

Successfully Dealing with the Behaviors of Toxic People



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"Recent research from the Department of Biological and Clinical Psychology at Friedrich Schiller University in Germany found that exposure to stimuli that cause strong negative emotions--the same kind of exposure you get when dealing with toxic people--caused subjects' brains to have a massive stress response." - Travis Bradberry

Goals and Objectives

- So what is a toxic person exactly?
- It takes two – to do the toxic dance
- Techniques for handling people with toxic behaviors
- Successfully handling the “toxic bully”



Polling Question #1

I deal with a "toxic" person or two in my workplace

True

False



So What's a Toxic Person, Really?

It's not that the whole person is toxic. Rather, their *behavior* is toxic or your *relationship* with the person is toxic, said Jodie Gale, MA, a psychotherapist and life coach in Sydney, Australia.



So What's a Toxic Person Really?

“Often the person is deeply wounded and for whatever reason, they are not yet able to take responsibility for their wounding, their feelings, their needs and their subsequent problems in life.”

People inspire
you, or they
drain you -
pick them
wisely.

- Hans F Hansen

Generally, there are two types of toxic people

1. A person that is unaware of the negative impact they project on the people that surround them.



Source: "10 Intelligent Ways to Deal with The Most Common Types of Toxic People," from iheartintelligence.com, by Monique Abrams

Generally, there are two types of toxic people

2. A person who purposefully extracts a satisfaction from creating mayhem, pushing other people's buttons and/or testing how far they can get away with extreme negative behaviors before they skillfully charm you into getting what they want.



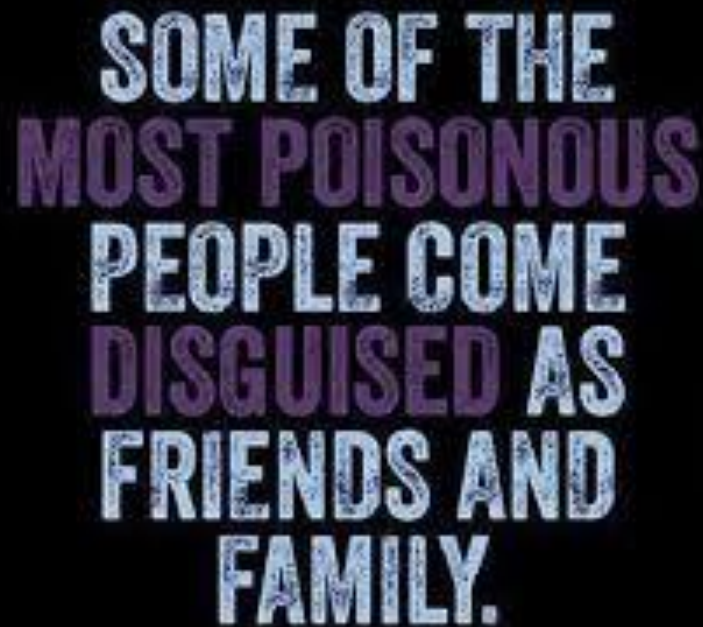
Source: "10 Intelligent Ways to Deal with The Most Common Types of Toxic People," from iheartintelligence.com, by Monique Abrams

Polling Question #2

I have a toxic friend or family member

Yes

No



**SOME OF THE
MOST POISONOUS
PEOPLE COME
DISGUISED AS
FRIENDS AND
FAMILY.**

It Takes "Two" to Do the Toxic Dance





Signs You're Surrounded by a Toxic Person

- You're emotionally affected by their drama
- You dread (or fear) being around them
- You're exhausted or you feel angry while you're with them or after your interaction
- You feel bad or ashamed about yourself



Signs You're Surrounded by a Toxic Person

- You're stuck in a cycle of trying to rescue, fix or care for them
- The other person doesn't respect the word "No" as a complete sentence
- When you're with them, you feel like you're "walking on eggshells"



Signs You're Surrounded by a Toxic Person

- You ignore your own values
- You emotionally “check out”
- You feel like you're being controlled, or you're being overly controlling

Techniques for handling people with toxic behaviors



SET LIMITS

Techniques for handling people with toxic behaviors

**PICK YOUR
BATTLES**

Not everything is
worth flipping out over.

William James

*The art of being
wise is knowing
what to overlook.*

Techniques for handling people with toxic behaviors



Techniques for handling people with toxic behaviors



Techniques for handling people with toxic behaviors

focus on
 problems
 solutions

Techniques for handling people with toxic behaviors

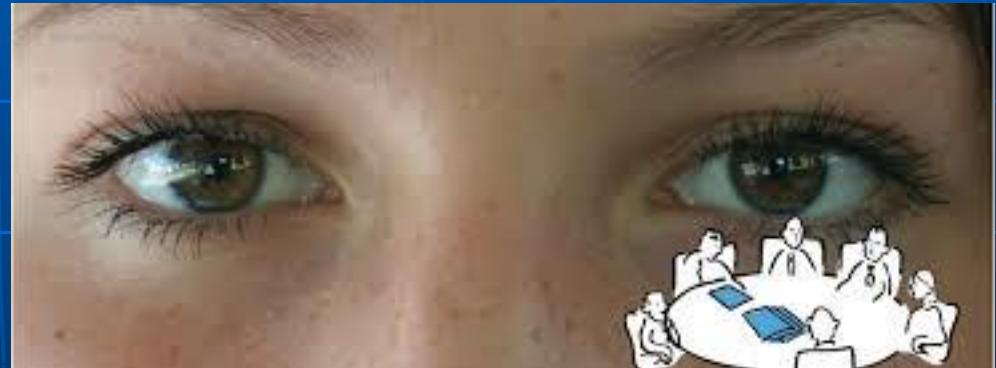


Techniques for handling people with toxic behaviors



Speak Up
If you are tired of
this behavior...

Techniques for handling people with toxic behaviors



Techniques for handling people with toxic behaviors

FORGIVE
BUT DON'T FORGET

Forgive Others,
Not Because They
Deserve Forgiveness,
But Because You
Deserve Peace.

Techniques for handling people with toxic behaviors

**IT'S NOT
ABOUT
YOU.**

Successfully handling the “toxic bully”

A workplace bully
is someone who
undermines projects,
Makes covert threats,
Behaves in a
passive-aggressive
manner and manipulates
those around him.



Successfully handling the “toxic bully”

- Say, "Could you repeat that back to me in a calmer tone? I kind of missed what you were saying."
- Pause. Look puzzled, tilt your head and say, "Huh?"



Successfully handling the “toxic bully”

- If they use a lot of exaggerated language, ask them, "Do you really believe what you just said?"
- If they're venting, or To pull out some of their animosity use the "FAU" technique:

"You seem [Frustrated, Angry, Upset] ... what's that about?"



Consider...

the MORE
YOU PRACTICE
THE BETTER
YOU GET

Practice
MAKES
PROGRESS
NOT
Perfect
enjoyGod.com

And...

Insanity: doing
the same thing
over and over
again and
expecting
different
results.

- *Albert Einstein*

IF YOU WANT
SOMETHING YOU'VE
NEVER HAD,
THEN YOU'VE
GOT TO DO
SOMETHING YOU'VE
NEVER DONE.

Please share one thing that you learned today that you believe that you can immediately apply.



respect yourself enough
to walk away from
ANYTHING
that no longer
serves you, grows you,
or makes you
HAPPY

Thanks for Attending!!



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