



Finding Value in Inter- and Intra-County Relationships

Susan M. Redford
Judicial Program Manager

susanr@county.org

432-413-7840

**If a person is worth
knowing at all, he is worth
knowing well.**

Alexander Smith, nineteenth century Scottish Poet



**“I Don’t Like You, but I Have
to Work with You”**

Anonymous

OBJECTIVES

- **Identify different personality types and how they affect work relationships.**
- **Learn skills to address various personality types.**
- **Master skills to deal with difficult, angry, and unmotivated co-workers.**
- **Learn tips for better communication.**
- **Understand the dynamics of positive conflict resolution.**
- **Know the expectations of yourself and your peers in other counties.**

The way you see people is the way you treat them, and the way you treat them is the way they become.

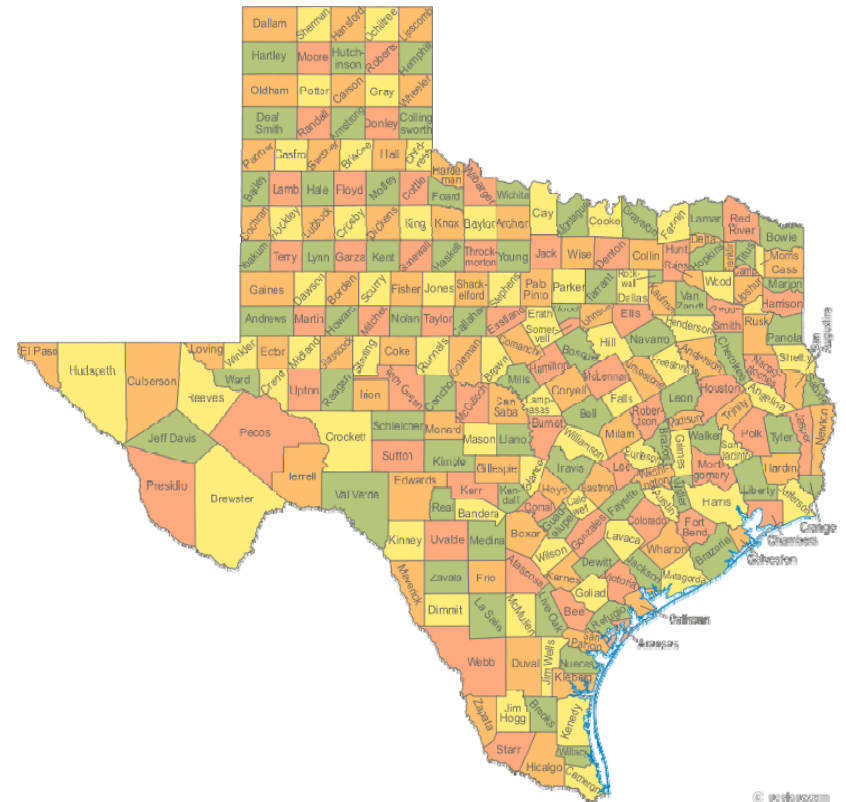
Characteristics of a Good Working Relationship

1. Trust
2. Mutual Respect
3. Mindfulness
4. Welcome Diversity
5. Open Communication



Inter-County Working Relationships

1. Search for common goals.
2. Establish trust and respect.
3. Pursue collaboration.
4. No blame game.
5. Make time to bond.



7 Ways to Play Well With Others in Your Sandbox

1. **Bring suggested solutions to the table.**
2. **Don't play the blame game.**
3. **Verbal and non-verbal communications matter.**
4. **Never blindside a co-worker, employee or peer.**
5. **Keep your commitments.**
6. **Share credit for accomplishments, ideas and contributions.**
7. **Help others find their greatness.**





Intra-County Relationships

- Personalities are a challenge, especially on a day to day basis.
- Only **10%** of the population is difficult to work with.
- People demonstrate differences based on **needs and desires** to get what they need.
- Abnormal behavior is **normal** to difficult people.
- **Your reaction** to their abnormal behavior is normal to them as you play their game.



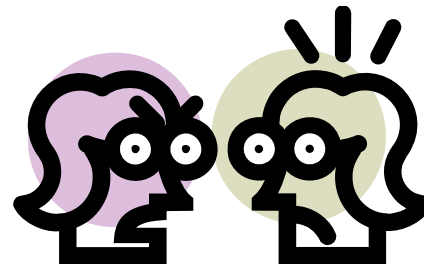
Top Energy Slayers

- **The Exploder**
- **The Cry Baby**
- **The Gossip**
- **The Negaddicted**
- **The Sniper**
- **The Time Sucker**
- **The Tank**
- **The Beggar**
- **The Victim**
- **The Bully**

The Exploder



Exploders yell, swear, threaten, insult and wave their hands in the air.



How to Treat an Exploder

- Listen to and speak to the emotional side. Try to match their emotional side.
- Validate, compliment, agree and transition with permission.

Don't Challenge or Engage.

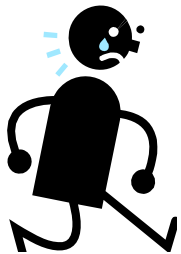
Don't Take the Bait.



