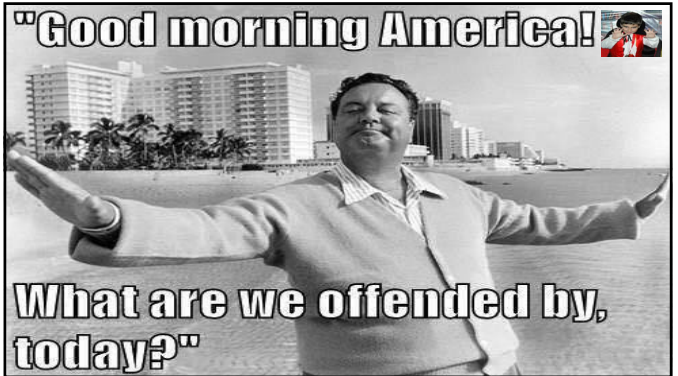


**DEALING WITH  
HYPERSENSITIVE EMPLOYEES**



**Scott Warrick, JD, MLHR, CEQC, SCP**  
[www.scottwarrick.com](http://www.scottwarrick.com)

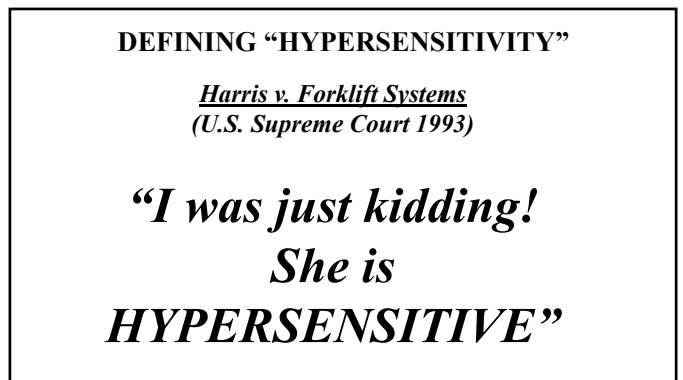
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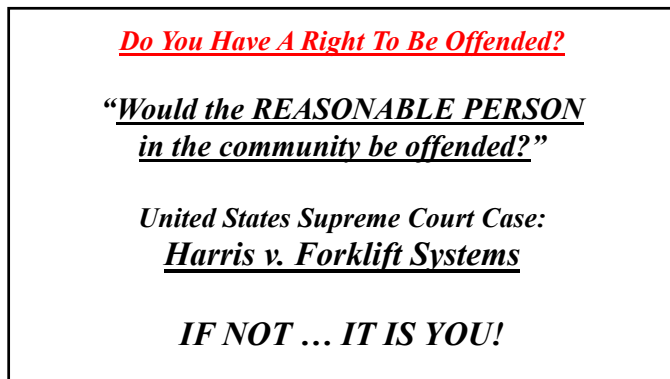
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Personal Freedom

