

# Bullies, Jerks, and Backstabbers!

(Oh My!)

*Civility in the Workplace*

Julie Burch  Speaks!

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**Willing  
And  
Able**



# Able



# Willing



# Knowledge is Power.





Civility is rooted in  
communication.



Conflict occurs when we are dealing with  
**bullies, jerks, and back stabbers!**  
(Oh My!)

# Conflict is:



1. Negative and destructive.
2. A good thing.
3. If left alone it goes away.
4. Must be resolved.



**Come to a consensus  
and WHY.**

# Conflict Is:

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Why a  
“Good Thing?”





Could it be  
Negative and  
Destructive?





**Must Be Resolved.**







# What is Resolution?



If Left Alone It Goes Away.



# 2 Kinds of Resolution



**ALL** Conflict in your life requires  
Internal Resolution

**NOT ALL** Conflict in your life  
requires External Resolution



What are some things that you  
would consider when deciding  
whether external resolution is required?



Behavior  
Modification

Clarification

Closure



3 Reasons We Choose to Confront



Confrontation is when we have  
A tactful conversation about a conflict.



That means when we address those  
Bullies, Jerks, and Backstabbers!



**We must speak up.  
Silence is acceptance.**

**Even when our  
Voice shakes.**







Self Ideal  
Self Image  
Self Esteem

# Exercise



**Communication is not just  
about what you say, it is about  
what is heard.**





Let's do  
another one.

Stand up and  
find a partner!



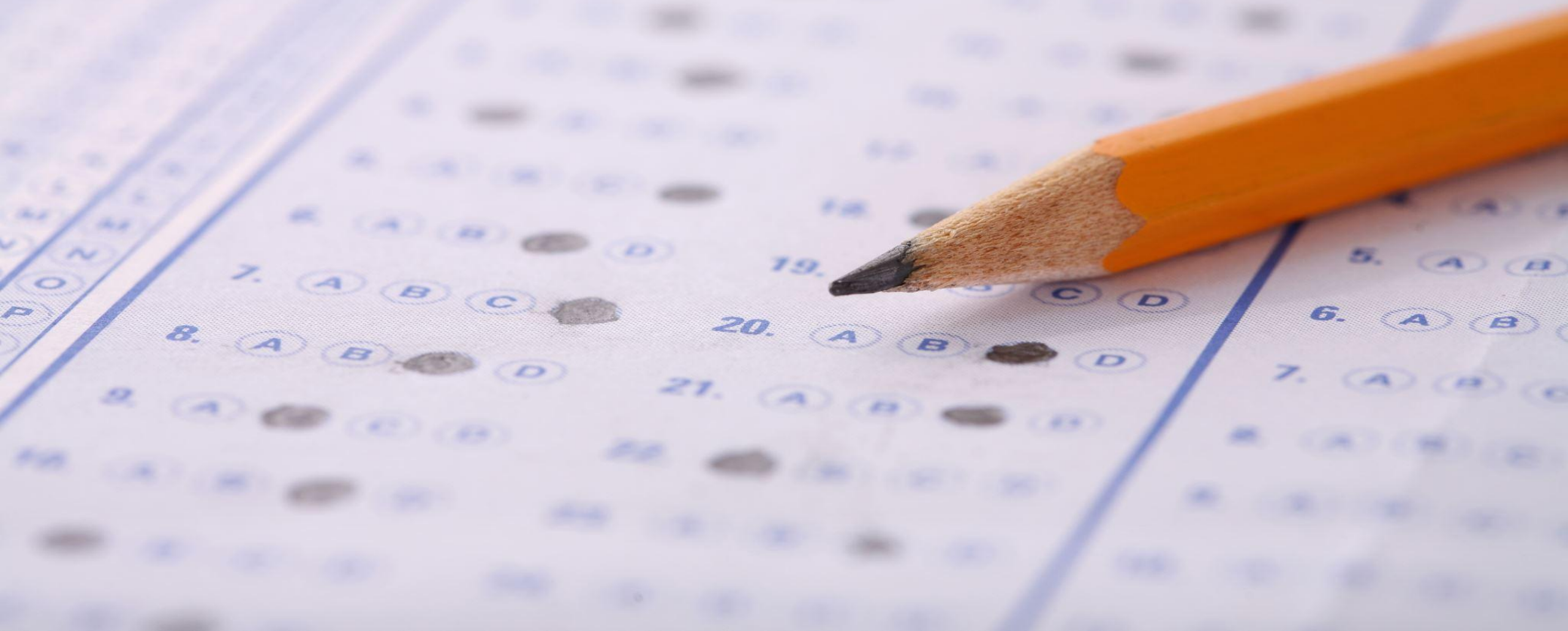




**Visual** ☀️ **Vocal** 🍬 ☀️ **Verbal**



# Let's Put it to the Test.



## *Scenario:*

You are in a meeting—

A coworker speaks to you in an insulting tone that crosses  
The line between sarcasm and rude. There are several  
Other people present. (Jerk.)

