

Solutions

FOR PEOPLE IN THE WORKPLACE

“Reminders for Getting Along with (Almost) Everyone”

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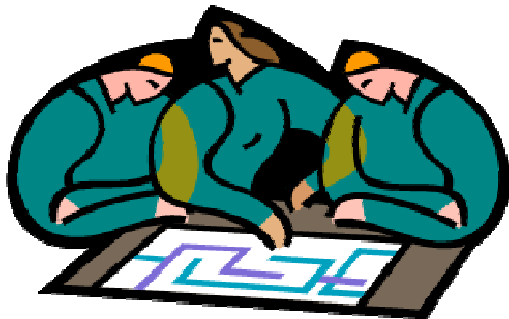
During this month we will look at a series of simple reminders to help in the ongoing challenge of effectively communicating with others, including those ‘difficult’ people that we all know at home or work.

At times it seems like some people are just... **plain** ... **JERKS!!**

Fortunately though, most people are not jerks. They’re just people, ordinary nice folks, pretty much like us.

What is more true, actually, is that just about everybody **acts** like a jerk... sometimes. Especially on a bad day. **And that includes us, too!**

So. . . if anyone can **act** like a jerk sometimes- including ordinary, nice folks like **us** - maybe others, even the most difficult ones, might not be all that bad... if we could just learn how to communicate with them.



Every human interaction involves **three truths**. Whenever we communicate there is always **your** truth, **my** truth and **the** truth to be spoken and understood. Whether we like it or not, none of us possesses “the whole truth”. Our personal perspective is the only one we can rightly claim. Most interpersonal conflicts stem from a) a simple misunderstanding from an incorrect assumption about the other party’s truth, or b) a control battle, wherein one or both parties wrongly assume they possess “the truth”.

After all, everyone knows what happens when we **‘ASSUME’** . . . ☺



“For the most part, most people are trying to do the best they can, most of the time.”

Few of us ever really want, or intend, to be ‘difficult’. More often, ‘being difficult’ with others is simply an unfortunate result of our misdirected efforts to take care of ourselves, to protect from real or imagined threats to our possessions, self-esteem or personal power. (After all, we know that sometimes the best defense *seems* to be a good offense.)

Could it be that, when we are being difficult, rather than trying to take something away from someone, or get something, we may actually be trying (sometimes desperately) to keep from having something taken away?

If that is true then, perhaps, one way in which we might make our interactions with other ‘difficult people’ more productive, and less volatile, is to try to remember that s/he may simply be trying to protect him/herself from harm. We need not to try to figure out what, why or how that may be. By simply carrying a basic level of empathy and understanding into any interaction, we are more likely to produce a better outcome or, at the very least, come away with a more positive outlook regarding our own management of the situation.

A Provocative Variation on The Serenity Prayer

“Grant me...

Serenity

To accept the people I cannot change,

Courage

To change the people I can,

And wisdom

To know that it is me (only).”

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