



Episode 113: What to do when a junior is badmouthing your colleagues

with Dr Ed Pooley

Many people instinctively enter a combative stance when faced with tricky situations. It is almost a knee-jerk response, especially when they are stressed. In this episode, Dr Ed Pooley joins Rachel to discuss how to deal with a tricky issue with a junior member of staff, where you need to tread very carefully!

They discuss the importance of really listening to understand rather than just confronting and talked about other possible responses you could try to help resolve issues within your workplace.

They discuss the common reasons why people might react the way they do, and how to try and understand them better and prevent stressful situations.

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Guest links

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Quote to remember:

'If you're to have an emotional state where you feel anger towards someone else or frustration. It's almost a knee jerk response to say, 'Report them', because that instantly absolves you of ownership of the emotional state. You're basically saying, Well, you're not like me, you're different, you're a bad mouth, or you're a bad mouth or who needs to be punished or sorted out or fixed.'

What You Will Learn

In tricky situations, our usual response is to try and take control. We seek autonomy when our comfort and power is challenged or disrupted.

This activity will help you reflect on your past behaviour when dealing with tricky situations and help you reassess your way of resolving issues with others.

We cannot have an effective conversation if you're not interested in the other person's perspective. If you don't try to view the issue from their point of view, you're only doing half the job.

Completing this short activity will help you reflect on how other people deal with stressful situations differently. There's always a reason for somebody's behaviour – it may be due to triggers from their past experiences, or their needs not being met. Trying to connect with them properly will help you understand them and see where they're coming from.

Finally, this activity will help you recognise your own ways of dealing with difficult conversations and situations.



Activity: Recognising Your Triggers

Q1. What particular things that might cause you to 'badmouth' someone or talk behind their back?

Q2. How do you feel when others talk behind your back?

Q3. What do you usually do in these situations?

Q4. Do you think your way of approaching the situation is effective? Why?

Ed mentioned that sometimes, our brain makes excuses for us to get out of something we can't do. And that's our brain's way of trying to feel okay. Think of a past situation where you knew what the problem was, but were unsure about what the right approach to take was.

Q5. Why do you think you were hesitant to deal with the issue head-on?



Q6. What emotions do you often have during confrontations? How do you respond to these emotions? Why do you feel and act this way?

Q7. What would you do differently if the same situation arose again?

Q8. Having listened to the episode, what are your 3 main learning points, and how will you put them into practice?

CPD time claimed:

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