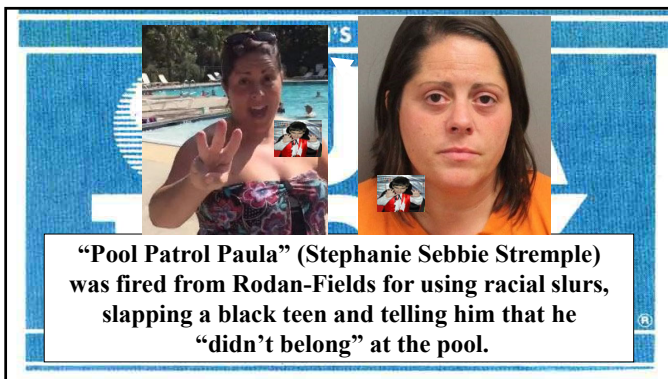
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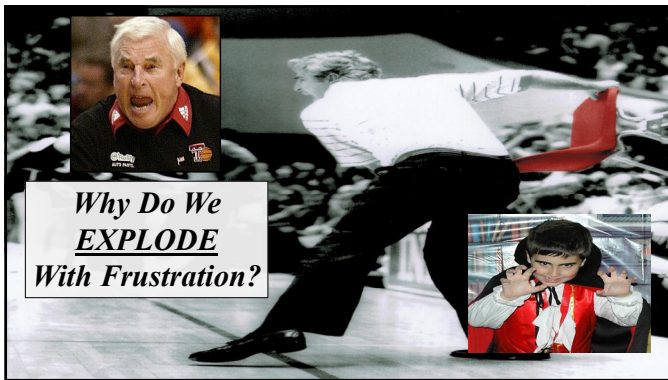
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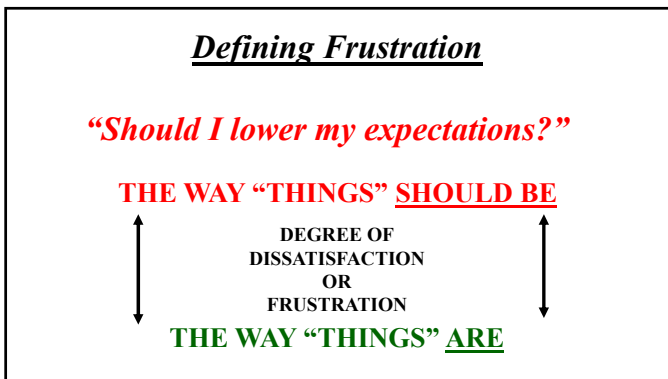
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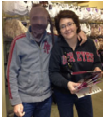


18

*"No, kids are brain damaged and will do weird things."*

***"Should I change my expectations?"***

**THE WAY "THINGS" SHOULD BE**



**THE WAY "THINGS" ARE**

19

***"I should never be offended!"***

**THE WAY "THINGS" SHOULD BE**



**THE WAY "THINGS" ARE**

20

*"I left the house today. Look away."*

**THE WAY "THINGS" SHOULD BE**



**THE WAY "THINGS" ARE**

21

***"Customers will be reasonable."***

**THE WAY "THINGS" SHOULD BE**




**THE WAY "THINGS" ARE**

22

*"No, customers might not understand or maybe they know something I don't know."*

***"Are my expectations too high?"***

**THE WAY "THINGS" SHOULD BE**



**THE WAY "THINGS" ARE**

23



***"How much do you want to contribute to your own misery?"***

24



25



26



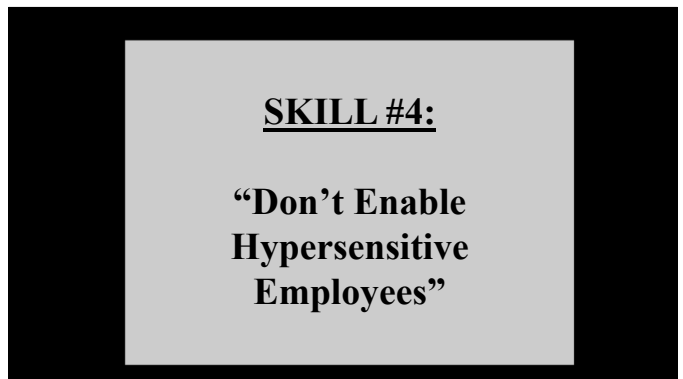
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*What Are The*  
**RULES**  
*Of*  
**Leadership?**

31

**“Rules” of (Leadership)**  
**ENABLERS!!!**

**RULE #1:**  
**“NEVER UPSET ANYONE!”**

**RULE #2:**  
**“AVOID ALL FORMS OF CONFLICT”**

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

32

*Southwest is the ONLY Airline In  
Glassdoor’s Employee Satisfaction Top 10 Companies*



33

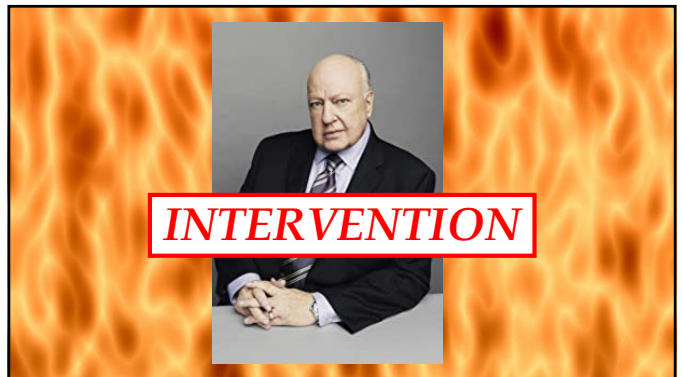
*Southwest is the ONLY Airline In  
Glassdoor’s Employee Satisfaction Top 10 Companies*



