



3RAPTORCONSULTING
Difficulties in the Workplace

Because the workplace is composed of human beings, difficulties will arise. No matter how hard we try to leave our baggage at the door, keep our emotions out of the conversations, our humanness will creep in. Rather than worrying about how to prevent the difficulties which can arise, learn how to manage them.

As you enter work each day, take a minute to assess yourself. How are you feeling physically, mentally and emotionally? What stress do you have? What needs are unmet? If you take a minute to define where you are, name your challenges, and to make note of them, you will be able to control them. This method will allow you to separate your personal and professional lives, allowing you to be genuine and authentic, but not allow yourself to lash out. As you engage with people, try to understand where they are in that moment. What can you notice? Are they overwhelmed, tired, or hungry? What can you observe about them to help you navigate the conversation better?

When someone lashes out at you, rather than responding, take a minute to assess the situation, try to see what the other person's perspective is, and ask yourself what unmet needs they may have. Collect yourself and respond when you are ready. Never be afraid to tell someone you will have to get back to them. If this occurs infrequently with coworkers, give them the benefit of the doubt. If it happens regularly, then you will need to engage conflict management techniques.

It is never ok for you or anyone else to ever not feel safe in your workplace. Do not allow people to push you around or take advantage of you. Practice assertive communication and have prepared responses you can calmly give. As needed report incidents to HR, and if things do not get better, you may need to look for a new place to work.

Before things get too far out of hand, ask yourself if your words or behavior are contributing to the issue. Is there something you can change about yourself to make interactions better? Learning, growing, and adapting to situations will always ensure you put your best foot forward.