**Do you say something to them right then  
or do you say it later?**

**What do you say?**



Acknowledge Transition:

**Acknowledge what they say**

**Transition back to where you want to be**

**“You can’t Change  
What you don’t acknowledge.”**

**Dr. Phil**

## **Acknowledge Statements:**

“Wow, that seems inappropriate...”

“Yikes, that makes me uncomfortable...”

“You know, to me, that sounds offensive...”

“I understand you feel that way...”

“I understand you see it that way...”

## **Transition:**

“...let's stay on track/focused on our purpose.”

# Negative Inquiry



**“That’s a different perspective Frank.  
Can you expand on that?”**

**or “I don’t actually see it that way,  
help me to understand your position...”**

**or “That’s an interesting point, tell me more  
about what you are thinking, Frank.”**



# Go Big!



“Wow, Frank, That is bullying behavior.  
Is that what you mean to do?”

“Frank, that sounded really negative.  
Is that how you meant it?”

“Wow, Frank, that sounded like a  
Personal attack. Is that how you meant it?”

What about when we  
talk to them after?

(This is really good for  
Bullies, jerks, and  
backstabbers!)



# Be Honest and Tell Them

When...

Then...

So...

Knowledge  
is  
power!





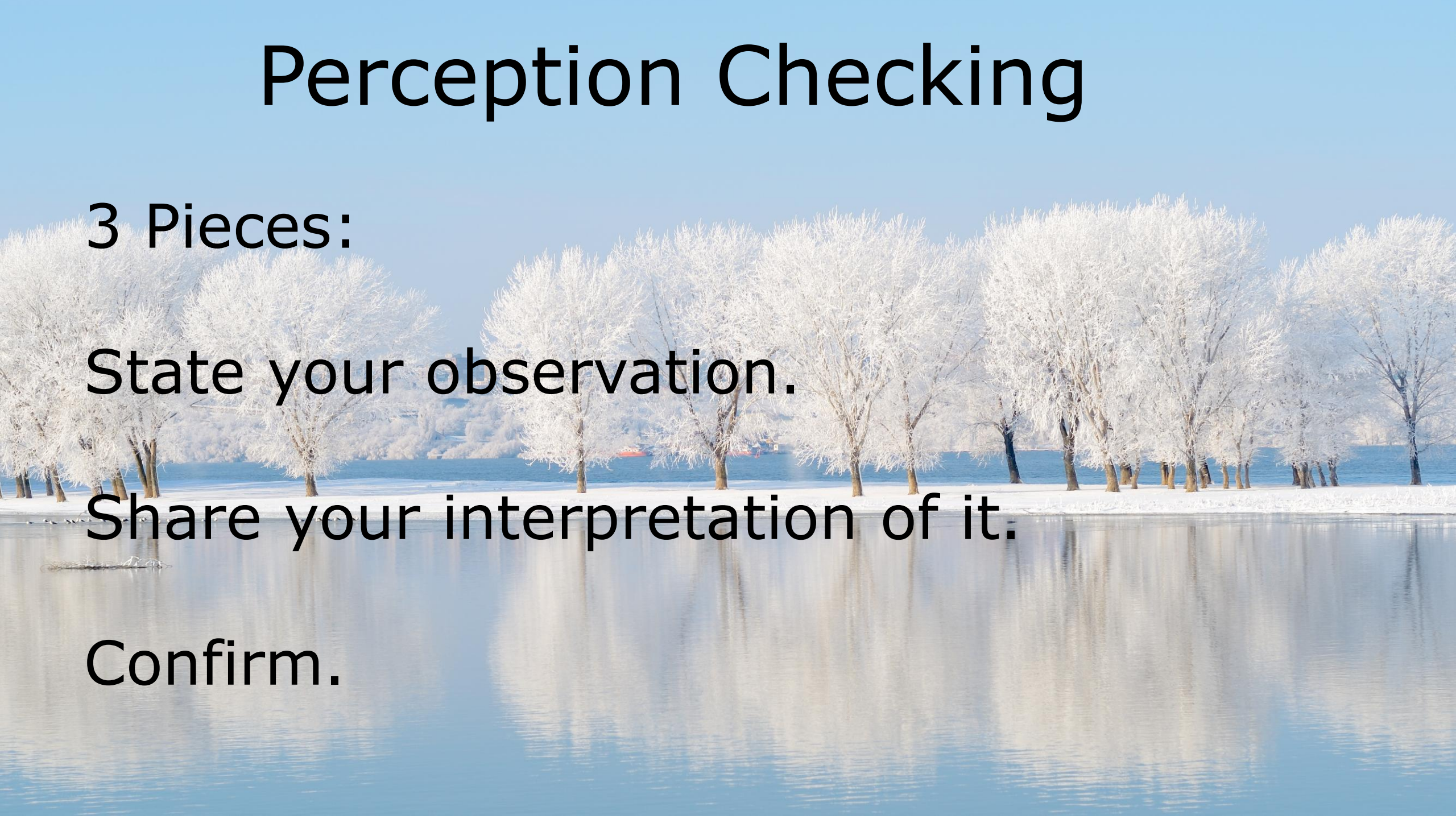
# Perception Checking

3 Pieces:

State your observation.

