

Welcome to

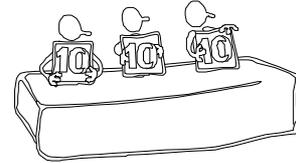
How to keep your cool even with irritating and angry people.



with **Rachel Green**
Grad Dip Ed. B App Sci. LCST. CFP.

Working in the West 2008

©RachelGreen.Com Pty Ltd



What is the most important goal to aim for in interacting with each other with your staff, clients and colleagues in the Disability Employment Network

©RachelGreen.Com Pty Ltd



Consistent Excellence

Consistency means that every time people come into contact with you, no matter:

- what time of day it is
 - how rude they are
 - how many times you've dealt with them
 - how long-winded they are
 - how often they offend
 - what their background is
- they'll get the same high standard of service.

One thing that stops you from being consistently excellent is getting irritated with the "stupid" or "negative" things people say or do ...

The question for today is, why bother to get irritated? Is it really worth it?



©RachelGreen.Com Pty Ltd

Today's 3 key points ...



©RachelGreen.Com Pty Ltd



1. Don't let someone else's feelings dictate your behaviour or your feelings. Don't let another person's bad hair day become your bad hair day.

2. If you have an anger outburst thrown at you, don't catch it - let the negativity or anger plop in front of you - you don't have to pick it up.



If you do pick it up **DROP THE BALL**

3. What you say to yourself about what is happening can help a great deal or make it worse for you.



You have choice ...
Which will you choose?

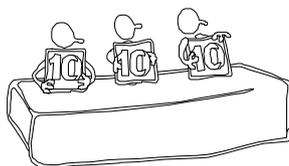
This



or this?



©RachelGreen.Com Pty Ltd



If you want to manage angry and difficult people superbly - keep your cool.

©RachelGreen.Com Pty Ltd



How you react is influenced by what we think or say to ourselves about what is happening.

*So in any moment you
can choose a beautifully
singing parrot*



or a squeaky toilet door!



You have choice.

KEY STRATEGY:

Choose your reaction ...

**To stop yourself getting irritated
know in advance the first sign that
tells you that you are starting to get
irritated.**



**Monitor your
body for
your first
signs of
irritation:**



©RachelGreen.Com Pty Ltd

Irritation signs in the body

- Stabbing with hands
- Rolling eyes
- Jaw tightens
- Chest tightens
- Stomach tightens
- Foot tapping



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

**Monitor
your
breathing**



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

Irritation Signs - Breathing

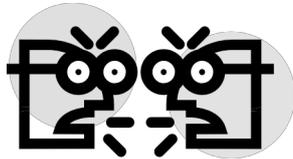
- Takes in a sharp breath
- Holds breath
- Sighs
- Breathes more quickly
- Breathes in before person finished



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

Monitor your speech



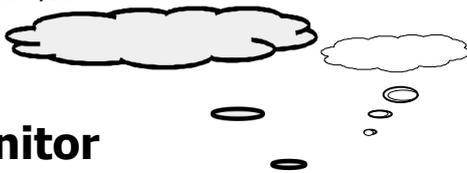
©RachelGreen.Com Pty Ltd

Irritation Signs - Speech

- **Interrupt before they've finished**
- **Emphasize words more**
- **Speak really slowly**
- **Cut them short**
- **"As I've already explained"**
- **"Have you finished?"**

©RachelGreen.Com Pty Ltd

Monitor your mind



©RachelGreen.Com Pty Ltd

Signs of irritation in the mind

- Here we go again
- Don't you speak to me like that
- F... wit
- It's not my fault I only work here
- W.....
- They're not listening to me
- I don't get paid enough for this
- We've got a right one here
- Call someone who cares

©RachelGreen.Com Pty Ltd

Then monitor for signs of irritation during your day and as soon as you notice it/them, stop it.

©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

Reverse the first sign to stop you getting hooked in or irritated.

