



I am not arrogant.

**I'm just a lot better
than you.**

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HOW TO WORK WITH:



You are in the right place if

You're a CIO

You're a senior leader

You're a director or manager



Here to help



GAME PLAN/ AGENDA



Diffuse tense situations and mitigate conflict



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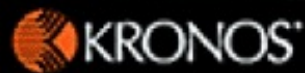
RECOGNIZE A JERK AND PREVENT FROM BECOMING ONE YOURSELF

TIME WELL SPENT™

YOU KNOW, THERE ARE EASIER
WAYS TO INSTITUTIONALIZE TRUST
THAN "TRUST FALLS?"

LIKE WHAT?

UH, GUYS?
GUYS?!?



marketoonist

Workforce Innovation That Works™

KRONOS.COM/TIMEWELLSPENT

BUILD
RELATIONSHIPS
BEFORE YOU
NEED TO





What is a jerk?

- Identify the signs, behaviors, or characteristics
- Describe the impact they have on co-workers and the workplace

Work Jerk Definition

{NOUN}

SOMEONE WHO DOESN'T USE
SOCIAL SKILLS AS A
NECESSARY JOB SKILL

5 REASONS WHY PEOPLE ACT LIKE JERKS



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INCOMPETENCE

STRESS



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OVERWHELMED

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LEARNED BEHAVIOR

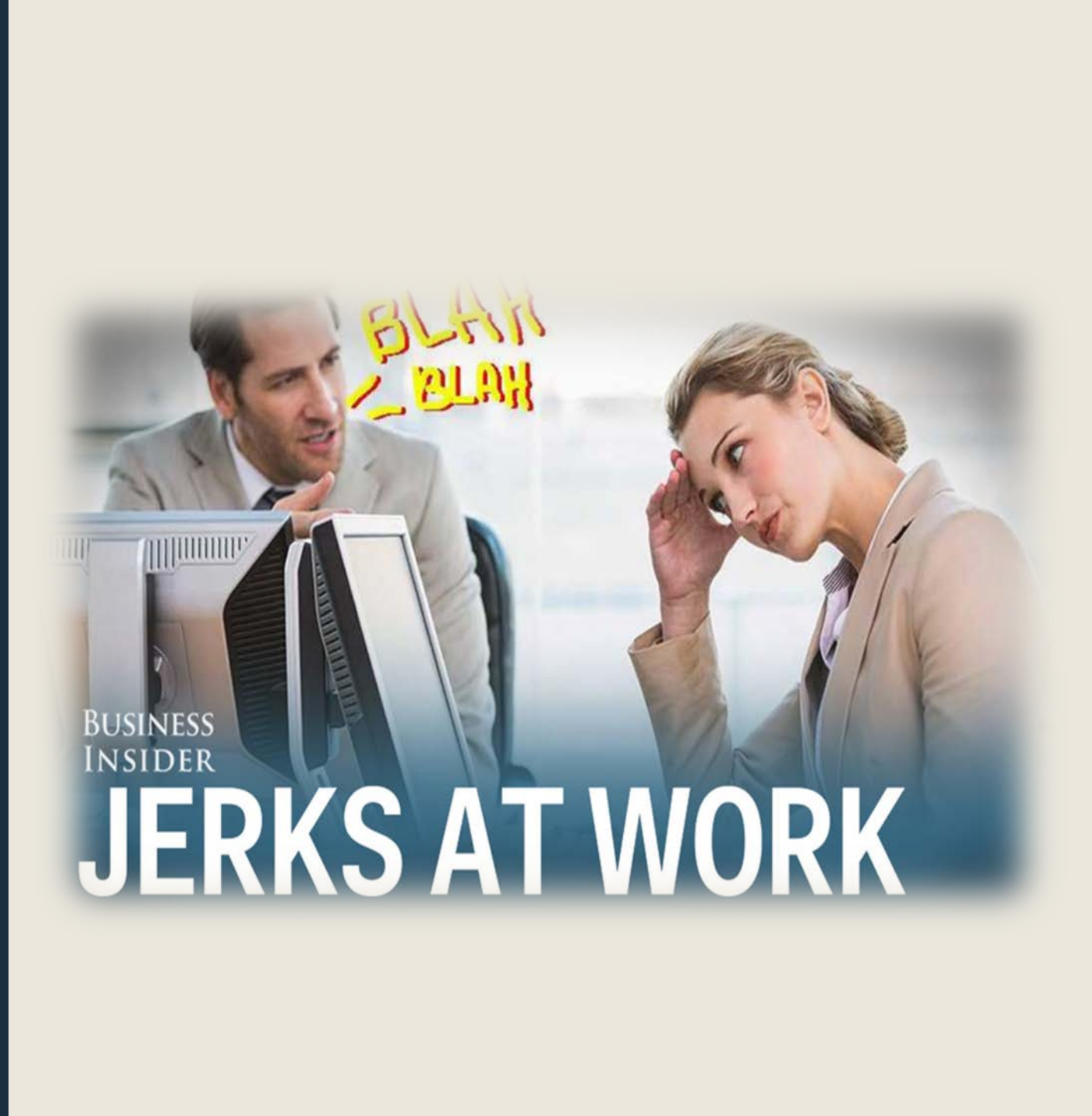
FEAR



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Myths (deadly because they *SEEM* true)

1. Better to avoid
2. Better to quit
3. It's all good, no jerks exist!
4. HR will save the day
5. I can handle it on my own
6. Jerks are bad people



Unaware



Don't Care



Darn
Right!



