



Make it easy

The Three F's



frustrated relationship

What are the facts of the issue? Create a list so that you do not get sidetracked while you plan your conversation. Don't drag in other stories or unrelated issues that have happened previously. If you are talking to someone about tardiness, then stick to that. Leave things like poor report writing, gossiping, or not taking care of equipment out of the conversation.



like this: "This is the second time that I've called this to your attention. You agreed it would not happen again. Now I am concerned that I cannot trust you to keep a promise." Revealing that you notice a pattern brings the

Make sure you have a very clear history of the frequency of the issue. Describe the pattern

history to the forefront. The history is important because repeated frequency erodes your



Relationship

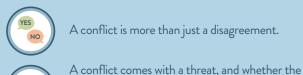
Comments like the following can be helpful:

Discuss what is important to you in terms of the

I feel like I cannot trust you to get the work done.

- I feel like I am constantly nagging you and I don't like to do that.
- I feel like I can't trust you to keep the commitments you make.

Defining Conflict



A conflict is more than just a disagreement.



for the threatened party to be able to move beyond the situation. Conflicts become more serious when they are

threat is real or not, it must be dealt with in order



Perception colors our reactions and triggers emotions. This makes it difficult for us to remain

objective, even when we look at the facts.

Our perception is influenced by our life



experiences, values, and beliefs. Conflicts trigger our emotional hot buttons. We

things rationally.



Conflict brings growth. Although we aren't often able to acknowledge it in the heat of things, when we resolve conflict in our relationships, we are also building trust.

aren't always at our best when working through conflict because our emotions can interfere with our ability to remain objective and manage



more secure, knowing that our relationship will survive and ultimately, get even stronger.

In relationships with high levels of trust, we feel

Ways to Deal with Problems





Meet the difficult behavior head-on



Stay calm and objective



Be up-front





their place



Be tolerant

Why Don't People Do What They Are Supposed To?



They didn't know when to begin and end it.

They didn't know why they should do it

- They didn't know what they were supposed to do.
- They didn't know how to do it.
- They thought they were doing it. They thought your way wouldn't work or that their way was best.
- They thought something else was more important. They aren't rewarded for doing it, or they aren't punished for not doing it.
 - They are rewarded for not doing it, or they are punished for doing it. They didn't think they could do it.

De-Stress Options



Belly Breathing

Loosen your clothes, close your eyes, mentally relax your body, and take ten or more deep breaths. Each time you exhale, count silently: "one," after the first breath, "two," after the second breath, etc., up to at least ten



Use positive imagery to boost your confidence. Couple this with positive language for even better results.

Visualize



us energy. It also has healing power.

Music has the power to soothe or to give



Acupressure and Massage Holding a fingertip to the point of most pain or tension and pressing very hard into

Laughter

Laugher is the best medicine of all!

can avert a headache or relieve tension.

the offending muscle for up to a minute

Put yourself in charge of you.

Dealing with Negative Feelings



Take a leaf out of Eleanor Roosevelt's book and refuse to beat up on yourself or make

yourself a victim in these situations. Be proactive rather than reactive: notice what is going on around you, and when possible deal with potential problems right away. (For example, you can plan team meetings to ensure issues are addressed before they explode.) Monitor your self-talk.

Become more aware of what you tell



yourself both before and after dealing with a difficult situation. Remember the reality of how what we tell ourselves comes true,

whether those messages are positive or negative. Be in control. Plan how you will handle the situation and visual yourself feeling in control. After a



situation has been handled, analyze it, learn from it, and then put it aside. If you still feel angry after you have dealt with a situation,

use that anger constructively to clean your office, or let it propel you out the door for a Work on your sense of humor. Research tells us that laughter is a proven method for dispelling stress and feeling better about the world. If things are getting

heavy for you right now and you can't find

much to laugh about, try renting a comedy

or watching your favorite comedian.



Have a support team. This is based on the idea that controls are only needed when there is a deviation from

set' standards. In this way you focus on unacceptable problems rather than try to monitor everything. However, don't use this method if difficulties are hard to spot, a single error could be significant, or the employee is inexperienced.

In order to decide whether you need to deal with a difficult person or not, ask yourself the following questions:

Determining Your Involvement In deciding whether you want to proceed with a difficult conversation, there are some things to consider.

Is this person important to me?

Is this relationship important to me?

Has this happened before?



other people?

Does this bother me or

Can I invest my time?

If you answer "no" to any of the five questions, we recommend that you remove

yourself from the situation, either temporarily or permanently.