

# 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 Haslam, The Psychology of Insults, Jan 23, 2017



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# Yelling

- \* 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



# Why is this important?

- \* 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

\* Mehrabian, A. (2007). *Nonverbal Communication*. New Brunswick, NJ: Aldine Transaction.

# 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 DEemeanOR
- \* 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
  - \* Ruminates in a healthy way
  - \* Consider the intent
  - \* Get a second opinion
  - \* Respond
  - \* Reflect
  - \* Readdress when necessary
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- \* Dealing with Verbal Attacks: 6 Ways to Take the Sting Out of Verbal Attacks. Andrea Still. Tiny Buddha
  - \* Becoming Unoffendable: How to Deal With Insults. Niall Doherty. <https://www.ndoherty.com/unoffendable/>



Be impeccable with your word.  
Don't take anything personally.  
Don't make assumptions.  
Always do your best.

Miguel Ruiz

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# Protect YOU!

- \* Count and Breathe
- \* Consider the source
- \* Documentation
- \* Witnesses
- \* Follow rules and regs
- \* Call for back up

# Marcus Aurelius

**“Choose not to be harmed – and you won’t feel harmed. Don’t feel harmed – and you haven’t been.”**

# Live From the Inside Out

- \* 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](http://Omnipositive.com), Oct 12, 2017