Share your interpretation of it.

Confirm.







**What about that  
Internal Resolution?**



# Let it Go!!

How we handle  
The mental side  
matters.





# I Hope You Got Lots of Ideas!



I would LOVE your feedback!  
Scan the QR Code

(And get a free super cool communication tip sheet!)



Who is  
YOUR  
Hero?



# My Handsome Hubby!



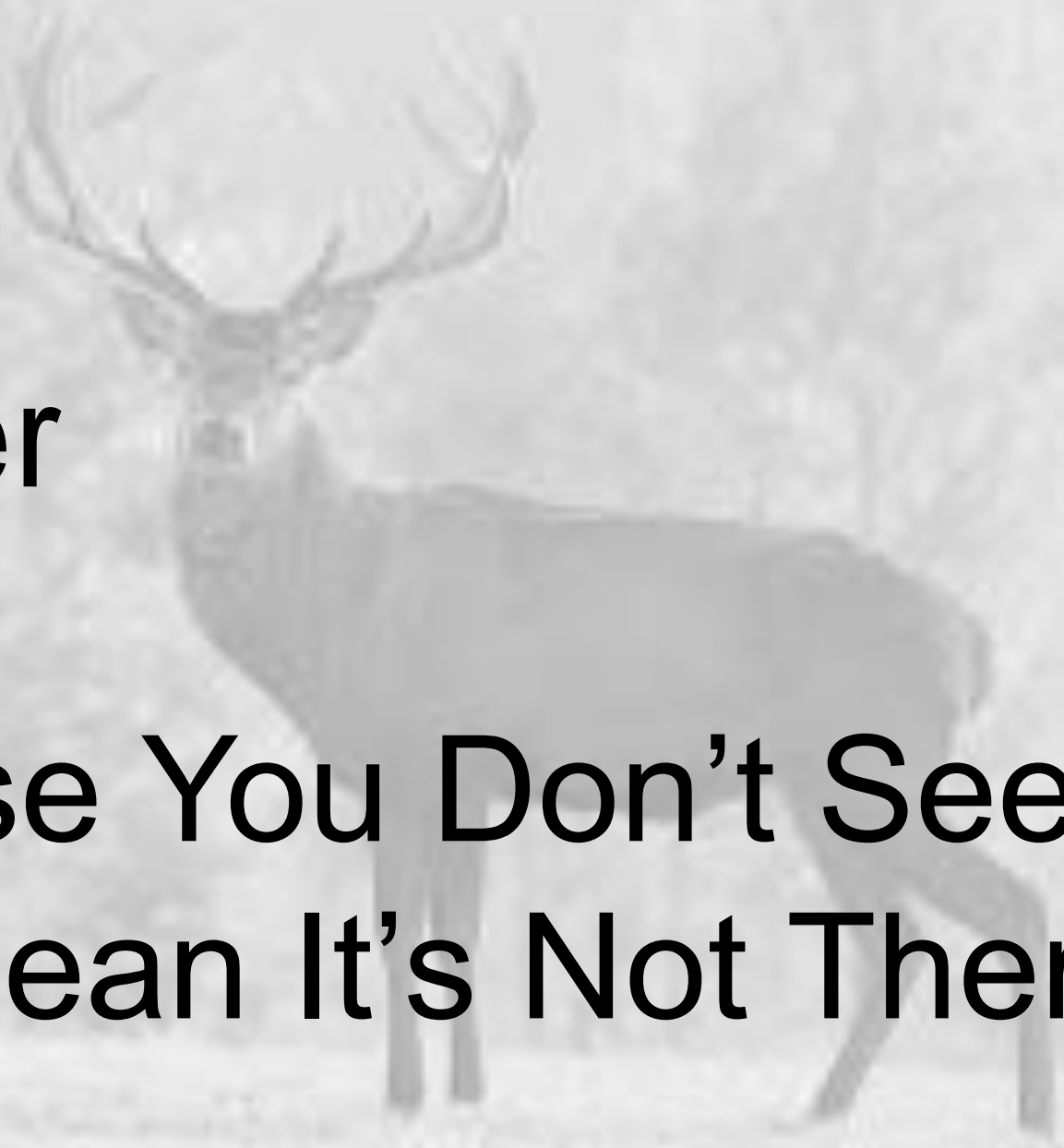




**Be Patient**

**Look Deeper**

**Just Because You Don't See  
It Doesn't Mean It's Not There**







My adorable Sister!



# Dolphin Diploma









# You Have to Pet Your Dolphin!





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