



CHANGE YOUR FOCUS  
CHANGE YOUR LIFE

# Relationship Reinforcement in the Workplace



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## Cross Oprah Winfrey with Tina Fey and Silver Rose appears!

**Silver Rose** specializes in working with organizations that want employees who look forward to coming to work, and with individuals who want work that they love. She has devoted the last 20 years to the study of the impact of optimism in the workplace. During that time she has worked with numerous organizations committed to fully utilizing the resources of their employees and creating a competitive advantage in their marketplaces. Silver's customized programs combine timely information with humor and fun to produce results. Her track record of success in Human Resources has made her the "go to" expert in the field of business/employee relationships.

Her background includes five years in marketing & sales management for two of the top computer diagnostic software companies, 10 years in human resources including as Vice-President of Sales & Marketing for Decision Toolbox, Inc., and amateur work in the field of stand-up comedy (she is often called upon to emcee events). In 1998 she founded Silver Rose Enterprises, LLC, a human resources educational company focused on healthcare, public sector and the hospitality industry.

Silver has worked with clients across a wide spectrum of industries. Client companies have included Wells Fargo, Kaiser Permanente, Best Western, Golf for Cause, and SRP.

Public sector clients include the National Association of Workforce Development Professionals, the City of Phoenix, the Carl T. Hayden VA Medical Center, the City of Santa Ana, the California Workforce Association; the State of Maryland; Maricopa County, Northern Arizona Council of Governments; Contra Costa County WIB, Indiana University School of Continuing Studies, and the American Society of Certified Public Managers.

She writes a weekly educational column for clients entitled, **Change Your Focus/Change Your Life** and has three published books of humor including her favorite, **Women Who Joke Too Much**. Her most recent book is **Change Your Focus, Change Your Outlook**. She is a member of the National Speakers Association (NSA); Fast Friends Forum (F3), and a founding member of the Women's Chamber of Commerce. She was awarded the Dale Carnegie Award for Highest Achievement and named an Outstanding Young Woman of America. She served on the Branch Board of the Boys & Girls Clubs of Metropolitan Phoenix since from 2003-2009.

Her proudest accomplishment is having successfully raised her daughters, at-risk teens she adopted from the California Foster Care system at ages 12 and 15.

Happily at work on her 5<sup>th</sup> book, Rose is committed to all individuals having work that causes them to say, **"Thank God it's Monday!"**

## Facilitation Services for Retreats, Project Planning or Consensus Building

### PROGRAMS OFFERED

#### Getting Others to Do What Needs to Be Done—WILLINGLY!

- Module I Taking the Sting Out Of Change
- Module II Motivating Others to Think For Themselves
- Module III How to Critique Without Condemning
- Module IV How to Show Appreciation Effectively

#### How to Maintain Composure Under Stress

- Module I Change is Inevitable, Suffering is Counter-Productive
- Module II Managing Emotions on the Job
- Module III Attitude – How to Make Yours Positive
- Module IV Using Appreciation to Improve Customer Service & Teamwork

#### Effective Communication in the Workplace

- Module I Tools and Techniques to Avoid Conflict
- Module II Surviving Busybodies, Bullies, & Boors
- Module III Yours, Mine or Ours? Clarifying Roles and Responsibilities
- Module IV Team-Building Using Professional Communication

**Full-Day Workshops** (all 4 modules)  
**Half-Day Workshops** (2 modules of your choice)  
**90-Minute Programs** (1 module of your choice)


### SILVER ROSE




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**Purpose  
of the  
Workshop:  
To Develop  
an \_\_\_\_\_  
Plan**


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1. Relationship building is a \_\_\_\_\_ you can learn
2. We \_\_\_\_\_ people how to treat us.

