The Growth Company

Confrontation & The Workplace Bully

Dr. Lynne Curry

The Growth Company

Presents

Handling Verbal Confrontations and the Workplace Bully

With Dr. Lynne Curry

Session Theme:

Recent draft legislation in multiple states and countries addresses the issues raised by the workplace bully.

This session addresses:

- ✓ The bully dynamic
- ✓ False assumptions
- ✓ Traps to avoid
- ✓ Strategies for keeping your cool
- ✓ Strategies to offer your clients

The presenter regularly provides services to law firms (expert witness work; third party investigations, mediation, teambuilding and staff training).

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Understanding the bully

- What truly matters to a bully?
- Why is a bully so self-absorbed and aggressive?
- Does s/he care about other people?

A bully is the center of his/her own universe

- How a bully lies about or views his/her anger
  - I'm angry because you screwed up."
  - "I always express anger rather than bottle it up."

- Dealing with a bully assumption
  - Assumption: Others will help
  - Reality: Others will run for cover
  - Strategy:

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Learn the bully traps to avoid

- Bullies hope you'll make mistakes
- Avoiding reality
- Apologizing for or defending
- Arguing
- Becoming angry
- Pleading
- Giving in
- Taking a bully's words at face value
- Responding to phony issues
- Trying to appease
- Stooping
- Isolating

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Handling Yourself

Proactive--not reactive

Instinctive reaction: overwhelmed, “fear, anger”

Left Hemisphere *logic* *reaction* Right Hemisphere

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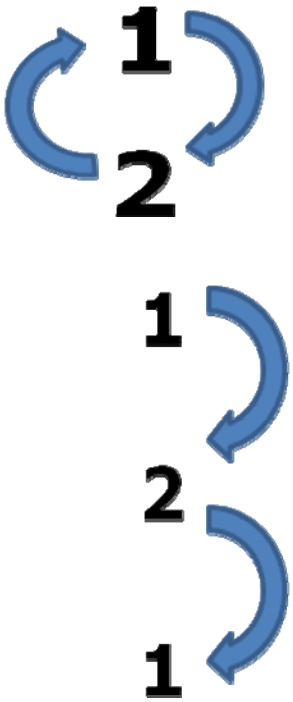
Handling On-coming Energy

Match



Reverse Match

1. Breathe + pause

- ☑ L + R
- ☑ Unhook from an in-kind match

2. Ground yourself

- ☑ Alternate or dual focus

3. Choose the energy you send

- ☑ Approach dictates response
- ☑ Your reaction give you a “gut sense”

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Move back to neutral & think on your feet!

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Commit to handling yourself, the situation and the bully

a) Ground yourself

b) Even if emotional, act at ease

c) Smile and posture

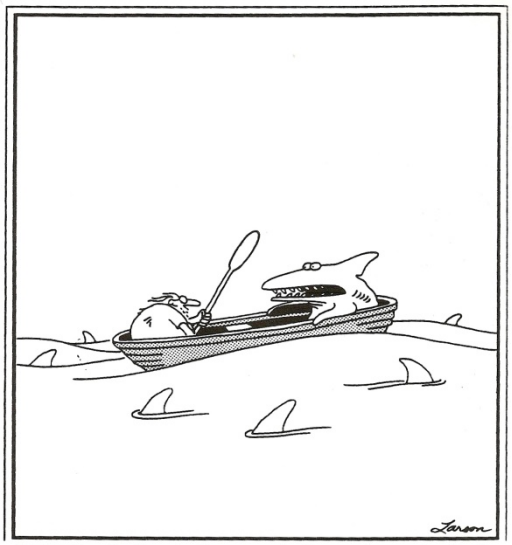
d) Straight-forward and direct

e) Respond to attacks by asking questions

f) Ignore the tone and address the issues

g) Don't over-talk

h) Leave if you've gone as far as you can



"OK. I'll go back and tell my people that you're staying in the boat, but I warn you they're *not* going to like it."

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LYNNE CURRY

Biographical Sketch: Legal Aspects of Management and Law Firm Services

As President of The Growth Company, Inc., a management consulting and personnel training firm, Lynne Curry, Ph.D. has more than 25 years experience in training, consulting and managing and hold her SPHR (Senior Professional in Human Relations).

Dr. Curry regularly provides neutral third party investigative services in the areas of sexual harassment, fraud, union/management relations, and other workplace issues. She has completed several hundred investigations

Dr. Curry has been retained 9 times as an expert witness, deposed 4 times, and testified once at trial in cases equally balanced between plaintiff and defense work. Her expertise is called on in cases involving sexual harassment, downsizing, management response, age and sex discrimination, wrongful discharge, overtime, grievance channels and many more issues.

Dr. Curry has done presentations and work for Alaska Academy of Trial Lawyer, Alaska Association of Legal Administrators, Alaska Bar Association, Alaska Legal Assistants, Anchorage Paralegal Association and more than twenty law firms.

Dr. Curry has provided over 35,000 training and consulting sessions to board members, managers, supervisors and employees of more than 3,000 organizations in Alaska, Texas, Oregon, Washington, Mexico, Florida, New York, Arizona, Connecticut, California, Hawaii and the Pacific Northwest.

Dr. Curry regularly provides mediation services to attorneys and clients interested in settlement. She has successfully, from both parties' standpoint, mediated more than 200 cases. Dr. Curry's mediation style has been described as professional, objective and impartial.

Dr. Curry has also successfully facilitated and trained hundreds of sessions on the legal aspects of management, sexual harassment, preventing discrimination complaints, handling work performance problems and discipline, hiring and firing, and the Americans With Disabilities Act of 1990.

Dr. Curry has authored three books, Managing Equally & Legally (McFarland & Company, 1990), A Supervisor's Desk Manual on Performance Appraisal and Won By One.

A successful business columnist, Dr. Curry is published in the Tri-City Herald (Washington), has been published since 1985 in The Anchorage Daily News, and previously in the Anchorage Times and the St. Petersburg Times (Florida). Her articles have been featured in more than 100 publications, both state and nationwide, including Entrepreneur, Alaska Business Monthly, and Supervision.

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