

WAYS TO NAVIGATE DIFFICULT OFFICE DYNAMICS



Office dynamics can be challenging to navigate. Difficult people can come in many forms, including coworkers, bosses, or clients. These individuals may have different working styles, personalities, or values, making it hard to communicate and collaborate with them. However, creating a positive work environment requires effort from everyone involved. One of the first steps to working with difficult people is to understand their perspective. Try to put yourself in their shoes and see the situation from their point of view. In addition, try practicing the skills listed below.

THE POWER OF BOUNDARIES

Boundaries help to establish clear expectations and guidelines for how individuals should interact with one another in the workplace. They help to prevent misunderstandings, conflicts, and other negative outcomes that can negatively impact the work environment. Workplace boundaries include:

- sticking to clear start and end times
- not responding to work emails after work hours
- respecting others' privacy
- refraining from gossiping or spreading rumors
- avoiding inappropriate or offensive language or behavior



ACTIVE LISTENING

Try to listen to the other person's point of view and understand their perspective. Active listening can help you avoid misunderstandings and reduce tension. It means paying attention to not only their words but also their tone, body language, and any underlying emotions they may be expressing.



CHECK YOUR EMOTIONS

It is important to remain calm and composed, even when dealing with difficult people. Avoid reacting emotionally or getting defensive, as this can escalate the situation. Instead, take a deep breath and try to find a solution that works for everyone. It may also be helpful to take a break or step back from the situation.



FIND COMMON GROUND

Look for areas of agreement or shared goals. This can help you build a rapport with the other person and find ways to work together more effectively. One way to achieve this is by identifying shared interests, hobbies, or goals. This helps break down barriers and create a sense of camaraderie among the team.



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