The Cry Baby



- They cry all the time.
 - For reasons other than why you and I might cry.
 - They cry to get attention, to avoid communication, to distract from confrontation and avoid taking responsibility.



How to Treat a Cry Baby

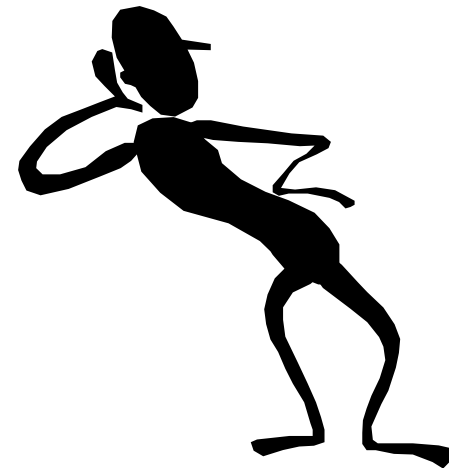
- Stay on the message
 - disconnection is the key
- Keep repeating the same closed ended questions.
- Lock them down let them know that this is going to happen and going to happen now.

**Don't Get Hooked In. Don't Engage.
Don't Comfort In Any Way.**

The Gossip



- The gossip talks about anyone who is not in the room.
- They love to be the first ones to deliver the dirt on their “friends” and coworkers.



How To Treat a Gossip

- Stop participating in the gossip
 - Stop listening
 - Take yourself out of the loop
- Introduce new subject
- Defend the criticized
- Reveal your intent

**Don't Blind Side Them.
Let Them Know You Are No Longer Going
To Gossip.**



The Negaddicted



- A dark cloud is looming over their heads.
- They always have criticisms and rarely have solutions.
- They can be extroverted or introverted.
- Their energy in the room is so toxic it is exhausting to others.



How to Treat a Negaddicted

➤ Redirect

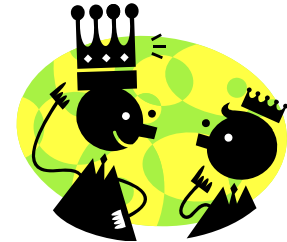
- Let them know you are clearly on a mission
- Lay the groundwork, shoot positive phrases ask them what they can do better and be consistent

**Don't Respond To Their
Negativity Or Misery.**

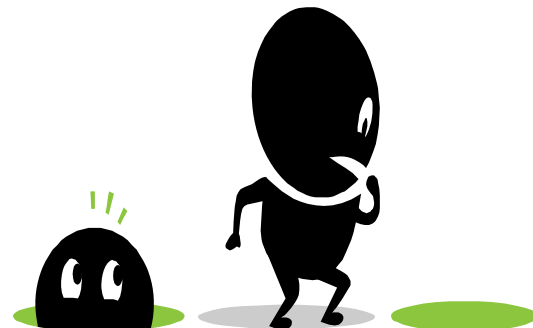
**Never Agree With Them And
Lead Them To Believe You Are On Their Team.**



The Sniper



- Hurls insults marked as humor and they love to do it in a public forum.
- They love a crowd or an audience.
- They are passive aggressive and like to say insulting things but are not upfront about it.





How to Treat a Sniper

- Call them on their behavior be calm, direct and assertive not aggressive.
- Don't engage in a battle of wits with a sniper.

Show No Weakness.

The Time Sucker



- They come into your space at work and just goof off.
- They do not care that you are serious about your work.
- They will often encourage you to take a “break” with them because they “are bored”.



HOW TO DEAL WITH A
CHATTY CO-WORKER!

THE MILLENNIAL WORKPLACE GUIDE

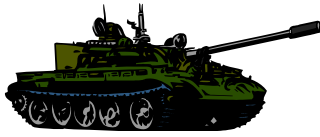
ADVICE
SOMEONE
ELSE'S
DAD



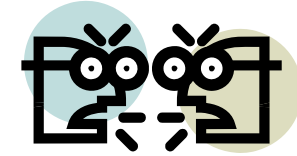
How to Treat a Time Sucker

- Set boundaries
- Be very assertive
- Give them a task
- Give them clear instructions to train them how you want to spend your time

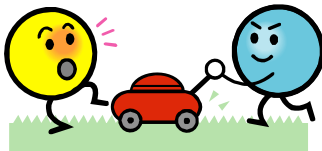
**Don't Allow Someone To
Steal Your Time Just To Be Polite.**



The Tank



- Instead of losing control they appear to be in control as they run right over you with their aggressive style of communication.
- It is difficult to interrupt them.
- They are very directed, targeted and difficult to stop.
- They go on and on and on.



How to Treat a Tank

- Let them win.
- Let them be right and agree with them.

**Don't Stand There And Be Attacked.
Move Away.**

The Beggar



- They want your time and your money.
- They sell candy, raffle tickets or are putting together a party.
- They are just maybe a “little short” of cash for lunch.
- They won't take no for an answer.