34



35



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*Who Hates  
The Bad  
Employees  
Worse Than  
Anyone?*

37

**Diagnostic Diamond**

**Sports Illustrated**  
A SERIES TO SHOUT ABOUT

**EPR**  
Empathic Listening, Parrotting & "Rewards"

**Emotional Intelligence**  
No Retreating or Attacking

**Team**

38

**Diagnostic Diamond**

**EPR**  
Empathic Listening, Parrotting & "Rewards"

**Trust**

**Emotional Intelligence**  
No Retreating or Attacking = Tolerance & Intervention

**Team**

**"Hit King"**  
Failed 70% of the time

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**EPR**  
Empathic Listening, Parrotting & "Rewards"

40

**EMOTIONAL INTELLIGENCE**

*Can You Control Your  
EGO & EMOTIONS?*

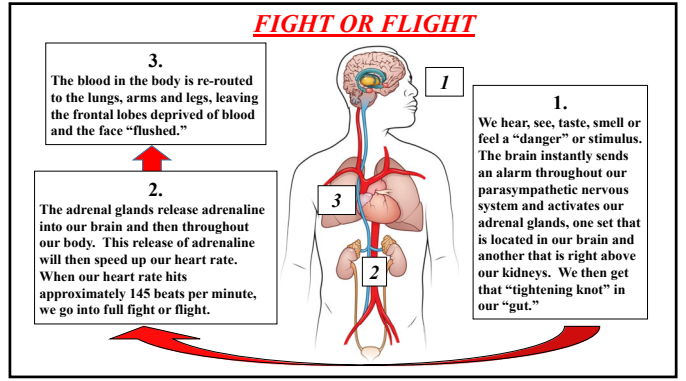
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**STEP #1:**  
**Slow Down  
and  
Relax**

42



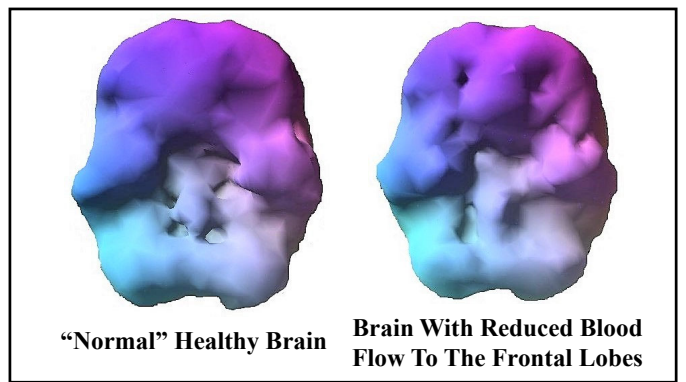
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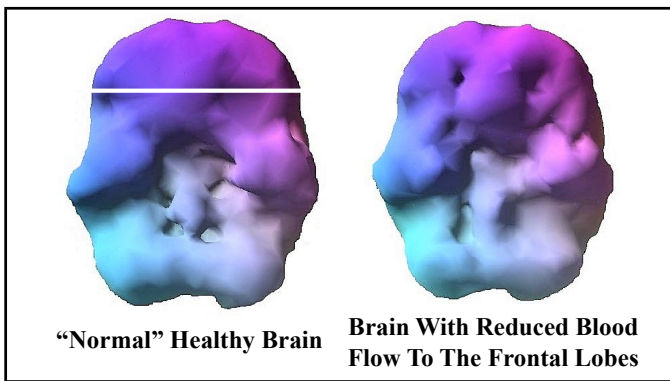
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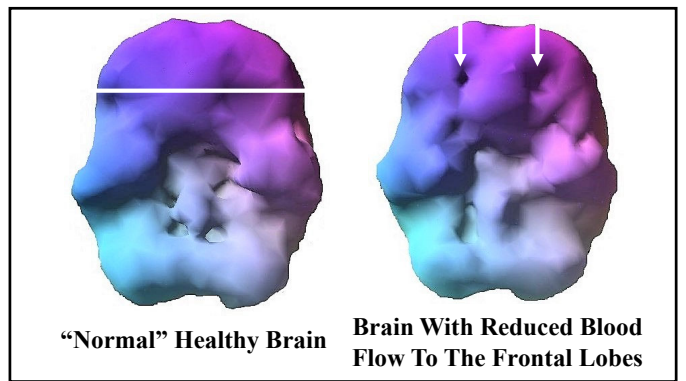
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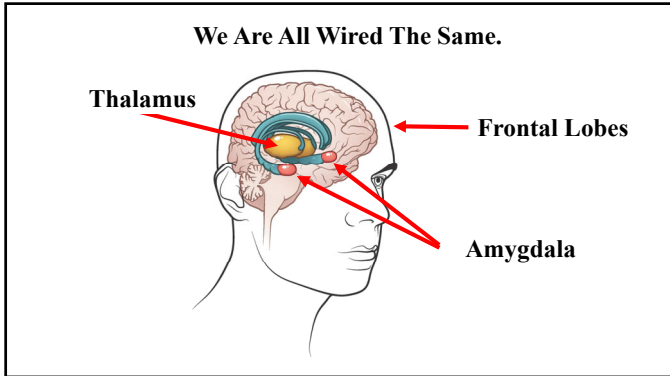