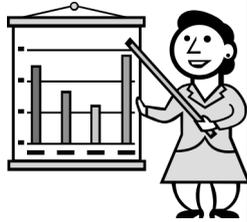
- e.g.
- relax your jaw,
 - breathe deeply,
 - use positive language,
 - think calm thoughts ...



©RachelGreen.Com Pty Ltd

Anticipate and predict impatient demanding people in your job.

And have fun with your predictions - if you know what they are going to say and you have heard it all before why get irritated?



When you work for disability employment, and you deal with many different and sometimes demanding people; getting irritated by them, is like a counsellor on a suicide line getting irritated when a suicidal person calls!



Whatever the other person is like - keep a positive message inside your head.

What can you say in your head to keep you calm and positive, when others aren't?



©RachelGreen.Com Pty Ltd

What a lovely person



©RachelGreen.Com Pty Ltd

I'm not handing my happiness over to you, mate!



This is your blood pressure problem, not mine.



I am here to help.



©RachelGreen.Com Pty Ltd

**Calm
and
Charm**



©RachelGreen.Com Pty Ltd

**Give yourself time
to monitor what is
happening and
don't respond too
quickly. Delay
your response.**



- By pausing and counting to 3.
- By letting them keep talking until they run out of air.
- By breathing gently.
- By checking in and finding out what they mean.
- By feeding back what was said.
- By asking for a repetition.

**Respond simply, easily and calmly
with a pre-prepared line.**

If you know what people will say to you, then prepare the response in advance, i.e. a simple, short line that deals with it and contains no defensiveness or irritation.



©RachelGreen.Com Pty Ltd

- **Thank you**
- **Thank you for telling me**
- **Thank you for letting me know that's how you feel**

©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

I can help you



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd



**I will look in to it
for you and get
back to you later**

©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd



**That's just
how it is.**

©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd



**It's
impossible**

©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

**We'll discuss it at our
next team meeting for
you**



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

✓There are many opinions on this



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

**I'm in the middle of
an emergency right
now, I'll call you
back**



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

**It's the decision that satisfies the
most people**



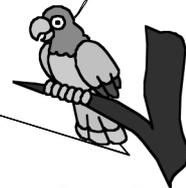
©RachelGreen.Com Pty Ltd

**I'm not from Disability
Employment**



©RachelGreen.Com Pty Ltd

**I'll let the
Govt know**



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

**May God
bless you**



©RachelGreen.Com Pty Ltd

**Finally to stop yourself
getting hurt ...**

**Ask questions and protect
yourself**

©RachelGreen.Com Pty Ltd

Clarify by asking:
... In what way?



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

Lazy -
in what way?



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

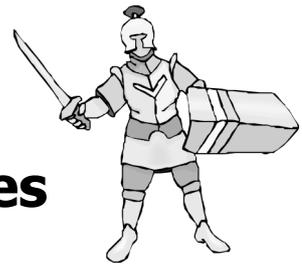
Out-of-date -
in what way?



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

Shield
yourself



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

I'm going to let it
wash over me like
water off a duck's
back



©RachelGreen.Com Pty Ltd

©RachelGreen.Com Pty Ltd

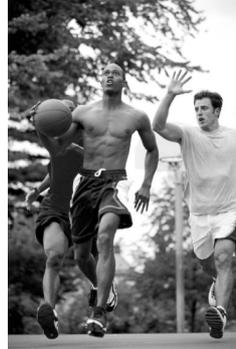
In summary ...



©RachelGreen.Com Pty Ltd



Don't let someone else's feelings dictate your behaviour or your feelings. Don't let another person's bad hair day become your bad hair day.



DROP THE BALL

©RachelGreen.Com Pty Ltd

Calm and Charm



©RachelGreen.Com Pty Ltd

You have choice ...
Which will you choose?

This



or this?



Keep your cool
- even with
angry or
irritating
people ...



There is lots more free information on communication and emotions for you on www.rachelgreen.com



and all our CDs are on special sale today ... and subscribe to the E-Magazine *CONFIDENCE 4 U.*