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Event

Member Webinar

Dealing with Difficult Behaviours
10am



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About Me

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Agenda



- Recognising different types of aggressive behaviour
- Understanding the triggers and underlying causes
- Staying calm and professional in challenging situations
- Setting boundaries and using assertive communication
- De-escalation techniques for tense conversations
- Looking after your own wellbeing after difficult interactions





Anger V's Aggression

How to recognise
Aggression....


Why Do People Become Aggressive?

When a person ;

- Is more aggressive by nature.
- Has gained from previous aggressive behaviour.
- Is frustrated
- Feels threatened or powerless.
- Expects to be confronted/treated with hostility
- Is witnessing others behaving aggressively around them.
- Feels justified in being angry.

Behaviours that can encourage/exacerbate aggressive behaviour

- Adopting a patronising attitude.
- Using jargon.
- Humiliating or talking down to someone.
- Telling individuals they are wrong to feel/behave as they do.
- Trivialising a person's problems, worries or concerns.



How to recognise the
signs of unreasonable
behaviour

3 categories

- Angry
- Negative
- Arrogance

How to Cope

1. Angry

1	Show them that you are not easily intimidated. They will respect you more if you are assertive. They may even be testing you. Aggressive people have low tolerance for passive behaviour
2	These people tend to love a fight and the experience of winning. They will be less adept at confronting you if you remain calm yet assertive
3	Stick to facts, steer away from opinions, however small, give them no reason to pick up a new argument because that's their favourite hobby
4	Stop them from speaking over you. If they do so while you are speaking keep repeating their name until they respond. Don't shout over their voice however
5	Repeat the same point if necessary to be sure they focus their thoughts
6	Try playing back what they have been angry about, it shows that you are taking them seriously. 'I can see that you are upset right now because of this situation but maybe we can offer you an alternative'
7	Sometimes it's best to let them vent their anger and then have your say. They may surprise you and become reasonable once their tantrum is over

How to cope

1. Angry

8	Don't be afraid to admit to a mistake
9	Maintain eye contact
10	Remain calm, if you mirror their anger at any point you will only raise the temperature

How to cope

2. Negative

1	Take their complaints seriously
2	Ask a lot of open ended questions so that they must be specific about their complaint
3	Pay attention to them: they may feel that they have to complain to get the attention they feel they did not get and/or deserve
4	Remain neutral until you have gathered all the facts. Listening does not mean that you agree with what they are saying but it puts you in a strong position
5	Acknowledgment and flattery will go along way with a complainer
6	Never stop ask questions

How to cope

3. Know it all/Arrogant

1	Don't undermine them
2	Acknowledge their expertise/knowledge. Everyone likes to feel that their opinion counts. By being seen to take on board what you are being told you gain useful leverage in expecting that your expert knowledge will be listened to also
3	Don't interrupt, their egos demand attention
4	Even when they are at their height, respond with a friendly warm manner, you don't want to mirror them and appear arrogant yourself

Dealing with Aggressive People

- Show them that you are not easily intimidated. They will respect you more if you are assertive. Aggressive people have low tolerance for passive behaviour
- Remain calm – don't mirror them it will only escalate the situation
- Stick to facts, steer away from opinions, however small, give them no reason to pick up a new argument
- Stop them from speaking over you. Don't shout over them or continue to talk if they start shouting/raising their voice.
- Sometimes it's best to let them vent their anger and then have your say. They may surprise you and become reasonable once their tantrum is over and you will get through getting the information you need to discover.

Dealing with Aggressive People

- Repeat the same point if necessary to be sure they focus their thoughts
- Try playing back (paraphrase) what they have been angry about/what they are saying . It shows you are listening and also can show how they are behaving.