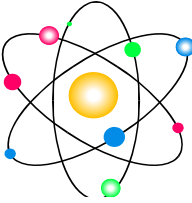
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**Power now comes from  
your network.**

Thomas Friedman,  
*The World is Flat*



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**Law of  
Attraction:  
You get what**

\_\_\_\_\_

\_\_\_\_\_

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**When you \_\_\_\_\_  
\_\_\_\_\_ to  
something, you are  
asking the Universe,  
“Could I have that,  
please?”**



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**Heed Your  
Internal  
Coach**




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**Listening to your  
Emotional  
Messengers**



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**Meet them  
where \_\_\_\_\_  
\_\_\_\_\_ (not  
where you  
\_\_\_\_\_  
to be.)**



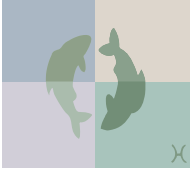
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**Be most interested in  
finding the best way,  
not in having your  
own way.**

Coach John Wooden

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**Learn to separate  
the \_\_\_\_\_  
from the \_\_\_\_\_  
\_\_\_\_\_ (including you!)**




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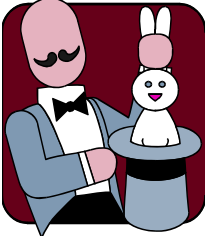
**Ask yourself, "Is this  
any of my  
business?" If the  
answer is "no,"**

\_\_\_\_\_!  
\_\_\_\_\_!



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**Question  
your \_\_\_\_\_.**





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**Court of Law Rule:**  
If you could not  
prove it in a court of law,  
you \_\_\_\_\_!



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### When it Gets Personal

- Don't \_\_\_\_\_; keep calm.
- Get specific examples by asking \_\_\_\_\_.
- Summarize and clarify.
- \_\_\_\_\_ the attacks - they're just trying to pick a fight.

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### Take the Offensive

- Indicate your positive intent - "I'm committed to working this out."
- Be specific about the behavior. - "When conversations take on an angry tone..."
- Describe the impact of the behavior ("I" statements) - "I feel disrespected."

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### Anticipate Typical Responses

- If they minimize - "It's important to me. Please respect that."
- Tries to transfer blame (your feelings are *your* problem) - "I agree so please let me state them so we can move on."

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### Anticipate Typical Responses (cont'd)

- Shuts down - won't communicate. - Ask a question and then \_\_\_\_\_

Wait for an answer.




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Responding  
vs






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## Body Language



\_\_\_\_\_ stance  
Nod head  
Hands are important


- Honor personal space
- \_\_\_\_\_ to create affinity


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## LB's \_\_\_\_\_ & NT's \_\_\_\_\_


\_\_\_\_\_


### How to use them as communication tools




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## Don't \_\_\_\_\_ over the \_\_\_\_\_




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## Don't \_\_\_\_\_ \_\_\_\_\_



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## Don't pretend to know something. Ask for clarification.



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## Develop a Sense of Humor (starting with yourself)





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### Specific Challenges

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### Busybodies, Bullies & Boors - Survive Without Surrendering



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### The Hidden Gift Behind Cynicism and Negativity



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### Complainers

- Feel helpless - make them part of \_\_\_\_\_.
- \_\_\_\_\_ for their main points.
- Clarify.
- Shift the focus to a \_\_\_\_\_.
- Show them the future.
- If none of this works, draw the line.

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### Tips & Techniques for Handling Interrupters:

- \_\_\_\_\_ & come around your desk
- Set a \_\_\_\_\_
- Schedule an \_\_\_\_\_
- Have a clipboard for messages
- \_\_\_\_\_ in order to work on projects

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### Reasons People Get Upset/Angry

- No one is \_\_\_\_\_
- Indifference
- Unfulfilled expectation
- \_\_\_\_\_
- **HUMILIATION** (due to any or all of the above)



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### Dealing With Aggression

If you tend to be passive:

Passivity invites aggression.  
Interact in a way that feels  
\_\_\_\_\_ to you.

This stops \_\_\_\_\_.

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### Dealing With Aggression

If you tend to be aggressive:

Be careful about \_\_\_\_\_.

