

MANAGING YOUR REACTION TO

COLLEAGUES WHO ANNOY YOU!



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Is there someone at work who really gets your goat?

You might be unfortunate enough to work with the world's most annoying person, but it's more likely that they're an ordinary person who just has some behaviours that don't match with your (and possibly your other colleagues'), values and behavioural expectations.

At this point, some of you may be screaming 'But X really is the worst person in the world'.

Of course, there are some behaviours that most of us find annoying, but we all play a role in how much we allow other people to annoy us.

So, next time you feel steam coming out of your ears, take a breath and then ask yourself the questions on the following page.

A handwritten signature in blue ink, reading "Julie".

Julie Smith
Coach and Director
Pressurevalve™ Ltd

The questions to ask yourself

- 1. I feel angry/annoyed now but is my level of wrath justified by the incident?** (i.e. what X just said, did, or didn't do).
- 2. How would it sound if I described the incident (accurately and honestly) to someone else? Would it sound silly? Would I seem to be over-reacting?**
- 3. If someone described the incident to me, what would I recommend they do?**
- 4. What are all the possible motives behind X's behaviour?**

(E.g. someone who constantly talks about their own achievements might actually have very low self-esteem and be seeking reassurance. A manager who doesn't delegate may be trying to protect his/her team from over-load, not because s/he doesn't trust them to do a good job).
- 5. Do I secretly get some enjoyment out of being annoyed and complaining to colleagues? Am I using dislike of one colleague to bond with others? How would I feel if that was me?**
- 6. What benefit is there to me in continuing with this anger/annoyance?**
- 7. What harm is there to me in continuing with this anger/annoyance?**
- 8. How much does X's behaviour really matter in the grand scheme of things?**

**Still need some help managing your reactions?
Read on to see how I can help.**

Coaching

If you are really struggling to work with someone, coaching will help.

Working together on a one-to-one basis, I'll help you identify what triggers a negative reaction in you, how you can manage this reaction and how you can change your response into the one you want to give.

For more information email julie@pressurevalve.co.uk or visit www.pressurevalvecoaching.com

Personality assessments and workshops

A level of workplace conflict is natural. You could respond by running away and hiding, or wait until things get so bad that conflict resolution processes are required, but I'd recommend Everything DiSC® Productive Conflict instead. It's a personalised report, which (as a Certified DiSc Trainer), I'll help you to explore in a coaching session. If you're someone who avoids conflict, you may not believe me, but conflict can be productive, ultimately improving workplace results and relationships.

If you'd like a sample report just email julie@pressurevalve.co.uk putting 'Productive Conflict Report' in the subject line.

If you'd like the opportunity to learn more about: your responses to conflict situations, how other people respond to conflict, plus strategies to work more effectively when you have a different opinion to colleagues, then this is for you.

Everything DiSC® Productive Conflict is also great when used with team workshops, get in touch if you'd like to discuss how it could help your team be more effective and productive.

**Read on to learn what other people say
about Everything DiSC® Productive
Conflict -**

Here's what coaching clients have said after we used the reports in coaching sessions:

'Based on my experience I would highly recommend DiSC. The questionnaire was simple and didn't take too long to complete. The resulting insights into my character were uncanny and have helped me to understand myself and my preferred (and less preferred!) working styles better. Julie guided me through the DiSC process and enabled me to digest the results successfully through thought provoking coaching techniques. I have applied my learnings from the DiSC process in my day-to-day working life since then and it's been very useful to me'.

Business Analyst

'I was possibly more sceptical than most at the prospect of being reduced to a set of personality traits. The results and report however were surprisingly in sync with my own view of myself, and instead provided a welcome catalyst for self-reflection in the work context. This allowed me to appreciate not only how my characteristics and tendencies come across to colleagues, but also how they may clash with those fundamentally different to me. It was a worthwhile exercise and provided a useful lens through which to view workplace interactions and consider methods for improvement'.

Fundraising Officer

'I found my DiSC experience insightful, and it has certainly helped me to modify aspects of my behaviour. I was a little wary at first and I must admit there were parts of the report that made uncomfortable reading... But it resonated, and not only with me – it helped me better understand members of my team and our interactions. With Julie's guidance, this was and continues to be a very useful tool in my professional (and personal!) development'.

Policy and Parliamentary Lead

