal directly & discreetly**
- **Document for self-protection**
- **Be straight forward & unemotional**
- **Be gracious**

(Hakim & Solomon, 2016)

HELP ME WITH MY “BAD EGG”



#12 DAWDLING DAN



PROCRASTINATORS:

- **Motivation:** They are either perfectionists and/or fearful of failure. Remember, it is not laziness. Types: Put-offs, Helter-skelters, Chameleons, Perfectionists.
- **How to Deal:**
 - Make each task important and give it meaning.
 - Create milestones and shorter deadlines.
 - Have regular meetings scheduled.
 - Set defined timeframes.
 - Do not expect them to multitask.
 - Get personally involved.
 - Reward improvements.
 - Negotiate boundaries.

(Brinkman & Kirschner, 2012)

#11 VICTIM VINNY



MARTYRS

- **Motivation:** They seek attention and approval from their behavior. They try very hard to matter in your life in order to feel loved and appreciated. They need to feel significant.
- **How to Deal:**
 - Adjust your attitude. Don't call them martyr's. Don't defend yourself and don't try and fix the problem.
 - Look for a change to give.
 - Speak to the child within (baby talk).
 - Learn to recognize the guilt trip.
 - Pay your debt and remove your guilt.
 - Flip it.
 - Respond to exaggerated badness
 - Negotiate boundaries.

(Brinkman & Kirschner, 2012)

#10 MEDDLING MELINDA



MEDDLERS

- **Motivation:** They want to get things done and want to do it right. Their goal is perfection and control. They can range from nosy to manipulative. Remember, sometimes they have good intentions.
- **How to Deal:**
 - Adjust your attitude. Approach the meddler with caution. Don't answer any question that has not specifically been asked and don't volunteer any details.
 - Give them something to "meddle with".
 - Take on the Meddler.
 - Practice "pattern disruption".
 - Negotiate boundaries.

(Brinkman & Kirschner, 2012)

#9 WHINING WILHELMINA



COMPLAINERS

- **Motivation:** They are perfectionists who want to get things right but are utterly helpless to deal effectively with what they don't like.
- **How to Deal:**
 - Adjust your attitude: don't agree, don't disagree, don't solve their problems, and don't ask them why they are complaining to you.
 - Listen to them.
 - Interrupt them and get specific.
 - Focus on solutions.
 - Don't allow them to whine.
 - Negotiate boundaries.

(Brinkman & Kirschner, 2012)

#8 INVISIBLE IVEN



NON-COMMUNICATORS

- **Motivation:** They seek perfection but nothing measures up. They get frustrated and decide to withdraw. Often, they are afraid of conflict and avoid it at all costs. “Nothing is wrong, I am FINE”
Frustrated, Insecure, Neurotic, Emotional.
- **How to Deal:**
- Adjust your attitude. Raising your voice will only make them retreat. Practice patience and calmness.
- Your mission is to get them to talk.
- Give them plenty of time.
- Ask open-ended questions and be aware of your non-verbals.
- Lighten it up with humor.
- Focus on the message, not the delivery.
- Set boundaries.

(Brinkman & Kirschner, 2012)

#7 EMBELLISHING ERNIE



EMBELLISHERS AND LIARS

- **Motivation:** They crave attention and appreciation. They are addicted to exaggeration.
- **How to Deal:**
 - Adjust your attitude. As tempting as it is, don't pop their bubble by public humiliation.
 - Give them what they want, a little attention.
 - Acknowledge their positive intent.
 - Clarify specifics, but watch your non-verbals
 - Bring them back to reality, but give them an "back door".
 - Give them credit where credit is due.

#6 PEOPLE-PLEASING PENNY



PEOPLE PLEASERS

- **Motivation:** They are driven by the desire to get along and fit in. They easily overcommit for approval. However, they don't feel responsible for not following through because there is always some circumstance beyond their control that is responsible.
- **How to Deal:**
 - Adjust your attitude. Ask yourself; “ Is this really worth having a stroke over?”
 - Give them a safe environment to be honest.
 - Ask for their word of honor.
 - Ask them to write it down.
 - Set unusual deadlines.
 - Describe the negative consequences of not keeping the commitment.
 - Strengthen the relationship by telling them what they did right.

(Brinkman & Kirschner, 2012)

