

EQ & working with high conflict people



Today's materials are

Based on the work of Bill Eddy of the High Conflict Institute.

FRAMING HIGH CONFLICT BEHAVIOR:

CYCLE OF HIGH CONFLICT THINKING:

BIFF Response:

B =

I =

F =

F =

BIFF PRACTICE EXERCISES:

Write your BIFF (Brief, Informative, Friendly & Firm) response to each email:

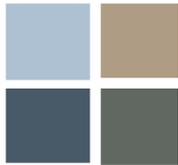
Princess Lea,

Management Management

I hope you are proud of yourself for taking off on the day the rest of us had the most work to do all year. We had to get that presentation prepared and you knew it! I will expect to see a note from your doctor first thing tomorrow to confirm your illness! You think you are so special and this is not the time or place to stop pulling your weight in the office. If this happens again, there will be consequences. Perhaps someone else would be better in your position.

Cynthia Jones, Unit Manager

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BIFF PRACTICE EXERCISES:

Write your BIFF (Brief, Informative, Friendly & Firm response)

Jason,

I can't believe what you did today in our presentation to the board! The project was the culmination of hundreds of hours of work and YOU took ALL the credit for it. It was like I was not even in the room. You have always been the prima donna of our department and I am SICK OF IT! Just so you know, I will be meeting with Jane [their supervisor] tomorrow to let her know all about it. I am sure she will agree with me that it is time you find a new department to work in.

Mike

(In this presentation, you did offer Mike an opportunity to speak and take part in the presentation, but the Mike refused at the last minute. Everyone in the department contributed equally to the project and presentation and you feel that it went very well.)

Hi Carlos,

I had another job interview this week. This is good as my medical benefits are running out, thanks to you. You had no right to ruin my career and make it impossible for me to get a good letter of reference. Your corrupt company will be expose sooner or later. By the way, I need a copy of that last list of job duties that I had. I have asked you three times for it, and you refuse to respond. Let me know if I need to drop by to pick it up.

Jan

(Jan was terminated after a long progressive discipline process, with repeated failure to comply with company rules. There have been several incidents where she is believed to have harassed other employees, although none resulted in legal action. After being counseled by the HR department without any change in her behavior, she was terminated. You are the HR manager who dealt with her termination process. You have stayed in contact with her via email to help keep her calm during this transition in her life. You have not received any previous request for this list but you can sent it to her. You also need to remind her that she is not allowed on the company grounds for any reason. You can respectfully refute her incorrect claims.)