




POWER STRUGGLES

What do they look like?
How do you know when you are in one?



DEFENDING YOUR CREDIBILITY



DEFENDING YOUR CREDIBILITY

- If you find yourself defending your position or who you are and what your credentials are, you are heading toward a power struggle
- How does it make us feel when our credibility is being questioned?
- Think about how this might impact:
 - our body language
 - our tone of voice
 - our volume
 - our rate of speech

BRINGING UP PAST HISTORY

I don't hold grudges,
I hold memories
that keep me better
prepared
for our next
encounter.

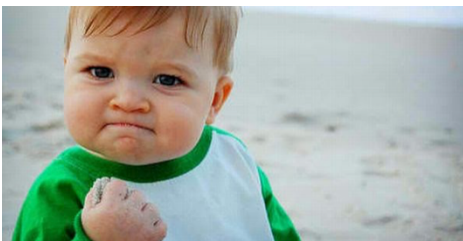


someecards
LARRY GAYE

BRINGING UP PAST HISTORY

- If you are bringing up past history or irrelevant issues, you are about to be pulled into a power struggle with that person
- Ways this is done:
 - bringing up past history
 - bringing up irrelevant issues
 - making a comparison
- Who is keeping a scorecard?

DELIVERING THREATS OR ULTIMATUMS



DELIVERING THREATS OR ULTIMATUMS

- If you find yourself making empty threats or giving ultimatums, then you are in a power struggle.
- What you might say:
 - "Do it or else"
 - "You need to do this because I said so"
- This can be an invitation for them to test us to see if what we are saying is really true.
- This can lead to a breakdown in trust, and them not feeling safe around us.

ALLOWING YOUR BUTTONS TO BE PUSHED

I didn't mean
to push your buttons,
I was just
looking for MUTE!


ALLOWING YOUR BUTTONS TO BE PUSHED

- If you find your "buttons" are being pushed and you are becoming defensive and upset, you are in a power struggle.
- They know you very well and know how to "get under your skin"
- Why they do it:
 - To bother you
 - To see you react
 - To make you feel bad & back down
 - Because they are "aggressive researchers"

HOW DOES THIS CONNECT TO ADHD?

INATTENTION	HYPERACTIVITY-IMPULSE
<ul style="list-style-type: none"> • Fails to pay close attention to detail • Lack of focus • Appears not to listen • Difficulty following instructions • Trouble with organization • Avoids or dislikes tasks that require focused mental effort • Loses items • Easily distracted • Forgetful 	<ul style="list-style-type: none"> • Fidgets, taps, squirms • Difficulty staying seated • On the go; constant motion • Runs around or climbs when it's not appropriate • Trouble with playing or doing a quiet activity • Talks too much • Blurts out • Difficulty waiting turn • Interrupts or intrudes

WHAT DO I DO NOW????



DON'T PICK UP THE ROPE



STAY CALM



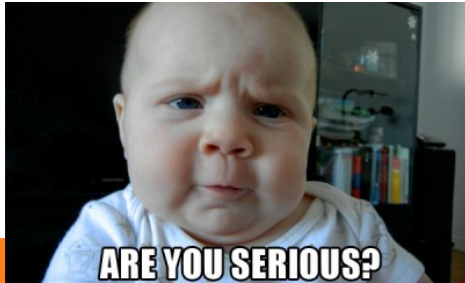
FOLLOW YOUR CALMNESS WITH...

- **Don't be afraid to be silent and model listening and thinking- really listen to them**
- **What does this look like:**
 - Giving a validating head nod
 - Touching your chin
 - Tilt your head to the side
- **Use a diffuser:** "Hmmm", "Okay", "Perhaps", "I hear you", "Good point"
- **Match your non-verbals and your verbals**
- **Return to the topic**

MIND SHIFT



THINK OF THIS A POSITIVE



WE CAN CHANGE OUR PERSPECTIVE


- Think of this moment as an opportunity to practice and master how we can respond appropriately
- It's a chance:
 - To teach
 - To role model expected behaviors
 - To grow our rapport
 - To build a relationship
 - To improve our credibility and/or professionalism

SETTING LIMITS
An appropriate intervention for any type of power struggle




REALITY OR MYTH?

MYTH	REALITY
<p>I can make individuals choose to behave appropriately.</p>	<p>Successful limit setting is connected to good empathic listening.</p>




KEYS TO LIMIT SETTING

- **Simple/clear:** Keep the limit short and simple; use a clear, calm and even tone
- **Reasonable:** Don't expect too much from the person and avoid placing too many request or demands at this time
- **Enforceable:** Ensure you make it happen- if you set the limit, you need to be sure it will or won't happen



APPROACHES TO LIMIT SETTING

- **Interrupt and redirect pattern:**
helps the person stop what (s)he is doing and consider an alternative positive behavior-
(interrupt) "Rick, you are shouting at me." (redirect) "Please speak quietly"



APPROACHES TO LIMIT SETTING

- **When and Then pattern:**
helps the person consider a positive behavior and the immediate impact this will have-
"Charlie, when you clean your room, then you can go outside to play."

APPROACHES TO LIMIT SETTING

- **If and Then pattern:**
helps the person reflect on their current behavior and the impact it is having on others. It also helps the person consider a positive alternative behavior-
"Charlie, if you clean your room, then you can go outside to play. If you don't, then you will be unable to go."

THANK YOU