

••• TurboTips To Grow The Potential of Your People •••

The Five Toughest Behaviors to Deal With in the Work Environment -- And How to Deal With Them

THE NAYSAYER

How to Recognize:

- Uses the phrase “This won’t work because . . .”
- Generally critical of anything new or different.
- Plays the role of “Devils Advocate”.



Rx: • Sanction the “Devil’s Advocate Role

- Do a “Plus/Delta” on each idea
- Have data to support your ideas (Do your homework!)
- Agree first, then offer your opinion [i.e., “You’re right; that didn’t work the last time we did it; however, by learning from our mistakes, why don’t we try this . . .”]

THE STORM CLOUD

How to Recognize:

- Uses the phrase “You won’t believe what happened this time...”; “I knew it wouldn’t work...” or “Yes, but...”
- Focuses on the negative side of everything.
- Brings a bad attitude to the work environment.
- Constantly gripes or complains; pessimistic.



Rx: • Refuse to get “sucked in”. (Eleanor Roosevelt’s quote)

- Use Personal Empowerment Triggers [+ self talk]
- Remember the AC/DC Continuum (Accept/Cope or Decide/Change)
- Surround yourself with “white light”; armor
- choose to be positive! Be the model!

THE LONER

How to Recognize:

- Uses the phrase “I’ll do it myself.”
- Doesn’t participate in team activities.
- Won’t share information unless specifically asked; generally noncommunicative.



Rx: • Recognize the preference of “Reflective, Introspective

- Give info, agenda, questions ahead of time to prepare
- Try non-threatening, low involvement first
- Focus on strengths
- Be specific in clarifying expectations as “team player”

If dogs could talk, perhaps we should find it as hard to get on with them as we do with people! (Karel Capek)

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THE KNOW-IT-ALL CONFRONTER

How to Recognize:

- Uses the phrase “I know...” or “My experience says...”
- Uses credentials, age, service time, professional status, etc. to argue a point.
- Challenges others; hesitant to listen to opposite points of view.
- Wants center stage; gets defensive when challenged.



- Rx:**
- Use the “Radar” technique [Make them think it’s THEIR Idea!]
 - Build bridges, focusing on meeting their agenda [“Here’s a way we can both win...”]
 - Acknowledge their status (AKA “Sucking Up!”)
 - Listen first, and ask a lot of questions.

THE “WALK THE LINE” PERFORMER

How to Recognize:

- Does exactly what is required — but not one bit more.
- Pushes rules to the limit — tests authority.
- Uses all sick leave; drains the enthusiasm and initiative of others.



- Rx:**
- Be very clear about your expectations and consequences
 - Use good feedback techniques, and follow through on discipline
 - Be sure your expectations are realistic.
 - Look for a “rallying goal” — motivational/purpose
 - Ask them what it would take to get them excited about work
 - Note: It may be more beneficial use of your energy and time to focus on inspiring the rest of your team, as long as this person is performing at required minimum.

Observe people when they are angry, for it is then that their true nature is revealed. (The Zohar)