

Speaker: Greta Grosch



Staying Sane On the Job

Conquering Workplace Frustration

Stress : The confusion created when your mind overrides your body's basic desire to choke the living daylights out of some jerk who desperately deserves it.

Over 35 % of office workers have considered leaving their job because of their colleagues irritating habits.

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With Greta Grosch

Staying Sane On the Job . . .

- Office Etiquette
- Communication
- Conflict Resolution
- Leadership

AUDIENCE PARTICPATION

OFFICE ETIQUETTE

Being aware of what others want.

Improv Scenes

Rethink the boundaries of appropriate behavior.

Formality of the workplace

Co-workers OR Friends

First names

Rules of decorum

Consideration

Atmosphere of family

Rules

Casual Friday

Manners

Courtesy

Professional Behavior

The Golden Rule

Think

RESPECT

THE GOLDEN RULE.

Treat others as you would like to be treated.

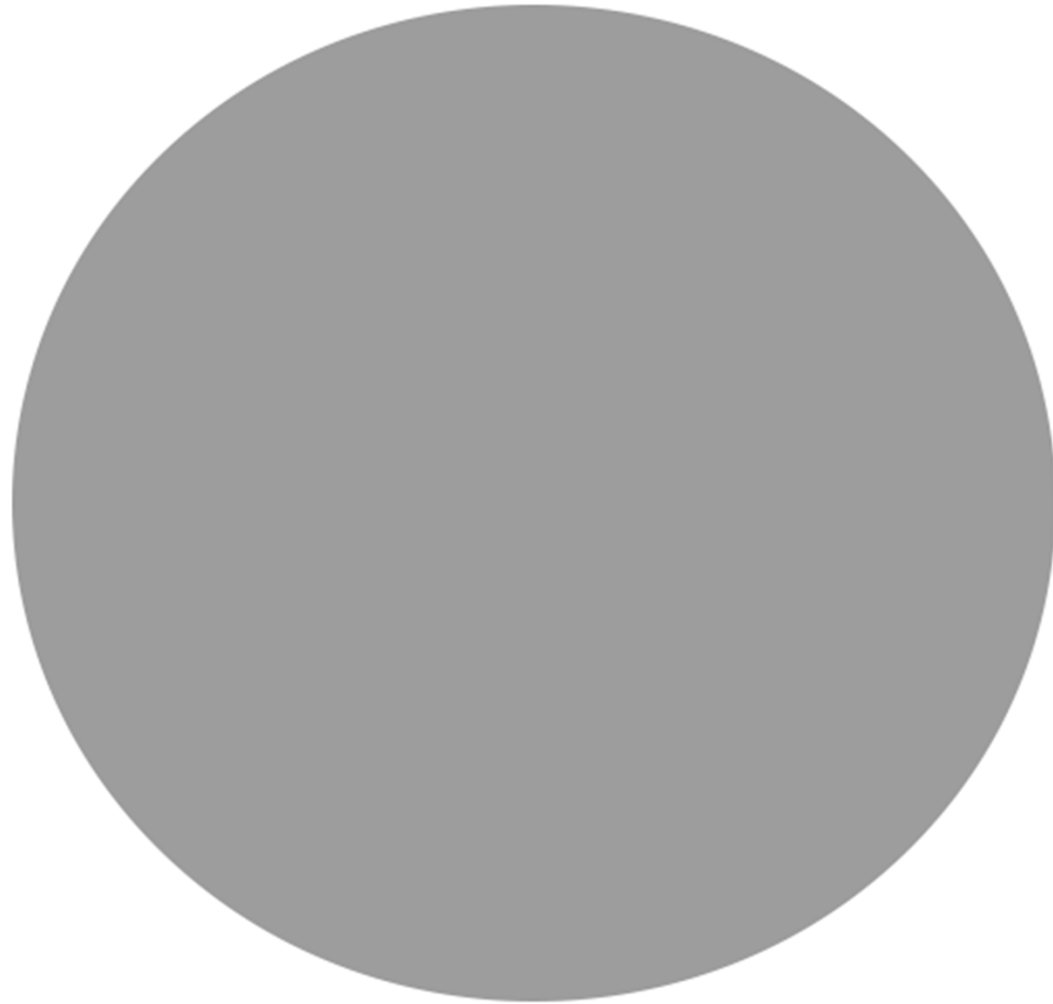
COMMUNICATION

How to say and get what you want.

Effective *(Purposeful)* Communication

- Listening
- Non-Verbals - includes eye contact/tone of voice.
- Obstacles??
- KNOW THYSELF.... What's your communication style?

Language From the Center/Edge



CONFLICT RESOLUTION

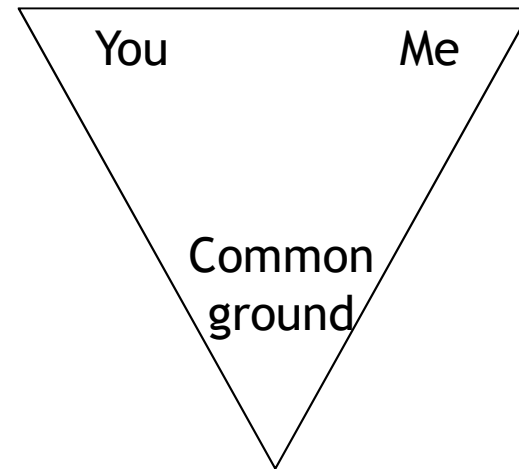
How to figure out what you BOTH want.

Conflict

- Fight vs. Flight
- Bargaining: Win or lose
- Authority/Power

Conflict

- Fight vs. Flight
- Bargaining
- Authority
- Triangle Talk:
 - Know what you want
 - Know what they want
 - Find a common ground



Conflict

- Fight vs. Flight
- Bargaining
- Authority
- Traps/Obstacles
 - Me first
 - You first
 - Emotions
- Triangle Talk:
 - Know what you want
 - Know what they want
 - Find a common ground

PERSONALITY TYPES:

- SHERMAN TANK
- SNIPER
- COMPLAINER
- CLAM
- SUPER AGREEABLE
- KNOW IT ALL
- STALLER

PERSONALITY TYPE

- A. What motivates them? Why are they behaving this way? Where is this coming from?
- B. How can you redirect them? What are some things you could say to them? How should you respond?
- C. What are their strengths? How can you learn to appreciate them?

LEADERSHIP

**The art of getting someone to do something you want
because THEY want to do it.**

LEADERS

NEED FOLLOWERS



LEADERS

Positional - noun

Recognized - verb

TOP-DOWN LEADERSHIP MODEL



WHERE'S THE LEADER?



**The question is not,
“Will you be a leader,”
but rather,
“What KIND of leader will you be?”**

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