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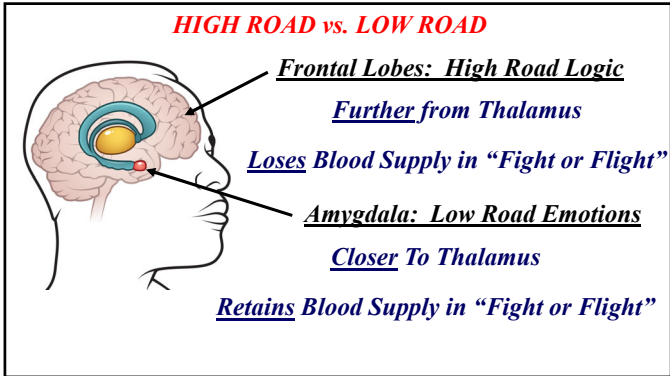


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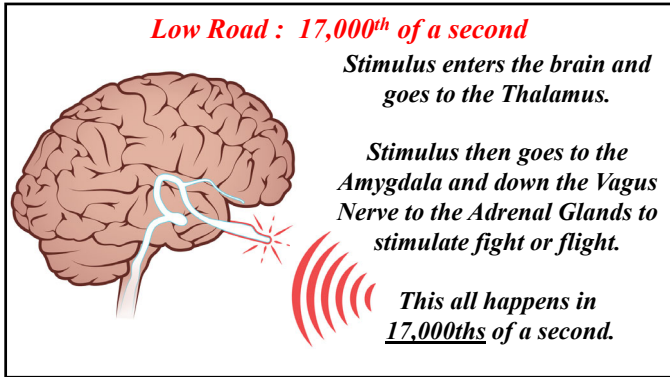




