

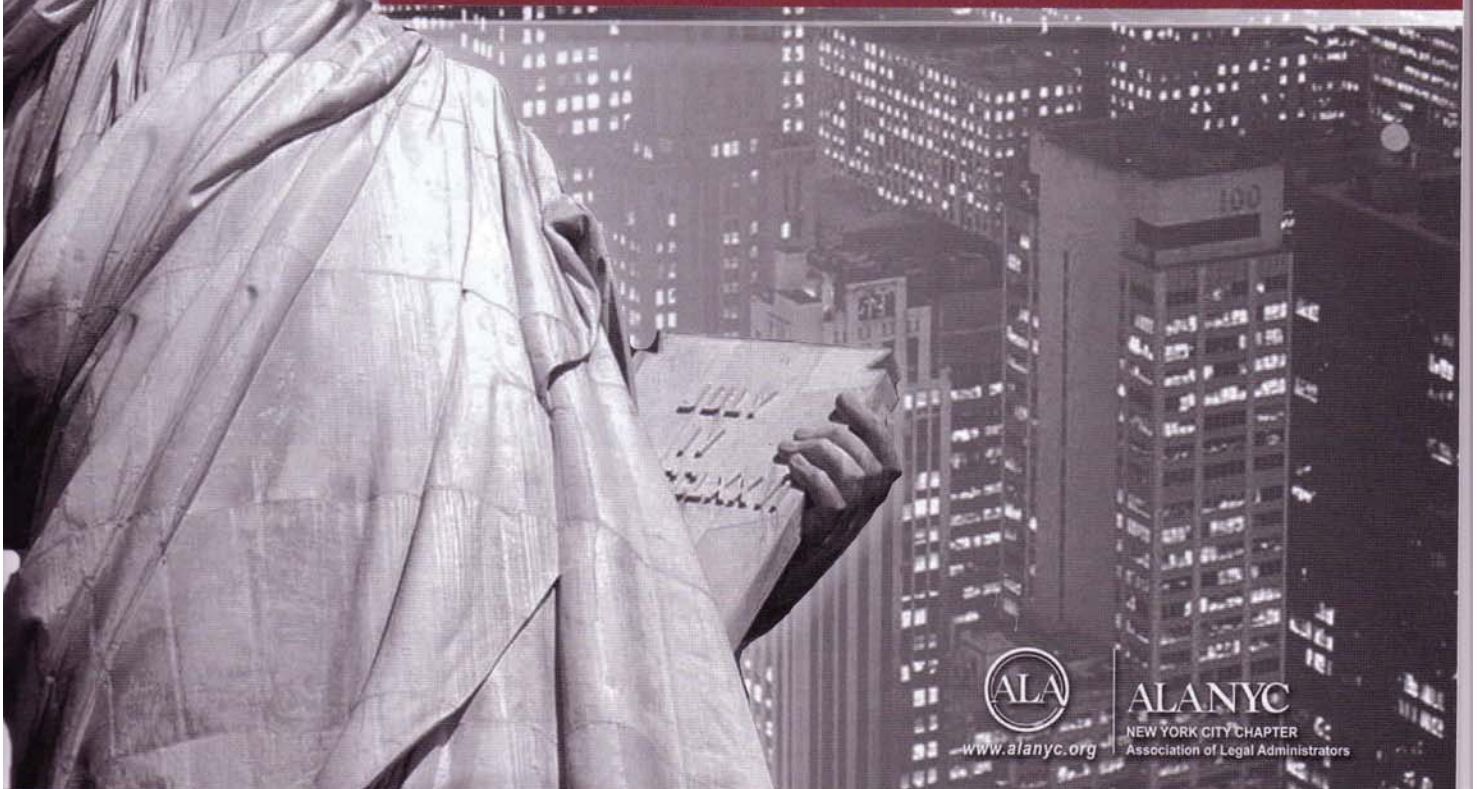


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NEW YORK CITY CHAPTER
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luncheon highlights

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Decontaminate Toxic People Without Weapons or Duct Tape

We can all recall times when toxic people ruffled our feathers, upset us, or ticked us off. Why is it that some people never get bothered, upset, or bent out of shape? They have learned to apply conflict management skills when events could otherwise make them upset.

Warning: If you do not decontaminate, your feathers will be ruffled!

Fact: If a veterinarian sees a bird with "ruffled feathers," they know something is wrong and the bird needs care. As human beings, studies now reveal that anger and conflict release a toxic hormone - cortisol - into our systems. If this is not managed, the body can become seriously ill; it can even die. Read on to learn four specific skills to use when conflict is in the roost. There is no reason to feel caged, contaminated, and crazed!

Conflicts, when effectively dealt with, are great opportunities for growth. You may know the skills for doing so, but can you apply them consistently, both at work and at home?

1. Take the emotion out of it. The worst thing you can do when dealing with a conflict is become defensive or angry. If you start feeling upset, excuse yourself

for a moment, count to 10, and return when you are feeling objective again.

2. Become a better listener. We have all done it: someone says something we do not like, and we are instantly thinking about a rebuttal. That is the wrong move. Most people have their ears open but they are not really listening. When you do that, you lose an opportunity. If you are not listening, you are missing out. Before you respond to a statement, ask another question: Can you tell me more about it?

3. Find the common ground. We have a tendency to focus on things we disagree on, which is counterproductive. If you think about it, there is always a lot more we agree about than we disagree about. When you acknowledge commonality, you instantly diffuse the situation. Here's the rub. Some people are so used to getting a poor result that the model in their head pushes their behavior to negativity and being ruffled.

4. Give objective criticism. People will be more inclined to come to you with problems if they feel that they are appreciated and taken seriously. That

said, praise the person when they come and talk to you about hard issues.

Appreciate the person, challenge the issues, and bring about change. Still dread conflict? E-mail me with specific situations and I would be honored to help. Want to know something interesting? I have offered this to MANY people and I do not have that many takers. The reason? Most people find it easier and more comfortable to stay upset. Their choice.

Neither you nor anyone around you needs to have ruffled feathers! It is for the birds. ■

Marsha Petrie Sue spoke at our June 1 Luncheon at the Mandarin Oriental. As a professional speaker, Marsha has been called The Decontaminator of Toxic People because she dares people to take personal responsibility for their choices, conflict resolution and communications. You may also contact Marsha at Marsha@MarshaPetrieSue.com and she will send you the Ten Commandments of Cooperation by email. Please sign up for her online newsletter at her Web site: www.MarshaPetrieSue.com.