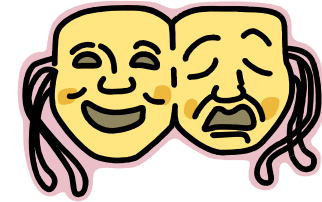
How to Treat a Beggar

- Say no and stick to it.
 - Sympathize
 - Say no, say why, suggest alternatives and repeat.

**Remember All Beggars Can
Make You Look Bad To Others
If You Are The Only One Saying No.**



The Victim



- Will put on a academy award winning performances as they tell you about their latest tragedy, their day to day struggles and how they keep getting victimized for no reason.
- It is never their fault and there is always drama in their lives.
- They are not lying, they believe what they are saying.



shutterstock · 188082185



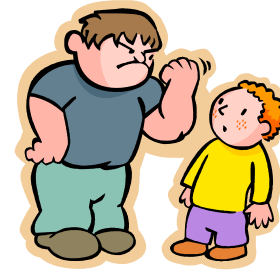
How to Treat a Victim

- They are easy to retrain how to follow you.
 - “I need your help”
 - “Can I count on you”

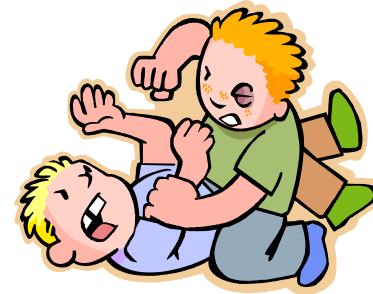
Don't Challenge Or Try To “Catch” Them In A Lie Or Exaggeration.

This Rewards Them And Gives Them A Chance To Prove Something To You.

The Bully



- They are the really mean ones.
- Bullies like to hurt people.
 - Whether they lash out with words, actions or fists.
- Bullies are out to seek and destroy.
- Push people around verbally and physically who will not retaliate.



How to Treat a Bully

- The more ego driven you are the more you will try to challenge the bully.
- Deny access or contact.
- Be assertive not aggressive

Don't Try To Teach A Bully A Lesson Or Prove Anything To The Bully.

Egos Can Get Caught Up In The Mind Games And Trying To Win Wars Against The Bully Is Not The Best Way To Work With Them.

Toxic Co-Workers



- Have the most impact on a workplace.
- Out of control emotions make **sane** people **crazy**, and **smart** people **dumb**.
- People treat you the way you allow them to treat you, We train people how to treat us.
- Those who gossip with you will gossip about you.



Express Empathy

Convey a feeling that their behavior makes sense given the context and current way of thinking about them.



Avoid Arguments

Avoid pushing or arguing with participants in an attempt to convince them of inconsistency in their thinking.



Roll With Resistance



New perspectives
are invited but not
imposed; the primary
resource is finding
solutions.

Support Self-Worth

**Encourage even
the smallest
attempts to
change.**

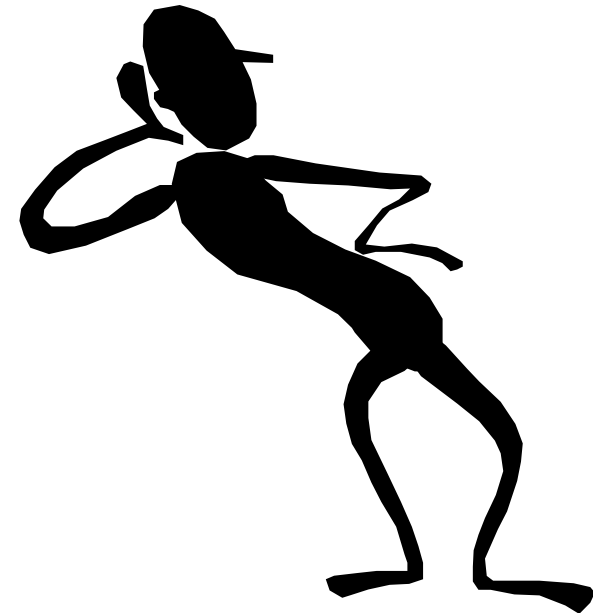


Workplace Ethics

- Employees are valued.
- Communication is courteous and polite.
- People are treated as they wish to be treated.
- Conflict is addressed in a positive and respectful manner.
- Disrespectful behavior and harassment are addressed.
- **Never** make co-workers look bad.
- Learn to appreciate the differences in others.
- Remember that the greatest hunger that people have is to be *needed, wanted and loved*.
- Don't try to impress others, let them impress you.

REMEMBER

- ✓ Keep your word.
- ✓ Be sure to follow through.
- ✓ Refrain from gossip.
- ✓ Be a friend.
- ✓ Give a compliment.
- ✓ Be enthusiastic and positive.
- ✓ View everything you do from the other side.



Develop Your Own Self Care Plan

*Self-care is not about
self-indulgence, it's
about self-preservation.*

- Audrey Lorde

www.facebook.com/twuhealthstudies

- Spend plenty of quiet time alone.
- Recharge your batteries daily.
- Hold one focused, connected and meaningful conversation each day.