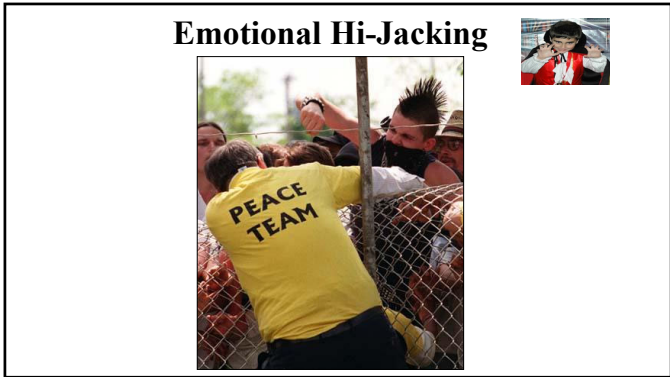
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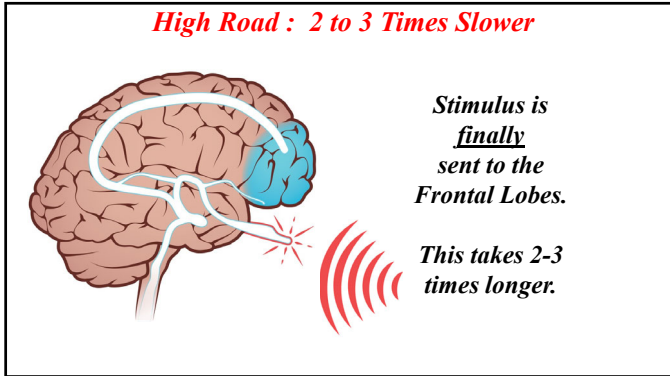
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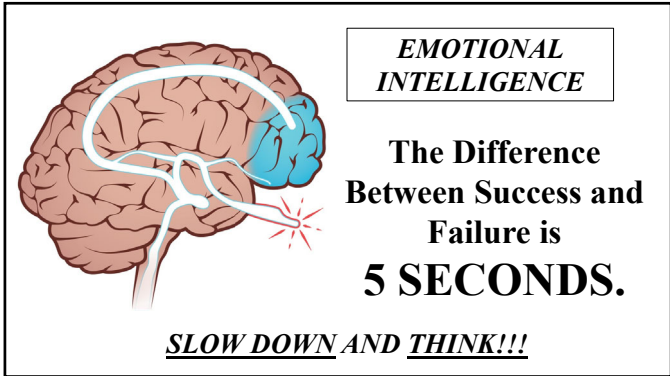
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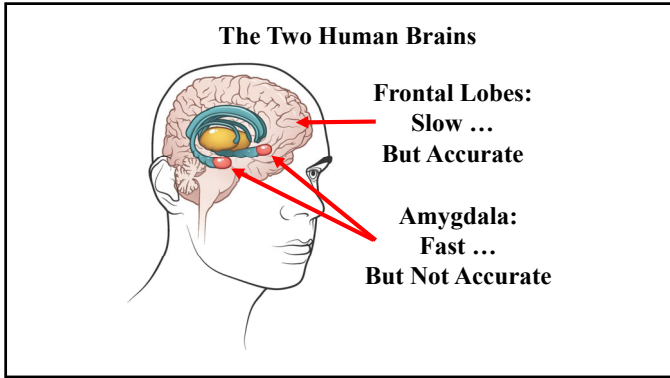
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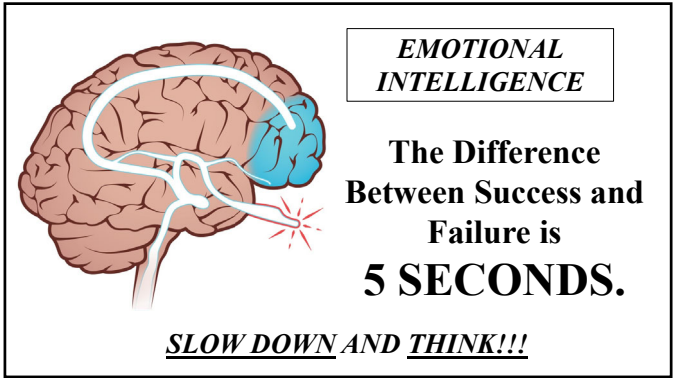
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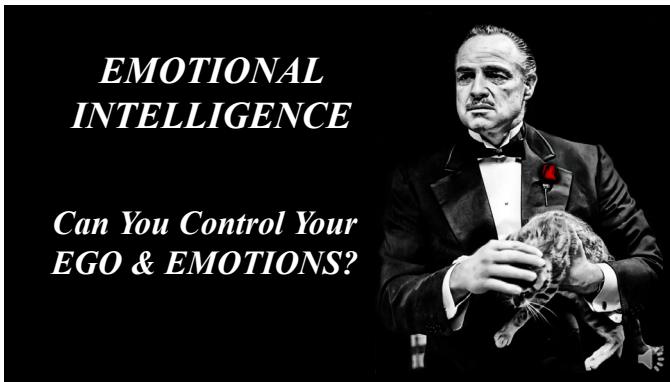
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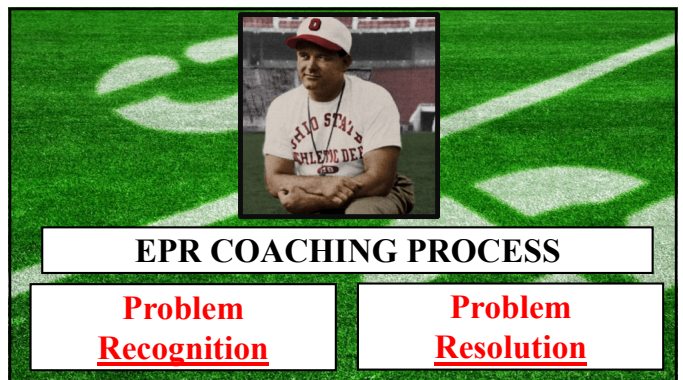
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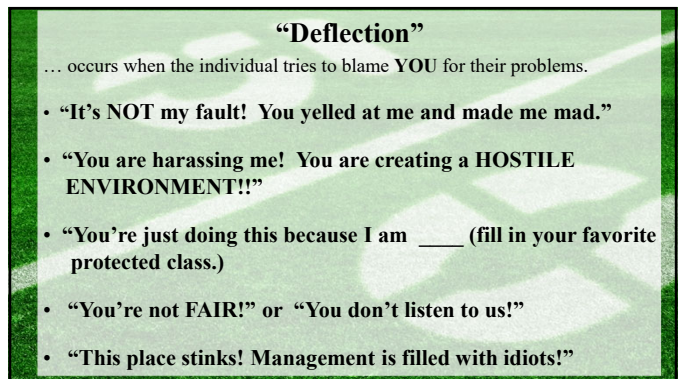
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66

