

AUSTRALASIAN FLEET MANAGEMENT ASSOCIATION

## Emotional Intelligence Series

Tuesday, September 28, 2021

### Part 1 Dealing with Difficult People

28<sup>th</sup> September 2021



AUSTRALASIAN FLEET MANAGEMENT ASSOCIATION

#### linking people & knowledge, creating outcomes



# Thanks!

#### Supporting our Fleet & Automotive Industries



### Actions speak louder than words





Smartfleet

fleet management, made easy















#### From which city/town are you participating from?





#### Lisa Panarello Founder & CEO Careers Advance

- Lisa is an empowerment coach and previously featured on the CBS Early Show.
- Born and raised in Brooklyn, her powerhouse programs have inspired more than half a million students, professionals and executives worldwide.
- For more than 17 years, she has been sought after by corporate, civic, educational, and non-profit institutions, including JPMorgan Chase, Novartis, the NYPD and NYU.

# DEALING WITH DIFFICULT PEOPLE!









Wordcloud poll



#### Describe a difficult person





















- ✓ GOVERN YOURSELF in the situation
- ✓ Seek to UNDERSTANDOTHERS
- ✓ BE OPEN to new ways TO INFLUENCE





# Avoid 'You' Phrases:

**YOU shouldn't have interrupted me** ✗ YOU'RE so condescending **YOU** never let me get a word in **YOU'RE always late** I can't rely on YOU



# Start with "I" Statements:

- "I was hurt when you said in front of management that I make too many mistakes"
- "I felt betrayed when you took credit for my work"
- "I lost focus when you interrupted my presentation"
- "I get frustrated when you talk so loudly I can't hear my customers"
- "I find it difficult to support our clients when you don't respond to my emails"





# **Phrases of Understanding**

- "I realize you didn't do that on purpose"
- "I get that you didn't mean it to sound that way"
- "I'm sure you were just excited"
- "I can see why you didn't think that would bother me"
- "I'm glad you shared that info; I realize why you did that now"

A total



# **Phrases of Apology**

"I'm sorry if I seem overly sensitive"
"I apologize if I misunderstood what happened"
"I'm sorry if I misjudged your intent"
"I regret that I have to bring this up"
"Forgive me for feeling this way"



## **Phrases of Compromise**

"I'd like to hear your viewpoint, and maybe we can find some common ground."

"Since we don't agree on why it happened, let's lay out the facts and come up with a solution we can both live with."

"Here's how I see the issue:\_\_\_\_. Here's how you see it:\_\_\_\_. Let's see where we can come together."



1 1 8



# Pay attention...

- Fidgeting = nervousness
- Lowered heads = embarrassment
- Frequent blinking = distress
- Furrowed brows = confusion
- Raised brows = surprise/disbelief
- Hands on hips = impatience
- > Arms folded = defensive/frustrated

...Adjust your approach



# **4 Steps to Resolution**

- 1. Calm yourself
- 2. Think before you speak
- 3. Stay objective
- 4. Focus on the behavior, not the person





# I don't like that man. I must get to know him better. Abraham Lincoln

# www.CAREERSADVANCE.org

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### Oct 22 @ 12pm

WED.

TUE

MON

SUN

THU

CALENDAN

SAT

BUSIN

# The Power of Saying NO!

CAREERS ADVANCE



### *Optional* Small Group Sessions

Professionals seeking to go deeper with their E.I. training for extended lifetime value can invest in the small group follow-up session option (maximum of 6 participants per session).

75-min virtual session includes:

- Two-science Behavioural Assessment (DISC / EQ)
- Comprehensive 21+ pg. report detailing behavioural/communication strengths and areas for improvement
- Open and confidential forum to share questions, thoughts, and concerns
- Personalized attention and recommendations for working through specific pain points
- Starting action plan from which to implement for professional and personal growth

#### Cost per person AUD \$350 excl GST

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# What's happening at AfMA?



AUSTRALASIAN FLEET MANAGEMENT ASSOCIATION





### That's a wrap!

- Attending Member Access to video recording
- 6 question survey
- Part 2 The Power of Saying **NO**

22<sup>nd</sup> October 2021 @ noon AEST

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