JERK?



A clock face is shown in the background, with numbers 8, 9, 10, and 12 visible. A dark blue rectangular overlay covers the center of the clock. The text "MISTAKE #1" is written in white, bold, sans-serif font across the middle of the overlay. The clock hands are dark blue, and the center of the clock is a dark red circle.

MISTAKE #1



MISTAKE #2



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MISTAKE #3

Expert Jerk



Jerk Expert



“No matter what role you serve or title you carry, success in the workplace is not based on the work we produce, it’s based on the relationships we build.”

Recognition



Ask for informal feedback



Ask what, not why



Think Regularly/ Write in a journal



Take a personality test

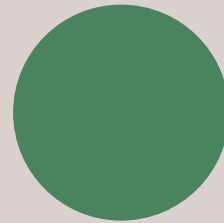
“ERIC HAS HELPED ME BECOME A MORE CONFIDENT LEADER. IN ONLY 6 WEEKS OF WORKING WITH ERIC, NOT ONLY HAS HE GIVEN ME THE TOOLS TO MANAGE DIFFICULT WORKPLACE RELATIONSHIPS, HE ALSO HELPED ME TRANSITION FROM MY TOXIC WORKPLACE FOR A HAPPIER, MORE ENGAGING WORKPLACE.”

-JUDITH, SENIOR DIRECTOR

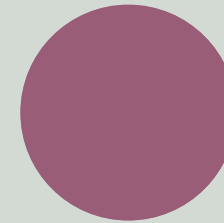
Empathy



CREATE A SAFE
ENVIRONMENT



EMPOWER, DON'T
MICROMANAGE



LISTEN,
UNDERSTAND,
VALIDATE

“ERIC BROUGHT AN AWARENESS TO THE IMPORTANCE OF BUILDING RELATIONSHIPS AND INTRODUCED STRATEGIES THAT HELPED US APPROACH CONFLICT IN A MUCH MORE MEANINGFUL WAY TO DRIVE CHANGE IN THE ORGANIZATION. ERIC’S STRATEGIES HELPED US HAVE A SEAT AT THE TABLE AND BE A PARTNER WITH THE BUSINESS SIDE OF THE ORGANIZATION.”

