

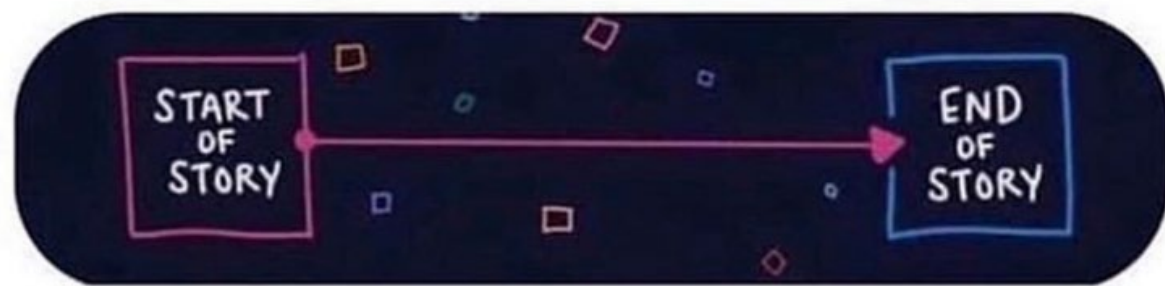
Tips on Working with People Who Aren't Working Well With You

Lynda Shely, Attorney

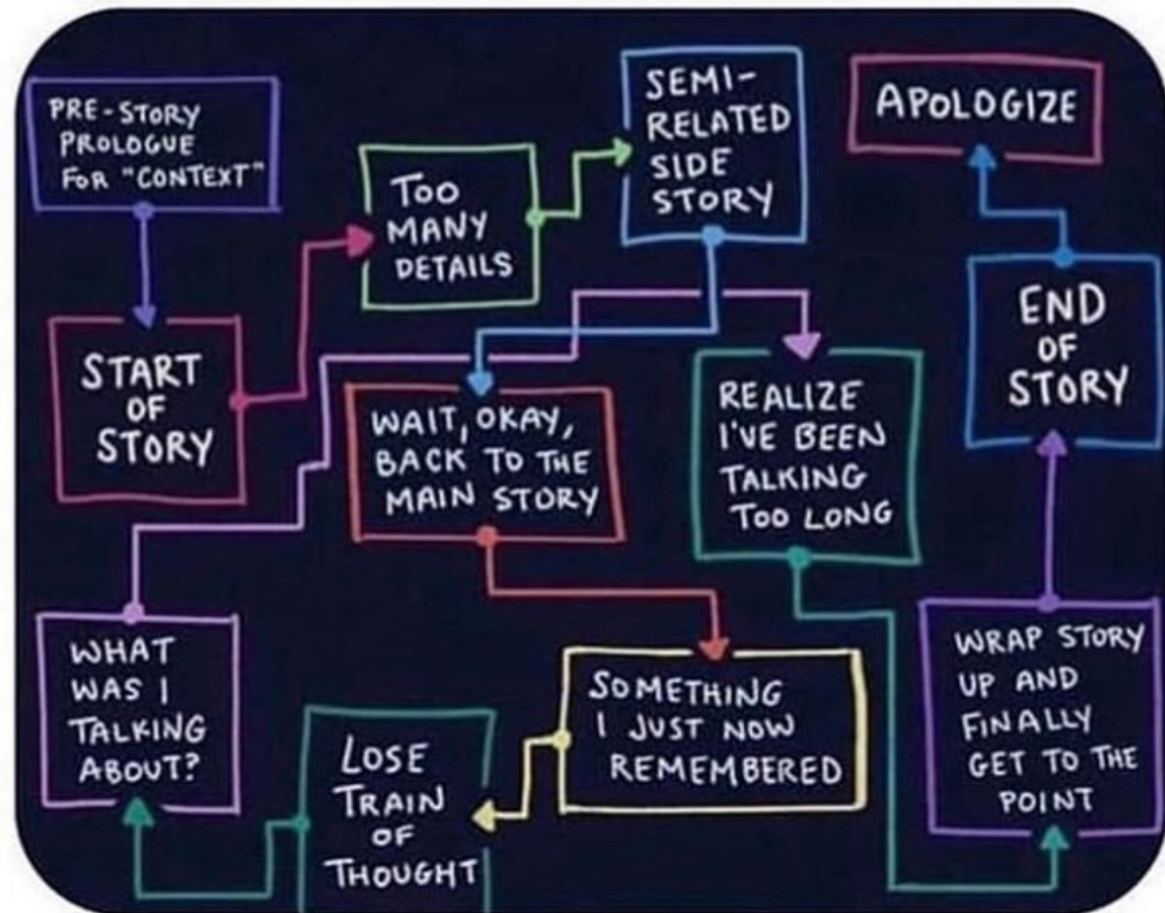
Denise Blommel, Attorney

December 16, 2022

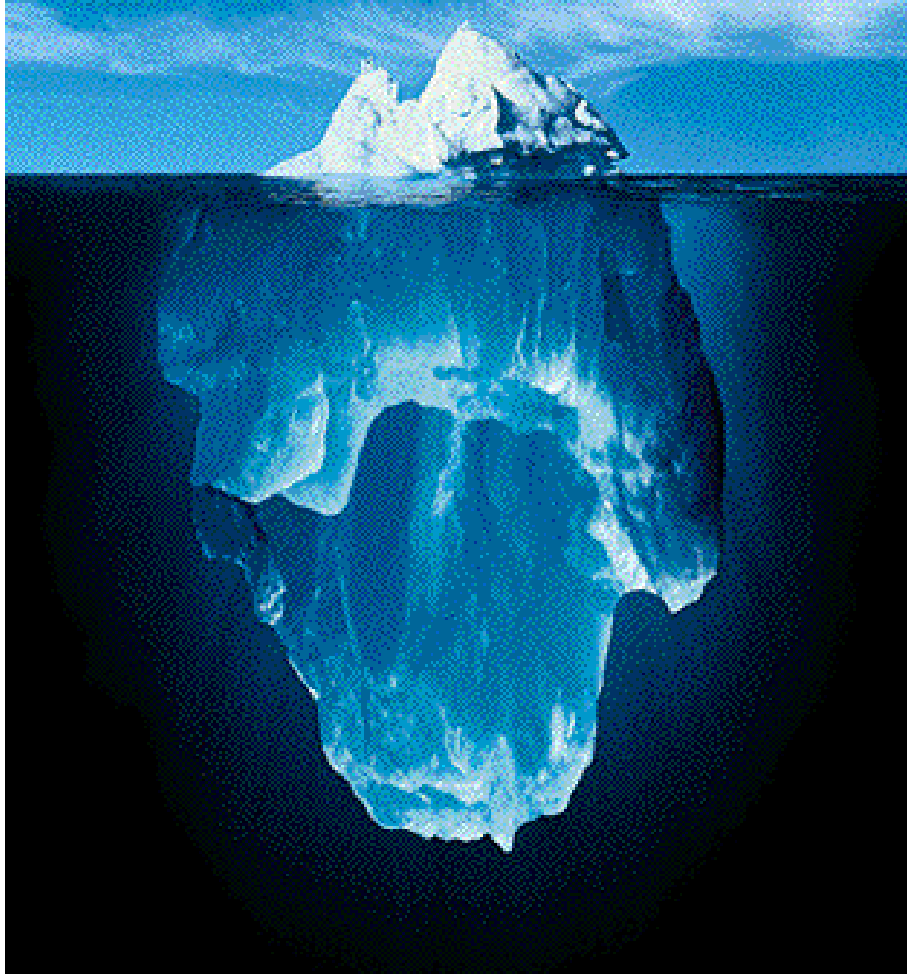
How a normal person tells a story



How I tell a story



The Iceberg of Conflict



Issues

Personalities

Emotions

Interests

Needs

Desires

Self-Perceptions

Self-Esteem

Hidden Expectations

