



How to Spot a Jerk at Work

It's no secret that jerks can be a real pain to work with no matter the day or the season. Although we may blame others for being jerks, it's possible that **you** (possibly unknowingly) may be the jerk. Not everyone is aware of their jerkish behavior and to make you aware, below are 10 surefire ways you can become a jerk. Hopefully this will prevent you from becoming one.

- 1. Communicate via email 100% of the time** — I get it, COVID-19 has us all practicing social distancing to mitigate the spread of the virus. But it doesn't mean that we need to communicate with our colleagues and clients via email all the time. Heavy reliance on communicating via email makes you less prepared to handle conflict or handle crucial conversations. You may miss out on tone, context and body language—all vital to comprehension and relationship building. Since communicating face to face with clients will be few and far between in light of the Coronavirus pandemic, consider using video technology such as Webinars, SKYPE or Zoom to meet with your clients or colleagues. This is especially useful when addressing sensitive issues with clients or colleagues and reassures them that you value their relationship.
- 2. Lack perspective when communicating with others** — Failing to see things through another point of view makes it difficult to find common ground. Especially during the Coronavirus outbreak, we need to practice perspective to understand what others are going through and how we can help them during this crisis.
- 3. Do not solicit others feedback** — Failing to solicit feedback from your peers, colleagues, or clients makes it difficult to fully understand how your behavior and emotions affect others.
- 4. Never taken a personality test** — Not being aware of your personality and behavior makes it difficult to understand your working style and others working style.
- 5. Don't think, instead, act impulsively during conflict** — Failure to assess the situation, and analyze, before you act will lead to impulsive, regrettable decisions.
- 6. Fail to recognize yours and others' emotions and behaviors** — This lack of awareness makes you come off as unapproachable, disinterested, or someone with a poor attitude.
- 7. Failure to create a safe environment** — Lacking an environment where colleagues and clients are empowered to offer ideas, add value, ask questions, and express concerns causes tension, fear, and distrust.



8. Lack generational awareness — Failing to understand the types of generations you work with and adjust your working style contributes to toxic work environments, misunderstandings, stress, unhappiness, loss of clients, and employee turnover.

9. Do not actively listen — Failing to listen intently with your full attention leads to conflict, resentment, frustration, and low morale. It also demonstrates a lack of respect to the person talking to you.

10. Do not use social skills as a necessary job skill — Lacking social skills leads to poor communication, productivity, performance, morale, and increased conflict.

How do you spot a jerk at work?

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About the Author

Eric Williamson, author of *How to Work with Jerks*, professional development consultant, and President/CEO of Tailored Training Solutions, LLC, has a vision of success that is inherently different than most. With two decades of real-life, hands-on, in-the-trenches experience in both public and private sectors, Eric has worked with companies and institutions, both large and small, including Connecticut College, Maryland School of Nursing, Maryland Department of Labor, and the Society of Human Resource Management (SHRM).

Through his experience, Eric has learned that success is not about good grades, high IQ scores, or climbing up the corporate ladder. Eric believes that no matter how talented, gifted, or experienced, and no matter what role we serve or title we carry, our level of success is not measured based on the work we produce; it is measured based on the relationships we build. To that end, he works with organizations to build successful leaders by building stronger customer and workplace relationships.



Eric is available to present customized in-person, online, and hybrid trainings for your organization. Visit his website at TailoredTrainingSolutions.com for scheduling details.