



SEMINAR GOALS



- Learn how to differentiate between "difficult people" and "difficult situations"
- Understand how challenging styles can trigger your emotions and behaviors
- Discover techniques to help you communicate with others effectively
- Review the benefits of your Employee Assistance Program (EAP)



WHAT ARE YOU REALLY DEALING WITH?



A difficult situation?

- Stressful environment
- Clashing expectations or needs
- External pressures

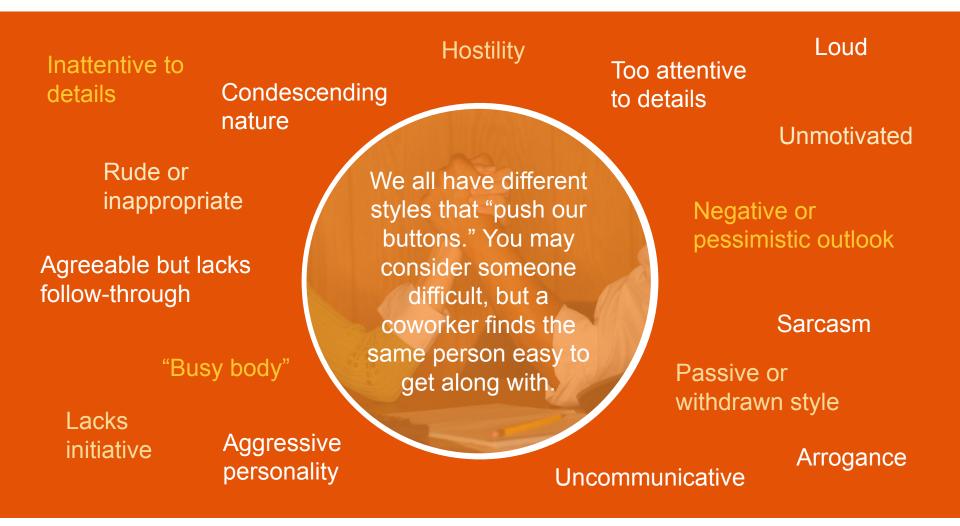


A difficult person?

- Personalities clash
- Habits
- Ways of working



WHAT ARE YOUR TRIGGERS?





In a difficult relationship, you always have control over one thing...

yourself.



COULD YOU CHANGE YOUR THINKING?

- Perception
- Expectations
- Internalizing
- Assumptions







COULD YOU CHANGE HOW YOU ACT?



- Find strategies for emotional hotspots
- Model the behavior you would like to see
- Keep it professional
- Know when to ask for help



COMMUNICATION STRATEGIES FOR DIFFICULT INTERACTIONS



- Listen first
- Paraphrase their point of view and ask for clarification
- Give up the need to be right
- Look for common ground





DIFFICULT BEHAVIORS THAT CROSS THE LINE



- Threatening statements or demeanor
- Verbal abuse
- Inappropriate material and interaction
- Unwanted physical contact
- Preventing others from doing their job



HOW WILL YOU DEAL WITH DIFFICULT PEOPLE?

Will you...

- Change your reactions to difficult people?
- Respond differently in difficult interactions?
- Avoid getting emotionally caught up?





- Face-to-face sessions
- Confidential
- Prepaid
- Unlimited telephonic consultation
- Available 24 hours a day, 7 days a week
- Household benefit
- Work/life support such as elder care, child care and pet care
- Convenience services
- Financial services
- Legal services

BENEFITS OF THE EAP

Benefits vary by employer. Please check with your HR for your specific EAP benefits.



REFERENCES

- Herman, L. (n.d.) Confronting an Employee Over Email? 5 Tips for Doing it Right. Retrieved from https://www.themuse.com/advice/confronting-an-employee-over-email-5-tips-for-doing-it-right
- Lieberman, M.D., Eisenberger, N.I., Crockett, M.J., Tom, S.M., Pfeifer, J.H., & Way, B.M. (2007). Putting feelings into words: affect labeling disrupts amygdala activity in response to affective stimuli. *Psychological Science*, *18*(5): 421-8. Retrieved from https://www.ncbi.nlm.nih.gov/pubmed/17576282
- Rivers, D. (2012). Listening Empathy in action. Retrieved from http://www.newconversations.net/communication-skills-workbook/listening
- Warrell, M. (2012) Hiding Behind Email? Four Times You Should Never Use Email. Retrieved from https://www.forbes.com/sites/margiewarrell/2012/08/27/do-you-hide-behind-email/#46b21426238c



All Cigna products and services are provided exclusively by or through operating subsidiaries of Cigna Corporation. All models are 857492c 10/19 © 2019 Cigna Some content provided under license.

Cigna