Reduce Stress While Getting Along With Difficult People

Topics
1. Manage Stress
2. Exercise
3. Reduce Food Cravings
4. Getting Along with Difficult People

1. Stress
- Positive and negative stress
- Work related stress
- Type A and B personalities

2. Exercise

Nutrition
3. Reducing food cravings
Five Brief stress reduction techniques
Breathing exercises
Progressive muscle relaxation
Autogenic Training
Visual Imagery
Mental Hypnosis

Science behind stress reduction techniques
Passive observation
Letting go of control

Depression to Happiness

4. Getting Along With Others

Rational Thought

Anatomy of Emotion
Amygdala
Three Levels of Communication
- Content
- Emotion
- Power

Negotiation
- Which way do you face them?
- Marriage Encounters
- 10 Point system

Conflict Resolution
- Creativity to Promote Team Building and Mediate a Dispute
- Getting Along With Others at Work
- Strategic Thinking for Problem Solving

What Situations Arise at Work?
1.

Parallel Thinking
- Facts
- Positive Thinking
- Creative Thinking
  - Reversal
  - Juxtaposition
- Negative Thinking
- Emotional Thinking
- Overview

Utilizing Creativity to Promote Team Building and Mediate a Dispute
What Does Comedy, Creative Thinking and Problem Solving have in Common?

**Reversal**
- Jokes
- Credit Card Companies and Creativity
- Health Insurance Companies and Creativity
- Ketchup Bottles and Creativity
- Preventing Crime with Creativity
- Problem Solving at Work

**Juxtaposition**
- Stop Highway Drivers From Going the Wrong Way
- Making Money on Post Office Stamps
- Research

**Goal # 2**
- Getting Along with Others at Work

**Reversal**
- Flying Car
- 1964 New York Expo
- Who will buy the first video phone?
- Let’s Stop Crime
  - Food vendors leaving violent demonstrations
  - Grandmothers wearing hoodies
  - Philly cops rewarding positive behavior
- Let’s Apply This to Work

**Lateral Thinking & Creativity**
- Creativity While Talking or e-mailing
  - Influenced by who you are talking to or e-mailing

**Let’s Get Along with Others**
- Why Are Co-Workers Different?
  - animal kingdom
  - 60/40 Rule
Dolphin Training

- Group Dynamics
- Let everyone taste success
  - teachers teach differently to students they perceive as slow

Fighting Fair to Avoid Arguing

Wisdom of Serenity

- Accept the things we cannot change
- push the pause button
  - what is my purpose here?
    - play a mental chess game in your head
    - raise awareness of what hasn’t worked in the past

How to Handle Anger

- ?

Become a Problem Solver

- Deal with the underlying emotion

Use Steve Covey’s Rule

- Seek first to understand
  - detach and observe
  - remove the blame factor
  - leave ego at the door
Choose an energy that is congruent with your purpose

- Underlying Meaning Behind Fear
- They are afraid
  - we will not listen
  - we will not understand the seriousness of their problem. We won’t value what they say
  - we win they lose
  - we will blame and criticize them

Change Your Perspective

- They are frightened not frightening
- Threatened not threatening

- Replace their fear with …
  - Awareness
  - Compassion
  - Love?

The Angry Employee or Customer

- Recognize that their anger is usually a symptom of:
  - Hurt
  - Fear
  - frustration

Connecting to Them

- Feel what they say and then respond
- If they say they are frightened
  - make eye contact
  - touch their hand or shoulder if appropriate
  - i know this must be scary

How to Stop your Amygdala from Firing

- Empathy Phrase
- Why are they being so difficult?

Empathy and Mirror Neurons

- What is empathy?
- Mirror neurons in a social situation
- Monkey see monkey do
- Have empathy for customers and employees
Goal #3
- Using Strategic Thinking for Problem Solving

Frame/Risk/Choice

Framing/Risk/Choice

Changing Behavior
- Antecedent
- Behavior
- Consequences

Assertiveness Training
- Trying to change someone’s behavior?
- Stick to factual descriptions of what they've done that’s upset you
- Avoid labels or judgments

The Virus Theory of Personality
- Someone is loud and obnoxious and controlling
  - You withdraw because you have no defenses
- 2 years later you meet another loud and controlling virus
  - now your antibodies for action take over
  - you have seen this infecting personality and have now developed a defense
Replace But With And

End Complaints Instantly
- Agree
- Apologize
- Act

Thank people for complaining
- Agree
- Apologize
- Act
- Appreciate

Mind Reading

Two Types of Mentality
- Fixed
- Growth

Humor
- It’s more than making a joke
Contact Information

www.joelweintraub.com
www.healthhumor.com
610–825–2179