



Are Difficult Co-Workers Getting You Down?

Is there a co-worker that causes you anxiety or brings on other negative emotions because they treat you poorly?

Perhaps you even dread coming to work because you don't want to have contact with them. Listen to these tips from ERN Success Coaches on how to best handle workplace conflict.

Why are difficult co-workers difficult?

Consider why the co-worker is acting this way. Sometimes people have a cold exterior by nature. Others may have experienced something extremely painful. It may be forcing them to retreat or act negatively.

Kill 'em with kindness!

Put your best foot forward. Try to engage with rude co-workers in light conversation when appropriate. You might be the only person that talks to them positively. Some abrasive personalities can turn out to be interesting and even teddy bears at heart. Maybe they misread some of your behavior or words in the past. Sometimes misunderstandings are easy to clear up.

Contact your Success Coach for advice on improving co-worker relationships for your success and happiness.



Crossing the line. If someone is insulting you with inappropriate comments on a regular basis or becomes what you feel is harassment, it may be necessary to report the interaction to Human Resources. Most companies have adopted a "no tolerance" policy of any form of harassment.

Don't stoop to their level. Truly rude people have adopted being rude as a lifestyle and will repeat the behavior. It can be hard to hold your tongue when angered, but don't chance jeopardizing your job because someone else is the problem. Once you've made Human Resources aware, let them handle it.

Try a new approach.

Together, you and your Success Coach can:

- ◆ discuss the situation
- ◆ create a clear plan
- ◆ work toward a solution
- ◆ move to your next goal

Confidentiality. Your Success Coach won't talk to the other employee or discuss the matter with Human Resources unless you want to get them involved.

Role play - sounds a bit funny, but it works.

Before you try to communicate in a positive way with your difficult co-worker, it can be helpful to go over the scenario with someone outside of the situation. You can go over your ideas with and also ask the advice of your Success Coach on what to say to the co-worker. Practicing the upcoming conversation could help lessen some of the stress you may feel.

Decide to be

courageous. Taking these steps to improve your environment at

Tri-County Employer Resource Network Muskegon & Ottawa County

Our goal...

Creating access and resources for employee success at work and in life. We partner with employees who work for:

Member Companies

- ◆ Anderson Technologies
- ◆ ASPC
- ◆ CWC Textron
- ◆ Eagle Alloy
- ◆ GHSP
- ◆ Harbor Spice
- ◆ Port City Group
- ◆ Wesco
- ◆ West Michigan Molding

Strategic Partners

- ◆ AAC Credit Union
- ◆ Grand Haven Area Community Foundation
- ◆ Michigan ERN
- ◆ Ottawa County DHHS
- ◆ United Way of the Lakeshore

work can help give you the confidence you need in resolving conflicts. You will have the tools necessary to break through barriers like these that can hinder your workplace success.

Talking to a Success Coach is easy.

Text, email or call today.

Source: Michigan ERN

Scott Hillard, Success Coach
Scott@ERNSuccessCoach.com
616-215-9152 (cell)

Member Companies & Hours

Grand Haven

Anderson Technologies

14000 172nd Ave, Grand Haven

- ◆ 1st/3rd Thursday: 11:00am-3:00pm
- ◆ 2nd/4th Thursday: 6:30am-10:30am

ASPC

803 Taylor Ave, Grand Haven

- ◆ 2nd Thursday: 11:00am-3:00pm
- ◆ 3rd Thursday: 6:30am-10:30am

16955 Hayes St, Grand Haven

- ◆ 1st Thursday: 6:30am-10:30am
- ◆ 4th Thursday: 11:00am-3:00pm

GHSP

1250 S Beechtree St, Grand Haven

- ◆ 1st/3rd Tuesday: 7:00am-11:00am
- ◆ 2nd/4th Tuesday: 12:00pm-4:00pm

West Michigan Molding

1425 Aerial View Dr, Grand Haven

- ◆ 1st/3rd Tuesday: 12:00pm-4:00pm
- ◆ 2nd/4th Tuesday: 7:00am-11:00am

Walk-in Welcome

Call, email or text for appointments.
Off-site meeting locations available.
Request additional times if needed.



www.ern-mi.com

Volunteer Income Tax Assistance Success

Have you ever thought of using VITA - the Volunteer Income Tax Assistance service through the IRS?

A tax filing rut. One employee through the West Michigan ERN had thought about using VITA for a couple of years, but had always done her taxes herself. She was somewhat comfortable buying Turbo Tax and walking through the questions it asked. She felt her taxes were pretty simple. Even though she thought that she qualified financially for VITA by earning under \$57,000 household income a year, she didn't want to deal with going somewhere and taking a list of documents.

Unexpected life changes. When seeing her Success Coach for help with health insurance, she asked and learned that other employees were having good experiences with VITA. After a tough year financially, she needed to save money any way she could. Also, with selling and buying a different house, she was unsure of the tax laws. By going to VITA, she made sure her taxes were done correctly.

Less stress. "I wish I'd used VITA a long time ago," the employee said. "Once I got the list of things needed, it was stress free. The tax volunteer was great. It was such a huge relief to have my taxes done." Think about ways you can get the help you need to relieve your stress.

Source: Michigan ERN

Warm Weather is Here: Time to Get in Shape!

Is the thought of bearing shorts and bathing suits in the coming months making you consider diet or exercise changes? Use these tips for getting in feeling better about yourself and being healthier.

Pack lots of healthy snacks.

Bring plastic bags of raw veggies to eat on break at work with a yogurt or handful of nuts. The veggies are low in calories and high in fiber. The yogurt and nuts are good sources of protein. Drink plenty of water. Hydrating your body with make you feel better and aid with weight loss. Bring a bottle of water or unsweetened tea to work and refill several times a day.

Strength in numbers. Recruit your co-workers to follow in a shape up challenge. Taking turns bringing healthy dishes or walk together at lunch - even if it's just around the block. You'd be surprised at how a quick stroll can make you feel more energized.

Stress relief. April Hall, Success Coach (Southwest Michigan ERN) says that she tells employees to find a type of exercise or sport that is their "zen." "Exercise not only helps with weight loss, but does so much for the mind, body and soul too," said April. "Our body is our temple, we have to take care of it." In taking care of yourself and reducing your stress, you are more likely to experience balance and success in other areas of your life.

Source: Michigan ERN.



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Philosopher's Square

"To pacify your external conflicts, you must wage peace, first and foremost, within yourself." — Vironika Tugaleva