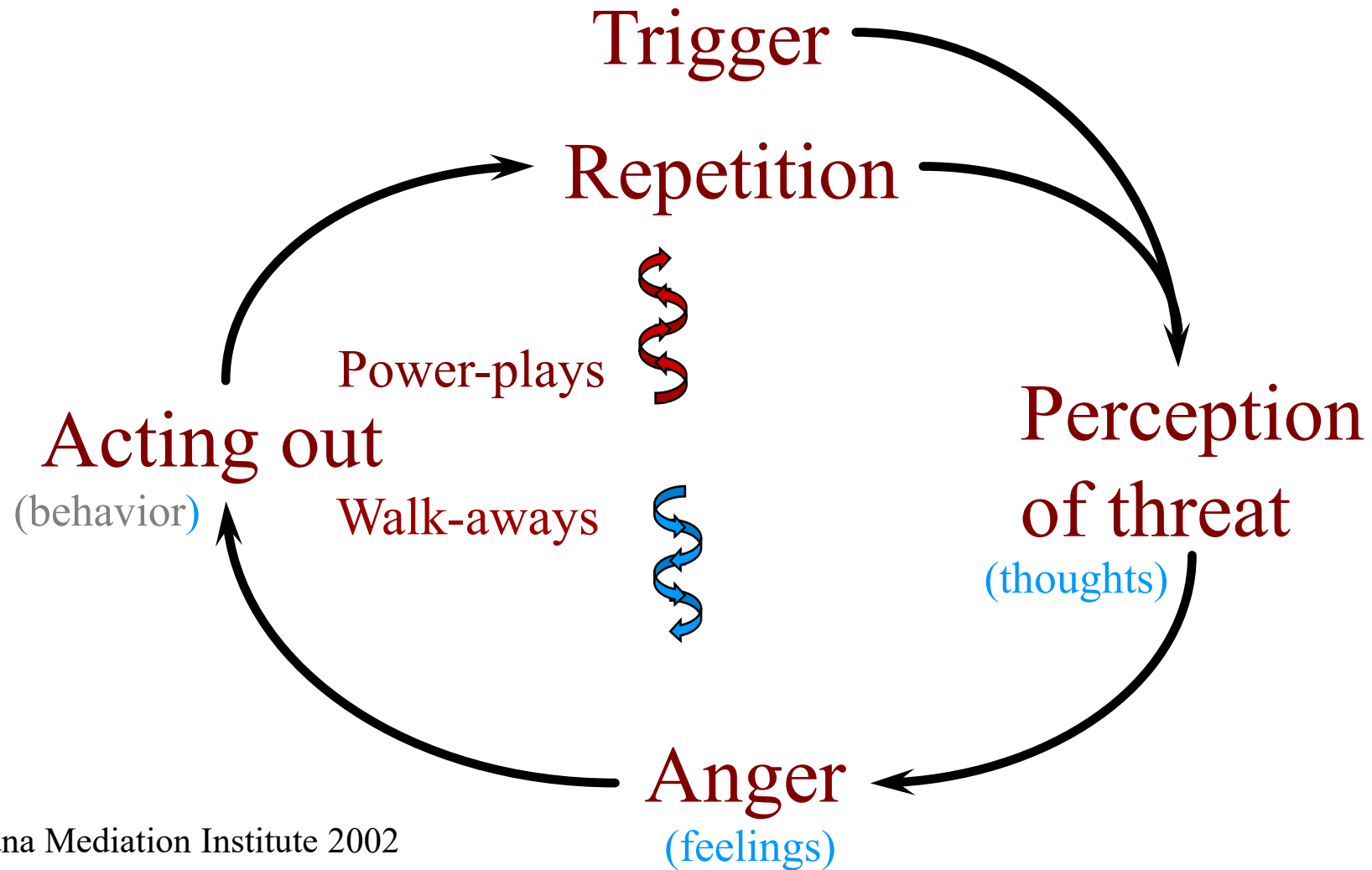
Unresolved Issues from Past

Cloke & Goldsmith

Angry People



Retaliatory Cycle



DEALING WITH ANGER

- Stop, breathe.
- Identify judgmental thoughts.
- Connect with your needs.
- Express feelings and unmet needs.

From Nonviolent Communication by Marshall Rosenberg

Managing Anger

- Discover underlying reason
- Share feelings and clarify expectations
- Ask questions
- Avoid offensive responses
- Ask for a time out
- Ask for help
- Apologize and start over

Cloke & Goldsmith, RESOLVING CONFLICTS AT WORK

Client Types and Tips

1. The Talker
2. The Angry Bear
3. The Weeping Willow
4. The Hesitant
5. The Torpedo
6. The Fragile Flower

Client Types and Tips (2)

7. The Ghost

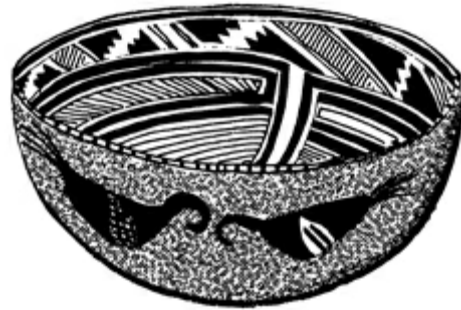
8. The Weasel

9. The Claim

10. The Midnight (e)Mailer

11. The Relentless

12. The Ingrate



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