Physically, \_\_\_\_\_.

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### Cooling Down an Upset Person

1. Give him your full \_\_\_\_\_
2. Listen, and \_\_\_\_\_ listen.
3. Acknowledge his frustration.
4. Restate your understanding
5. \_\_\_\_\_ with sincerity.
6. Tell him what you \_\_\_\_\_ do.

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### Phrases to Lower the Heat

#### NO

- I don't know what you're talking about
- Why didn't you...?
- I can't do that.

#### YES

- Let me make sure I \_\_\_\_\_
- Here's how I \_\_\_\_\_ help...
- \_\_\_\_\_ I CAN do...

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The key is to  
focus on what  
\_\_\_\_\_ can control



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### List 1-2 Action Steps

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# Toxic People

By Silver Rose

One of my coaching clients (we'll call her Genevieve) called for advice on how to respond to an email from her granddaughter that seemed mean-spirited to put it mildly (she read it to me.) The gist of it was the girl's accusation that Genevieve had wrongly taken sides against her in a family dispute. This was followed by a long laundry list of all the other things her grandmother had done (or neglected to do) over the years.

My client, being all-too-human had written an angry and defensive response but had the good sense to call before sending it.

Reading between the lines, it was pretty clear that the granddaughter was in emotional pain. I suggested to Genevieve, a church-going woman who wanted to do the right thing, that she rewrite her email and begin by acknowledging the girl's hurt: "I can tell you're in pain and I'm sorry if I had anything to do with it."

Genevieve called me the next day to excitedly report that it had worked! Her granddaughter responded with a much nicer email. My client's knee-jerk response would have resulted in more bile. Instead, her granddaughter poured her heart out.

One of the most important things to keep in mind during contentious situations is that **hurt people hurt people.**

It's much too easy to dismiss toxic people as jerks (or other colorful names). In reality, no one becomes toxic voluntarily anymore than you would deliberately contract the flu. Toxicity takes hold when an individual is continually hurt by others over a long period of time. Genevieve's granddaughter had been hurt and was doing her best to make sure it didn't happen again. Toxicity is always a tool of self-protection. "If I'm cynical and negative, then I have control. No one else can hurt me." In its purest form, it is a type of self-mutilation. Instead of physically cutting themselves, toxic people adopt poisonous attitudes before anyone else has a chance to strike at them. And this poison makes them very sick.

Workers and managers often ask me what to do about toxic employees. There are, of course, a wide variety of ways to interact—some effective and some not. Keeping in mind that "hurt people hurt people" is a good start. It doesn't *excuse* behavior; it helps you to understand it.

## Slogan on a T-Shirt:

**You cannot hate someone whose story you know.**

Once you understand the behavior of a troubled soul, you are not as inclined to hit back. After all, if someone was physically hurt and crying you wouldn't respond by *kicking* them—you would look for some way to help. That same spirit, when applied to toxic people often results in a calming of turbulent waters.

Remember, you get more of what you focus on. If, when a toxic person verbally attacks, you focus on creating a war, a war is what you will get. Instead of a counter-attack, you can remain calm and say, "I don't let people talk to me that way so let's discuss this when we can be calmer." And then remove yourself from the situation.

Ironically, those who have the most trouble with toxic people have had lots of hurt in their own lives. Like attracts like and timidity is the flip side of aggression. It's no accident that toxic people single out the timid. If your response to being hurt was to become timid, you are more likely to attract bullies who responded to hurt by becoming aggressive. They despise weakness in others because it reminds them of their own. Bullies and their victims—the dance of hurt. That's why the only way to stop bullying is to stand up for yourself because once you do, you are no longer alike and the Law of Attraction makes sure they don't bother you anymore.

The very best anti-toxin is to do everything in your power to be in a good mood. Positive moods are the equivalent of bug repellent to toxic people. And you won't even need a protective mask to administer it.

September 19, 2008