

## DEALING WITH RUDE PEOPLE AT WORK



Do you feel the pressure of bad manners at your job? You are not the only one. Many workers feel stressed out, irritable, and frustrated, and it is destroying workplace decorum. Several recent studies have reported some interesting statistics. According to a survey by Accountemps, supervisors spend an average of 18 percent of their workday dealing with problems between coworkers. "Civility in America 2011" is a poll taken by Weber Shandwick and KRC Research. It found that 43 percent of workers report having experienced rudeness and disrespect at their job. A study conducted by Baylor University reported that discourtesy in the workplace not only affects people at their jobs but also carries over into their home life causing increased



stress and strain with their families. It is important to look for ways to adequately address such work problems. First of all, accept rudeness for what it is - bad behavior. An unnecessarily harsh comment or inconsiderate treatment by colleagues can completely throw off your day, but why let it? Constructive observations are worth your consideration, but unkindness is not. So, do not give bad behavior more attention than it deserves. You may not be able to control how someone else behaves, but you can control your response to it and the degree to which it affects you. Remember that a person's behavior, whether good or bad, says something about them, not you. Another way to deal with the negativity of the work environment is to share your feelings about it with those who care about you. Often when asked about a hard day at work, the answer is, "I don't want to talk about it." However, this may be exactly what would be helpful. Keeping your feelings bottled up inside only makes the problem worse. Allowing those closest to you, your family and friends, to help shoulder the burden can be emotionally purging. Also, asking advice from a mentor or trusted colleague can often uncover valuable understanding as well as new ways to cope with the issue. Negativity breeds negativity. It is easy for chronic pessimism and grumbling to become contagious affecting everyone around. Do not perpetuate such negativity. You can stay current with what is going on in the office without encouraging the gossip, complaints, and murmurings. Exhibiting a virulent disposition does nothing to resolve problems in the workplace and will likely make you look bad and feel even worse. Take some time away from the situation, whether you go away on vacation or just take a few days off to stay at home. Putting some distance between you and the problems has a way of helping you gain perspective on even the most difficult workplace situation. It is also helpful to take regular breaks throughout your workday. When work stress increases, go for a quick walk to help clear your mind and calm down. Finally, make an honest appraisal of your own behavior. It is always easier to see someone else's flaws rather than your own. Pay attention to how your behaviors and attitudes are affecting those you work with.