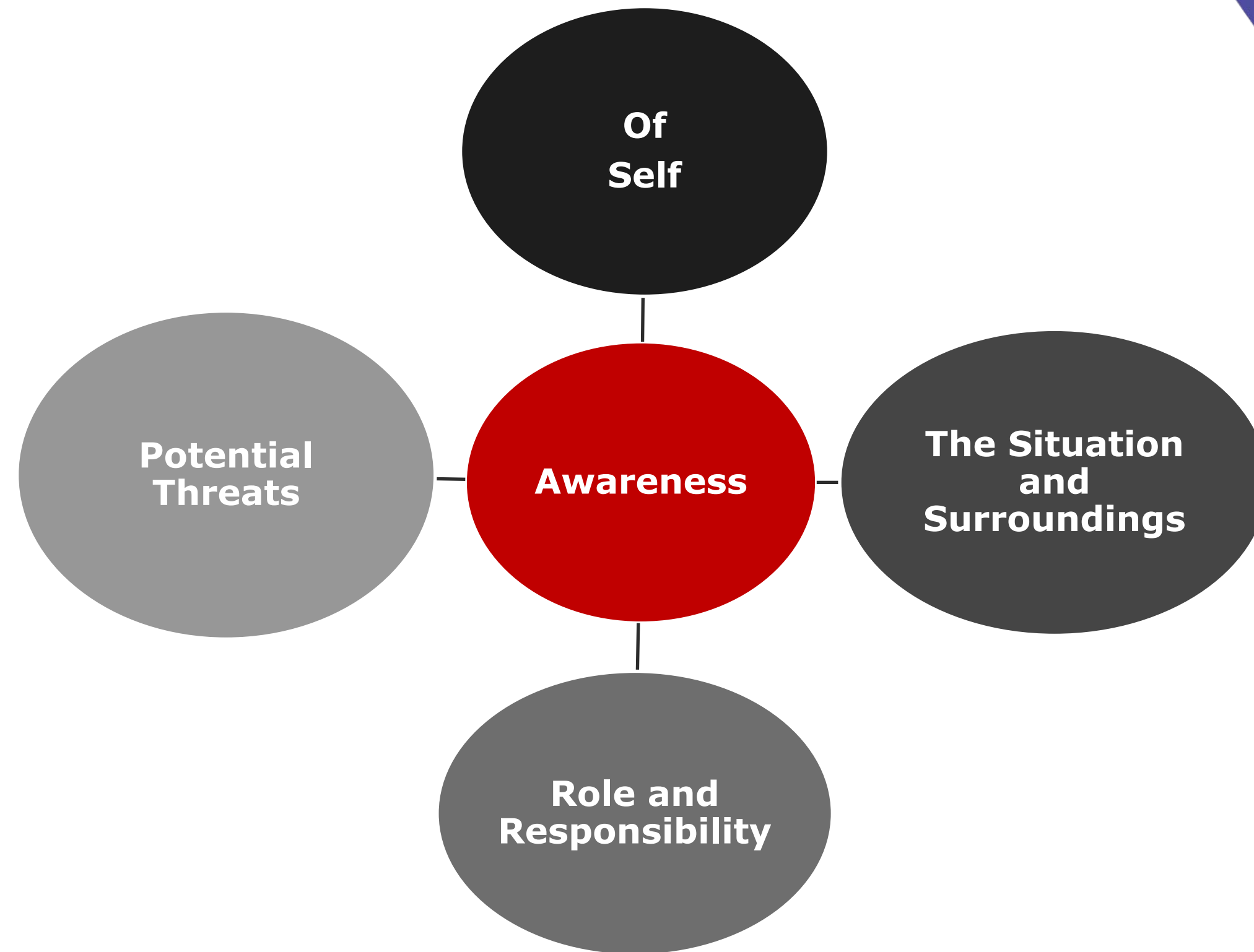
Key Things to Consider when Dealing with Aggressive Behaviour

Be self-aware

- Be aware of your own emotions and behaviour and control your response.
- Be aware of your own triggers and 'tipping point'
- Knowing your personality and style of communicating means you can better assess and deal with the situation

Remain objective

- Don't take it personally
- If possible, try to depersonalise the problem for the other person as well. This will help them to understand that they are frustrated at the issue itself, rather than towards you.



Activity



Choose a previous altercation/situation

Discuss each awareness stage and how to put this strategy in place.

Think of the de-escalating strategies and how they could work in this situation.

What are the benefits?

What problems could you face?

Building & Enhancing your Personal Resilience

What is Personal Resilience?

- The ability to perform under pressure
- Bounce back from difficult circumstances and overcome Setbacks
- Its being able to strive for balance and harmony
- Understanding and being able to play to the strengths of our personality
- Resilience is a skill set that can be learned and acquired so that situations work for you rather than against you

Exercise – CUSP Framework



Control
Uncertainty
Support
Pressure

Recap



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QUESTIONS & ANSWERS?

Ask Away.

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