

## Welcome to

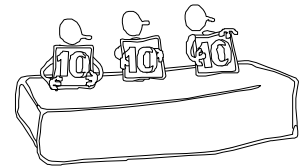
*How to keep your cool even with irritating and angry people.*



with **Rachel Green**  
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Working in the West 2008

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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

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## 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?



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## Today's 3 key points ...



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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?

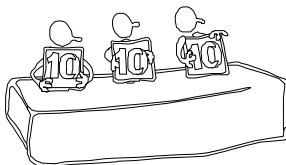
This



or this?



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

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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:**



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**Irritation signs in the body**

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



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**Monitor  
your  
breathing**



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**Irritation Signs - Breathing**

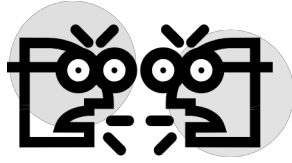
- Takes in a sharp breath
- Holds breath
- Sighs
- Breathes more quickly
- Breathes in before person finished



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## Monitor your speech



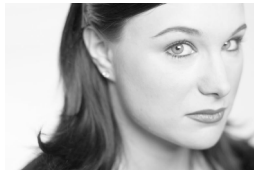
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### Irritation Signs - Speech

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

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## Monitor your mind



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### 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



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

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

e.g.

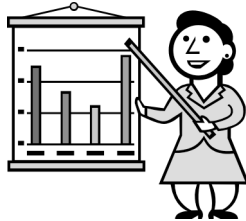
- relax your jaw,
- breathe deeply,
- use positive language,
- think calm thoughts ...



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**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?



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What a lovely person



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



**This is your blood pressure problem, not mine.**



**I am here to help.**



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**Calm  
and  
Charm**



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**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.



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

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**I can help you**



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

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

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**It's  
impossible**

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



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**✓There are many opinions on this**



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



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



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**I'm not from Disability  
Employment**



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**I'll let the  
Govt know**



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***May God  
bless you***



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

**Ask questions and protect  
yourself**



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**Clarify by asking:**  
**... In what way?**



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***Lazy -  
in what way?***



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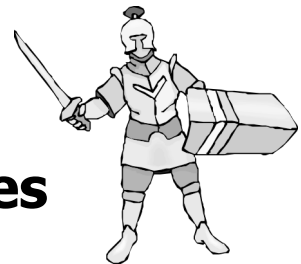
***Out-of-date -  
in what way?***



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**Shield  
yourselves**



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



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**In summary ...**



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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

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## Calm and Charm



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You have choice ...  
Which will you choose?

This



or this?



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



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