

How to Deal With a Grizzly

By Annabel Dolphin



We have all have had to deal with a Grizzly. You know the ones. The rude customer who treats you as if they pulled you off the bottom of their shoe, the grumpy, entitled employee who thinks you should be grateful that they actually turned up to work or the difficult supplier who nothing is ever their fault. All this before you even boot your computer for the day!

Regardless of whether it is intentional or not, Grizzly's can have lasting negative psychological and physiology effects on you and your business.

Run for the Hills

In this digitally connected world, putting your head in the sand will only get you so far. If you are a business owner, avoiding the 'Grizzly' may cost you your customers, good employees or great supervisors. Being too aggressive, you may find yourself on the end of a law suit or your business being on the receiving end of an on-line troll.

A Grizzly Attack

Ever been in a situation where you felt sick in the stomach, your heart started beating faster, your palms started to sweat and you went weak at the knees. These are typical physical signs that your brain has activated the threat alarm system in your body.

Whatever the trigger for this reaction, systematic exposure to high stress situations can take an extreme toll on your health.

How do you overcome an attack, especially when it is not of your own making? You need to rise above it and choose your reaction and actions. In this article, we will give you strategies to overcome fear based on the latest neuroscience research.

What Is The Most Essential Survival Skill?

Yep, that's right – resilience. Resilience is your ability to adapt to stress and adversity – whether it is physical or psychological. Rather than stressing about something you can't control (the 'Grizzly' or when they are likely to attack) - you focus on what you can control (your thoughts, emotions, response).

The benefit of becoming more resilient is your ability to balance achieving your goals and objectives whilst maintaining good working relationships.

As much as some of us would love to run at the sight of a grizzly or turnaround and fight, it is not practical.

Grizzly Attack Survival Guide

The key to dealing effectively with any 'Grizzly' attack is to have a survival action plan. Expect the unexpected! Put some time into thinking about the 'what if' scenarios. For example, "What if I am faced with an angry customer? What should I do and say? Mentally rehearsing will increase your chances of staying in control and reduce the impact of your natural fear response. Here are our top four survival tips.

Survival Tip #1. Step back from the situation

Take control of your personal space and your emotions. Emotionally, it is important to filter out the personal attacks and focus on the information and facts that they are providing. Physically, move yourself to a safe distance – even if it means exiting the situation until the other person has calmed down. It is important that you stay in control of your emotions.

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Survival Tip #2 Remember to breathe

Whether you are angry or made to feel scared by the 'Grizzly', remember to breathe. The additional oxygen is scientifically proven to reduce stress and keep your emotions under control.

Survival Tip #3. Focus on solutions

Focusing on the end result or solution enables you to quickly move past the behaviour and focus on getting to the outcome quicker. It has the added side effect of making the 'Grizzly' feel heard and understood. Here are some recommended approaches:

Ask 'What specifically did I say or do that has upset you?'

Listen carefully and let them 'get it all out.'

Tell them you appreciate their telling you.

Ask 'What can I do to make it right, right now?'

Survival Tip #4. Don't take it personally

Realise the difficult person is communicating in the best way they know how. The 'Grizzly' is most likely doing what they've always done and don't know any other ways to get what they want.

On a final note, when faced with a 'Grizzly' it helps to remember: some people bring joy wherever they go, others bring joy whenever they go.