

Maintaining A Safe Workplace:
DEALING WITH DIFFICULT PEOPLE

by

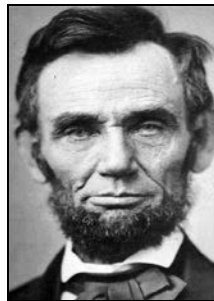
Scott Warrick, JD, MLHR, CEQC

Scott Warrick's Consulting & Employment Law Services

(614) 367-0842: Office ♣ (614) 738-8317: Cell

www.scottwarrick.com

EMOTIONAL INTELLIGENCE



Can You Control Your EGO and EMOTIONS?

What Is The Harm? “Bullying Effect”

**UNCONTROLLED
EGO/EMOTIONS**

Intolerance

Hypersensitivity

KILLS TRUST



**CONTROLLED
EGO/EMOTIONS**

**Honest Respectful
Communicator**

**Focused
on Goals**

**Builds
Trust**

**Empathic
Listener**



LOW SELF-ESTEEM

ENABLERS!

“Rules” of Leadership

RULE #1: NEVER UPSET ANYONE!

RULE #2: AVOID ALL FORMS OF CONFLICT

RULE #3: NEVER ADDRESS AN ISSUE. IGNORE IT...IT WILL GO AWAY.

Defining “HYPERSENSITIVITY”:

What Is “Reasonable”?

“Would the REASONABLE PERSON in the community be offended?”

United States Supreme Court Case: Harris v. Forklift Systems (1993)

IF NOT ... IT IS YOU!

THE WAY I THINK “THINGS” SHOULD BE



DEGREE OF
DISSATISFACTION
OR
FRUSTRATION



THE WAY “THINGS” REALLY ARE

HONEST RESPECTFUL COMMUNICATION

E = Empathic Listening

P = Parroting

R = “Rewards”



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Link Up With Scott On [LinkedIn](#)

One of Business First Magazine's "20 People To Know In HR"

CEO Magazine's 2008 Human Resources "Superstar"

Nationally Certified Emotional Intelligence Counselor

2012, 2010, 2008, 2007, 2006 and 2003 SHRM National Diversity Conference Presenter

Scott Trains Managers and Employees ON-SITE in over 50 topics

Scott travels the country presenting his various programs, including his ["The Seven Skills of Tolerance," "Bullying and Healing The Human Brain," "The 7 Myths & 7 Skills of Strategic HR," "Let's Bully The Oddball! Preventing All Forms of Bullying & Harassment In The Workplace" and "Emotional Intelligence For Humans."](#)

Let Scott Design A Program For YOU!

Scott Warrick specializes in working with organizations to *prevent* employment law problems from happening while improving employee relations. Scott uses his unique background of **LAW** and **HUMAN RESOURCES** to help organizations get where they want to go.

Scott's academic background and awards include:

- Capital University College of Law (Class Valedictorian (1st out of 233))
- Master of Labor & Human Resources and B.A. in Organizational Communication: The Ohio State University
- The Human Resource Association of Central Ohio's Linda Kerns Award for Outstanding Creativity in the Field of Human Resource Management and the Ohio State Human Resource Council's David Prize for Creativity in Human Resource Management

For more information on Scott, just go to www.scottwarrick.com