-MICHAEL, VP OF IT

How to be More Empathetic

1

Hold One-on-Ones

2

Be Emotionally
curious

3

Practice 3 Up, 3
Down

TRUST

TRANSPARENCY

CORE VALUES



RESPECT

COLLABORATION

ASSERTIVENESS <<----->> ASSERTIVE
UNASSERTIVE <<----->> ASSERTIVE



COMPETING



COLLABORATING



COMPROMISING



AVOIDING



ACCOMMODATING

UNCOOPERATIVE <<----->> COOPERATIVE
COOPERATIVENESS

CONFLICT STYLES

AAA Method

Assess

Assess the
Situation

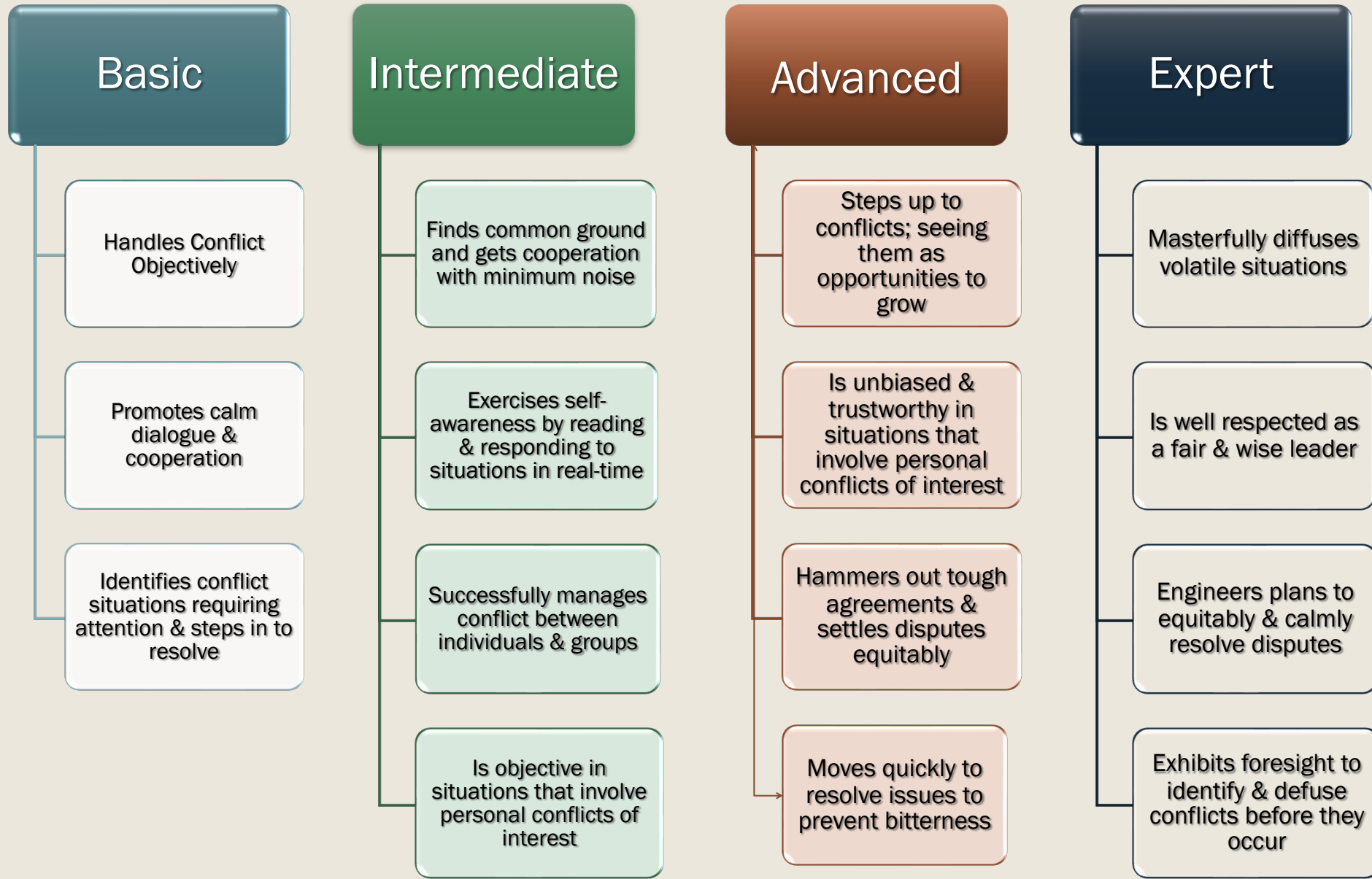
Analyze

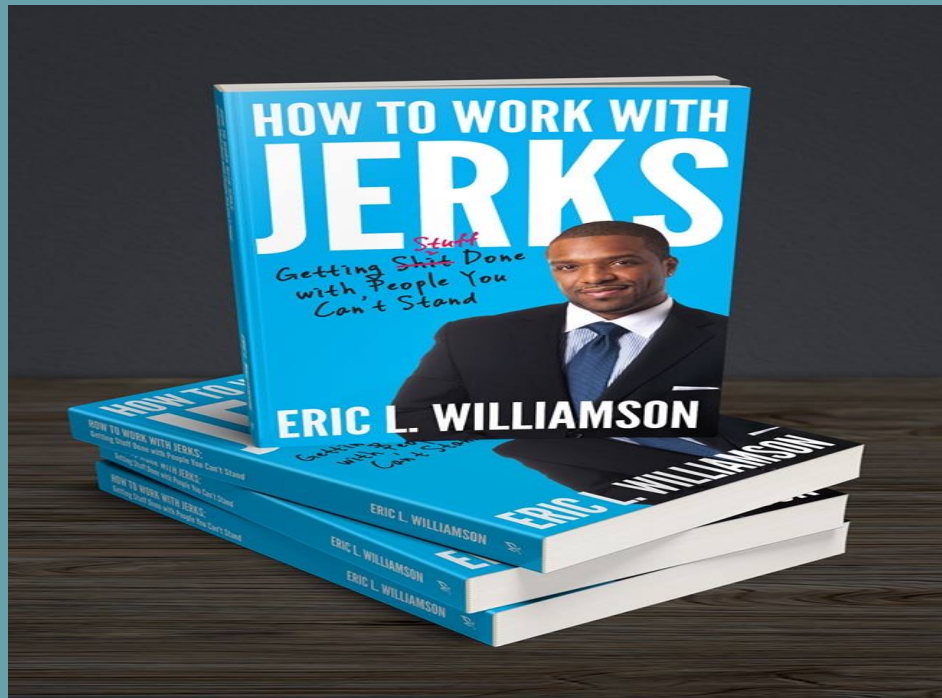
Analyze the
Situation

Act

Act with
Clarity

CONFLICT PROFICIENCY LEVELS





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