Becoming Unoffendable (Don’t take it personally)

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Objectives

- Real and perceived power imbalances
- The psychology of insults
- Boundaries!
- Visibility
- Take the sting out of a verbal attack
- Offense Opportunity
- Real life examples
- Tools to combat
Power Imbalance

- What “power” do you and your residents possess?
- You work where they live
- Personality differences
- Bullying, manipulation, and intimidation
- Desire for control
The Psychology of Insults

* Anger
* Status Insecurity
* Competence
* Fear and Lack
* The “Foul Four”
* Narcissism
* Yelling

* Nick Hasslam, The Psychology of Insults, Jan 23, 2017
Why do people yell?

- Yelling does not positively inspire or motivate
- Yelling is rarely a singular event
- Not all yelling is impermissible

* Please Yell at Me. Asa Don Brown, Ph.D. Psychology Today, April 21, 2017
Boundaries

- Friends and Family
- Be careful what you share
- Expectations for conversations
- Open door policy
- Remember your rights
Overt versus Covert
You cannot please everyone
It is unnecessary stress
Don’t climb down that rabbit hole
It is not all about you
BUT... It is all about you
Define the relationship

* Reasons to Stop Caring what Other People Think, Brenda, Raftlova, Goalcast.com, March 17, 2017
Why does it happen?

* Security
* Belonging
* Acceptance
* Recognition
* Autonomy

Non-Verbal Communication

- Tone of voice
- Rate and volume of speech
- Articulation
- Rhythm, intonation and stress placed on words
- Facial expression
- Eye Contact
- Gestures
- Body language and posturing
Responsive Communication:

- Practice active listening.
- Be empathetic.
- Speak calmly and softly.
- Be aware of your demeanor.
- Be supportive.
- Be explicit.
- Be aware of your personal limitations.
- Be vulnerable.
- Always reassure.
- Empower.
- Be mindful.

* Note
Take the Sting Out!

* Develop a new perspective
* Ruminate in a healthy way
* Consider the intent
* Get a second opinion
* Respond
* Reflect
* Readdress when necessary

* Dealing with Verbal Attacks: 6 Ways to Take the Sting Out of Verbal Attacks. Andrea Still. Tiny Buddha
Be impeccable with your word.
Don't take anything personally.
Don't make assumptions.
Always do your best.

Miguel Ruiz

PICTUREQUOTES.com
Protect YOU!

- Count and Breathe
- Consider the source
- Documentation
- Witnesses
- Follow rules and regs
- Call for back up
“Choose not to be harmed – and you won’t feel harmed. Don’t feel harmed – and you haven’t been.”
* Gain Clarity
* Do a reality check
* Start to repair unresolved issues
* Own your vulnerability
* Stop feeling responsible for others
* Let go of the need for validation
* Use your energy in a better way!
* Practice self care!

* 7 Powerful Behaviors to Stop Absorbing Other People’s Energy, Matteo Trovato, Omnipositive.com, Oct 12, 2017