

Dealing with Challenging People Activity Workbook

Reflection: What makes a challenging person, challenging?

Make some notes below during the breakout room, discussion on why you find some people challenging to work with.

Notes

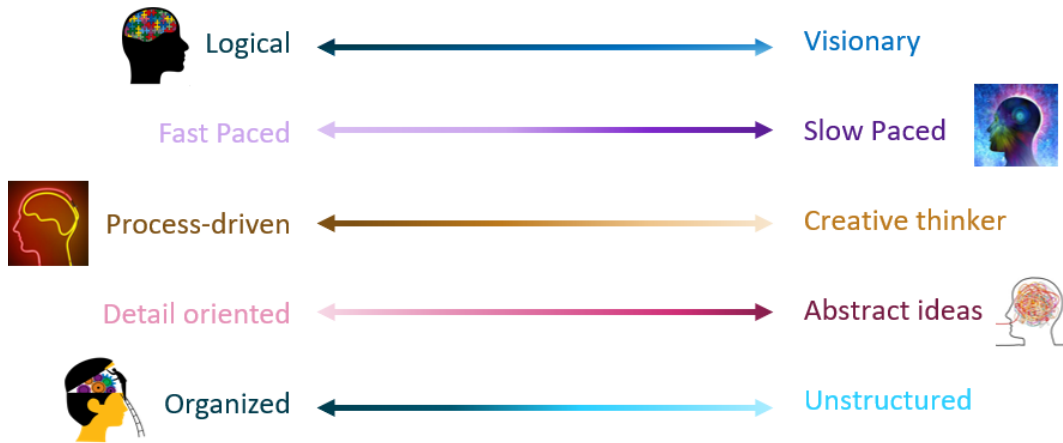
Reflection: What is your challenging relationship?

Choose someone in your workplace that is proving to be challenging - is the challenge due to an on-going work relationship or is it driven by a crisis or event in the work environment? Picture that person in your mind – they may be a leader, a coworker, a peer or a direct report – type their name and any details about the situation in the fillable box below.

This challenging relationship is what you will work on and reflect on during this Skill Builder workshop.

[Type your response here]

Reflection, Question #1: What are the Different Skills & Aptitudes we bring to the situation?



Notes

Reflection: What is one thing you can do to better understand the other person's skills and aptitudes?

[Type your response here]

Reflection: Question #2: Are there Gender Factors that are impacting the relationship?

Do either of us have any Unconscious Biases? Is one of us experiencing or responsible for any Microaggressions? What strategies might I be able to use?

Notes

How does the virtual environment help make relationships more effective or more challenging?

Notes



Reflection: Question #3: How Can Curiosity Help Me See Different Perspectives?

What is at least one question you want to ask the person that will help you understand their perspective a little better?



Notes

Case Scenario: Can you help Megan?

	<p>MEGAN</p> <ul style="list-style-type: none"> • Engineer with 15yrs experience all with this company, in Canada head office • Leader for 2 yrs – first woman of colour leader in the company • Working with a coach around strategies to connect and engage her team virtually 		<p>SCOTT</p> <ul style="list-style-type: none"> • Commercial analyst with 5 yrs experience all with this company • Started in Scotland office, moved to Canada office just before pandemic • Considered “high potential” – move to work on Megan’s team is a stepping-stone
	<ul style="list-style-type: none"> • Immigrated to Canada when she was in high school • Middle of 3 children • First to go to university 		<ul style="list-style-type: none"> • Born & raised in Canada; university in Scotland • Only child – parents are senior executives
	<ul style="list-style-type: none"> • Introverted, loves to work undisturbed for hours • Often receives praise for her technical strengths and analytical approach • Has enjoyed working from home 		<ul style="list-style-type: none"> • Extraverted, offers lots of ideas to solve problems • Enjoys planning and participating in team events • Well connected with leaders in both Scotland and Canada

Current environment

Megan’s team has been told to move one of their projects to earlier in the year as it seems to be the best chance of a big return early in the year. Megan is uncomfortable with this as she feels it is only 60% ready.

Over the pandemic, Megan has been having regular team meetings. Scott has lots of exciting ideas about work projects, but Megan has found that they are often not well thought out or even very practical. She has also observed him rolling his eyes or commenting “oh look who’s back” when a female co-worker’s 2yr old needs to sit with her during the meetings and then, when a male co-workers says he can’t make a meeting at the last minute because he is helping his 8yr old son with online school, Scott says what a great dad he is.

Megan has had several one-on-one meetings with Scott since he started but they have all been virtual and she does not feel that they’ve connected. She comes off their calls feeling frustrated. He has not been providing the output she is looking for. And now they are under

the added pressure of this accelerated project which he is very excited about but doesn't seem to understand all the details. She is worried and frustrated.

Questions:

1. Review the three Question you have learned today (listed below) and discuss which of them Megan should consider in her challenging relationship.
 1. *What are the Different Skills & Aptitudes that we both bring to the situation?*
 2. *Are there Gender Factors that are impacting the relationship?*
 3. *How Can Curiosity Help Me See Different Perspectives?*
 4. What is one action that your group recommends that Megan takes?

Don't Forget!

1. Nominate one person to report back on your group's recommendation.

[Type your response here]

Begin to develop your Action Plan

1. **Review** all your reflection responses related to the three reflection questions you have answered above.
2. **Now**, consider what are some tangible things you can do?

3. **Finally**, commit to at least one step you will take.

[Type your response here]

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