Dealing With “CAVE” People!
(Complaining Against Virtually Everything)

NEFLIN
By
Andrea Giggetts
Giggetts and Associates
andrea@giggettsandassociates.com
904.742.6105
Friday, May 20, 2016
Program Description

It goes without saying, supervisors expect employees to magically "kumbaya" with fellow colleagues even though one or more team members may constantly display a "CAVE" persona, feelings, attitudes, behavior, and temperament routinely impacting the engagement workers have with one another.

CAVE is the acronym for "Complaining Against Virtually Everything."

Since you can't escape human relations or working with challenging people, this session provides cursory understanding, tips, and valuable insights on working positively with team members who display "unique" but difficult work styles.

My goal is to assist participants in becoming consciously aware on how to creatively build rewarding relationships and professional rapport with team members or customers who may be perceived "difficult" to successfully work with.
Destructive Termites!

- Hidden from view/Damages in the dark
- Slowly & Steadily feasts
- Telltale signs often ignored
- Erosion continues & damage occurs
- Termites’ work has reached surface
- Major repairs & expensive reconstruction necessary
- Termite Exterminators often say…
Destructive (Human) Counterpart

• Resentment
• Barrier to growth of intimacy
• Eats away @ relationships
• Operates like collection agency
• Too Late!!!
Why People Behave the Way They Do?
Service Attention Deficiencies (SAD!)
“People Who Feel Good About Themselves Produce Good Results!”
“People Who Produce Good Results Feel Good About Themselves!”
Survey Says….WOE!!
Placement of People!

- The Wrong Person in the Wrong Place = Regression
- The Wrong Person in the Right Place = Frustration
- The Right Person in the Wrong Place = Confusion
- The Right Person in the Right Place = Progression
- The Right People in the Right Places = Multiplication
“PEERS”
“Are You the Right Fit on the Bus?”
“Shelf Life”
How Are You Feeling About WORK?
How Are You Feeling About YOU?
How Are You Feeling About FAMILY?
Feelings

- Burned out
- Fried
- Frazzled
- Wasted
- Wired
- Worn-out
- Overworked
- Underpaid
- Exhausted
- Worried
- Harried
- Hassled
- Bored
- Run-down
Feelings!

- Feel like “giving up”
- Hopelessness
- Depressed

“HURT PEOPLE HURT PEOPLE!”
“LACK OF PASSION IS FATAL!”

"... When you have the enthusiasm and the passion, you end up figuring out how to excel."

~ Deena Kastor
Unpacking Your Bags
“How To Get Along with CAVES”
“Four Work Styles”
Communication Styles: Demander

- They tend to gravitate in operations and urgent services where deadlines are critical and the service or product has to get out the door by a set time, cost, and specifications.
- Controlling
- Persistent
- Results-oriented
- Competitive
- Efficient
- Disciplined
- Persuasive
- Serious
Communication Styles: Analytical

- Leaving the functional component of their job, which they love and taking on the people-management aspect which they would rather avoid, is a primary challenge.

- Deliberate
- Slow-paced
- Facts/Figures
- Thorough
- “Computer-like”
- Standards
- Detail-oriented
- Logical Thinker
Communication Styles: **Amicable**

- These are the people who “grease the wheel” in getting people to work together.

- Dependable
- Patient
- Good listener
- Team Player
- Calming
- Empathetic
- Accommodating
Communication Styles: Expresser

- Expressers creates a vision for organization and motivating others to follow that vision.
- Creative
- Motivational
- Idea generator
- High energy
- Dynamic
- Persuasive
- Animated
- Optimistic
- Enthusiastic
- Intuitive
- Risk taker
- Socially poised
Styles: “High Stress Situations”
“Survival Kit”

• Attack the problem---not the person

• Look for the good in people who frustrate you the most

• Don’t let the “crabs” get you down

• Give one more compliment or piece of praise every day
“Survival Kit”

- Keep your attitude as positive as possible whatever your circumstances
- Be resolved to be as happy as possible for just five minutes at a time
Attitude Assessment
“Attitudinal Make-Overs”

When a convict escapes from prison, the authorities have a specific strategy for recapturing the fugitive. They know that there is a tendency for fugitives to go back to previous “hangouts” and re-connect with previous relationships.
Laws of High Morale!
Creating “WOW” Factor
“Man In The Mirror!”
Habits You Need to Keep and Break!
Oscar Wilde once said:

“The best way to appreciate YOUR job is to imagine yourself without one!”
“Everyone may deserve a second chance in life or love, but that may not always apply to the OFFICE!”

YOU ARE FIRED
A Place for Your Thoughts…

• “Aha” Moment!

• Learned Today?
Questions & Answers!
From My Heart to Yours!