#5 NEGATIVE NANCY

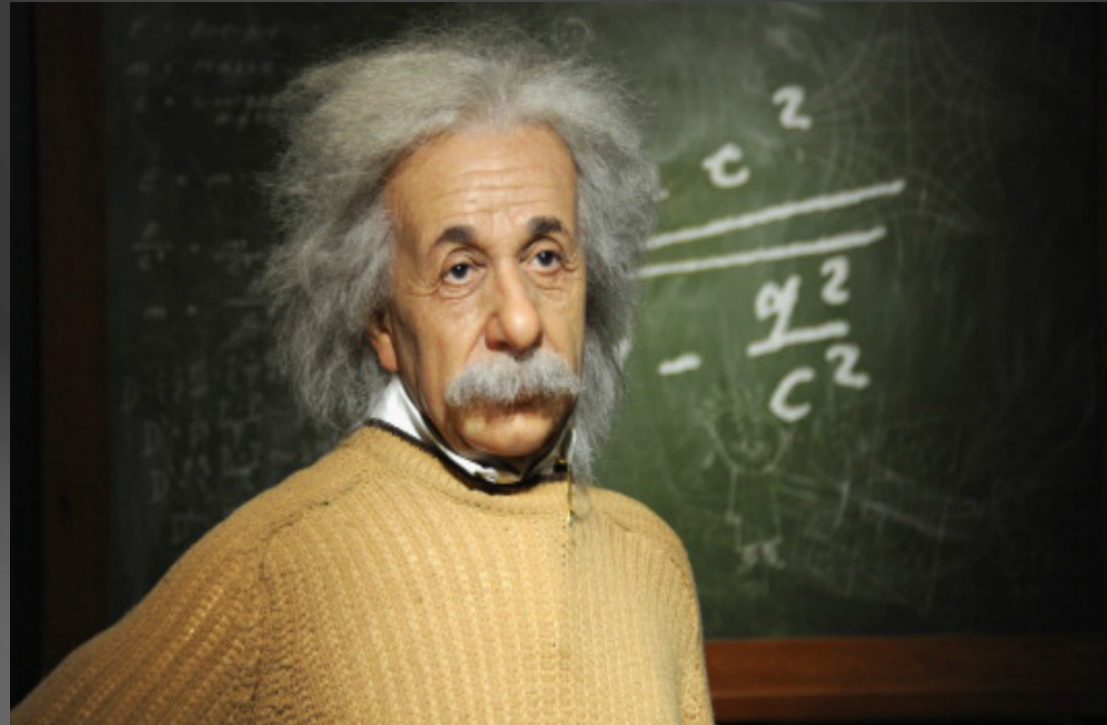


FAULT FINDERS

- **Motivation:** They want to get it right by avoiding mistakes. Perfection is their standard. When this is not possible, the fault finder feels despair and finds the negatives in everyone and everything else.
- **How to Deal:**
- Adjust your attitude. Ask yourself ; “In 100 years, will this incessant negativity really matter?”
- Listen to them.
- Interrupt them and get specific.
- Focus on solutions.
- Use them as a resource.
- Go for the polarity response.
- Acknowledge their good intent.

(Brinkman & Kirschner, 2012)

#4 KNOW-IT-ALL NED



KNOW-IT-ALLS

- **Motivation:** They want to get it done in the way that they have decided is best. They are very controlling and have a low tolerance for correction and contradiction. Any new suggestions or ideas can be perceived as a challenge. They believe that “to be wrong” is to be humiliated.
- **How to Deal:**
 - Adjust your attitude. Resist the temptation to resent their arrogance or to become a Know-It-All yourself.
 - Be prepared and know your stuff.
 - Backtrack respectfully.
 - Blend.
 - Present your views indirectly.
 - Establish a mentoring relationship.

(Brinkman & Kirschner, 2012)

#3 LAND MINE LARRY



EXPLOSIVE BEHAVIOR

- **Motivation:** They want attention and appreciation. However, when they are met with indifference the explosion is a last resort to demand attention. This is an adult temper tantrum.
- **How to Deal:**
 - Adjust your attitude and don't blow up at them in return. Also, do not retreat and hate them at a distance. Stand there and breathe.
 - Get their attention.
 - Tell them what they need to hear.
 - Try to reduce the intensity.
 - Try to not step on the mine repeatedly.

#2 POT-SHOT PETE



UNDERMINERS

- **Motivation:** They want to control the situation from a hidden vantage point in order to avoid retaliation. This is accomplished through rude comments, sarcastic humor, eye rolling, and a biting tone of voice.
- **How to Deal:**
- Once again, adjust your attitude. Do not lash out blindly or run away. Develop an attitude of amused curiosity. Cool, calm, and collected.
- BRING THEM OUT OF HIDING.
- Stop, look at them, and put them in the spotlight.
- Settle the grievance.

(Brinkman & Kirschner, 2012)

