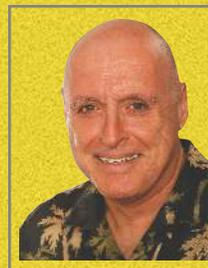


THE EXTRA POINT

BY JERRY ROBERTS



838 Dealing With Toxic People in the Workplace – Part 2

More today about dealing with toxic people in your workplace. I'm Jerry Roberts, let's get to the bottom line about the mindset you must have. That's coming next, on The Extra Point.

Yesterday, in Extra Point #838, we gave three keys to protecting yourself against toxic people. Those three are: 1) Reduce your exposure to toxic people. 2) Avoid tangling with them.

They'll drag you into the mud and try to keep you there. You see, they like it, you don't. If you stay, they win. 3) Don't be reactionary, shoring anger and frustration, giving them their reward when they push your buttons.

Toxic people can make your job intolerable. I'll state that right up front. They can, but only if you let them. One of my favorite quotations of all time came from former First Lady Eleanor Roosevelt. If toxic people have been getting the best of you, what I'm going to tell you needs to be printed and put on your desk, in your car, on your bathroom mirror, and anywhere else you spend considerable time.

Mrs. Roosevelt said: "No one can make you feel inferior, without your consent."

It's not just the toxic person who's bringing you down, it's you who are providing the assist.

4. When criticized, consider the source. If somebody is pointing out my mistakes or perceived weaknesses, and it's a family member or friend, someone who's interested in my success, then I'm all ears. I want to know what they've seen or heard.

However, if this is a person who has been a constant irritant, why would I care what they think? "Hey Jerry, I saw something you did that could be real bad, and I was so surprised." My reply would be, "Thanks for thinking of me. I'm super busy right now and can't stop, but

send me a message with the details and I'll check on it. Thanks again." Every time they try to bring it up, I'll still be super busy, etc.

To sum up on this point, if the opinions of other people are necessary for you to feel good about yourself and your capabilities, make sure you choose the right people.

5. Some folks may not like this one. Cut back on coffee and soda pop, and get more sleep. Here's the lowdown. Caffeine triggers the release of adrenaline, the chemical that gives you the "fight or flight" response. If someone is being a jerk at work, you're much more likely to challenge them if you're working on a heavy stream of caffeine.

I've spoken about sleep many times. Simply, the better rested you are, the more emotional intelligence you will exhibit, and the less you'll be impacted by stress. Put these two benefits together — less caffeine and more sleep — and you can better maintain a positive frame of mind.

If what I've suggested the past two days doesn't work in discouraging a toxic person from bothering you, go to your supervisor and lay out the details. That should put a stop to it.

That bottom line I mentioned earlier...factor in the opinions of those whom you respect and who truly care about you. Never mind the rest. As Eleanor Roosevelt said, they can only do so if you let them.

That's The Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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