#1 KING KONG KAREN



AGGRESSORS

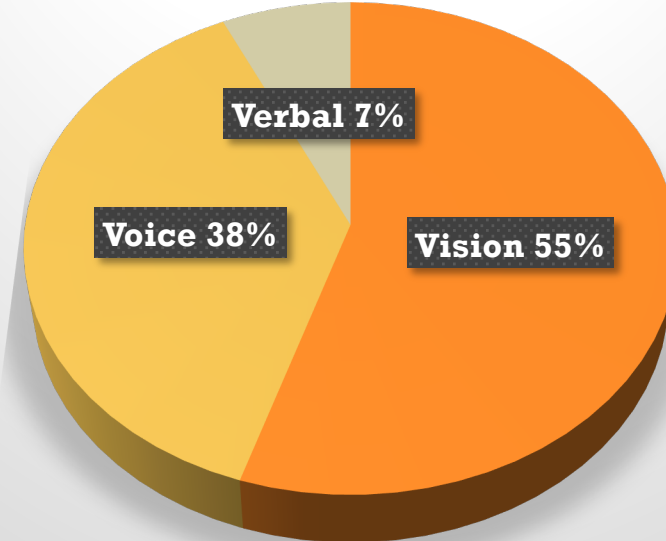
- **Motivation:** They are all about sheer control of the situation. ”. There is nothing subtle about this full, frontal attack. It is nothing personal and they are just wanting the end result. “The end justifies the means”.
- **How to Deal:**
 - Do not counterattack and do not run.
 - Do not justify your position and do not shut down.
 - Stand your ground and BREATHE
 - Once you have their attention, firmly/quickly restate their accusation.
 - State the bottom line and shoot with a tranquilizer gun.
 - Suggest a truce at a later time.

(Brinkman & Kirschner, 2012)

NUMBERS OF MEANING

BY
DR. ALBERT MEHRABIAN UCLA
STUDY DONE IN 1967

55,38,7



PHONE COMMUNICATION

- Remember, you lose 55% of visual communication and only have 38% sound and 7% spoken word.
- Help with the visual interpretation.
- Use your body to control your tone of voice.
- Breathe
- Take notes to control your voice.
- Send listening signals.
- Close your eyes to concentrate

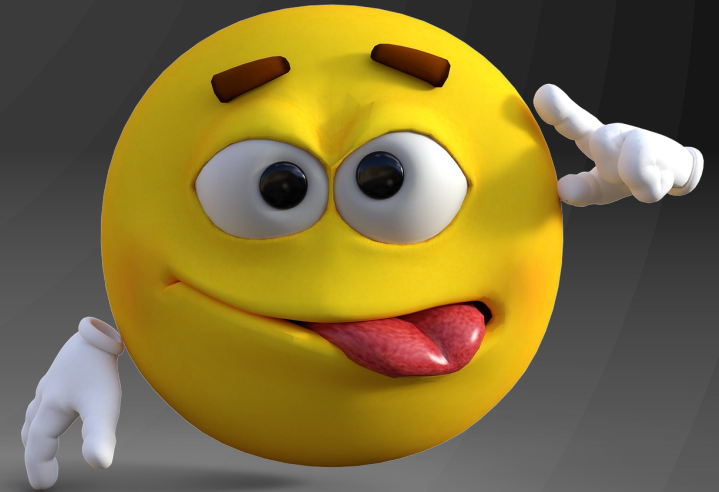
(Brickman & Kirschner, 2012)



EMAIL OR TEXT COMMUNICATION

- Remember you lose 55% of visual and 38% of spoken communication. That leaves you with only 7% of spoken/written communication.
- The advantage of Email/Text is time.
- Vent it, but don't send it.
- Read it, read it again, and get a second opinion.
- Begin with intention and end with direction.
- Use quotes to clarify messages.
- Use emoticons to indicate your emotional state.
- Be careful with the jokes.

(Brinkman & Kirschner, 2012)



HORIZONTAL VIOLENCE

- **Definition:** Non-physical abuse in the workplace between co-workers. It can include covert and overt acts of verbal and nonverbal aggression that can hurt morale and negatively impact your ability to provide optimal patient care. (Estimated that 44 to 85% of nurses have been victims of HV).
- **Hypercritical**
- **Blaming**
- **Put-downs**
- **Exclusion**
- **Gossip**
- **Intimidation**
- **Unfair assignments**
- **Refusing help**
- **Sabotage**



(Weaver, 2013)

RESOLUTION OF HORIZONTAL VIOLENCE

- Starts with education and awareness of HV
- Having a solid preceptor program for new graduates and new employees.
- Knowing how to identify and report HV.
- Providing a safe environment for reporting HV without retaliation.
- Having properly trained managers who will not tolerate HV in the workplace environment.
- Having a definitive punitive system in place for engaging in HV.

WHAT IS THE BENEFIT OF BEING ABLE TO IDENTIFY THE DIFFERENT TYPES OF JERKS:

1. You can blackmail them.
2. You can change their personality.
3. You can understand how to deal with them.
4. You can manipulate them.

(Hakim & Solomon, 2016)

YOU ARE WORKING ON A PROJECT WITH A COWORKER AND YOU MAKE A SUGGESTION. YOUR COWORKER WON'T EVEN CONSIDER IT AND IS BECOMING ANGRY. HOW WOULD YOU HANDLE THIS?

1. Attempt to reason with the coworker and handle the situation with kindness.
2. Advise the coworker that his behavior is intolerable and refuse to work with him.
3. Work to diffuse his anger and work towards a solution.
4. Get angry and walk away.

(Hakim & Solomon, 2016)

HOW SHOULD YOU DEAL WITH MANIPULATORS?

1. Always seek a compromise.
2. Don't let them know how they made you feel.
3. Don't try to confront them.
4. Always explain yourself.

(Hakim & Solomon, 2016)

THE END



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