**“Diversion”**

... occurs when employees blame **OTHERS** for their problems.

- “What about everyone else? Fred is doing this too!”
- “It’s **NOT** my fault! They did this to me...”
- “He made me mad.”
- Fred didn’t get this to me in time! It’s his fault!

67

**“Stonewalling”**

... occurs when the individual simply denies your point of view.

- “The company is **WRONG!** It should **NOT** be done that way.”
- “That’s not **MY** job. I don’t have to do that.”
- “I don’t see it that way!”
- “You’re just wrong!”

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**“Victim Mentality”**

... occurs when the individual simply tries to play the **MARTYR** or **VICTIM**.

- “Well, I will just work until I fall over to get it all done.”
- “I just won’t talk to anyone anymore...”
- “You are all against me.”
- “So we should just tell the client that we can’t do that...”

69

**MESSENGER or MESSAGE?**

70

**MESSENGER or MESSAGE SUMMARY**

1. Was the **MESSAGE** accurate?
2. Was the **MESSENGER** abusive? (Use EPR Skills?)

71

**MESSENGER or MESSAGE?**

Is this person playing a game of “Deflection”?

72

### MESSENGER or MESSAGE?

1. Was the message accurate?
2. What are the facts that were delivered?
3. Was this critical information important for the receiver to hear?



73

### MESSENGER or MESSAGE?

1. Did the Messenger use his EPR Skills? (if applicable)
2. What exactly did the messenger do that was so offensive?
3. Would you still be this upset and "offended" if the messenger had delivered good news?
4. How does this person typically react to "bad" news? What is this person's reputation?



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### MESSENGER or MESSAGE SUMMARY



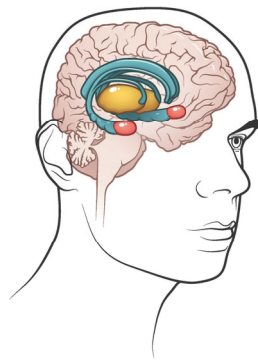
1. Was the MESSAGE accurate?
2. Was the MESSENGER abusive? (Use EPR Skills?)

75

### Is HYPERSENSITIVITY A Mental Illness?



76



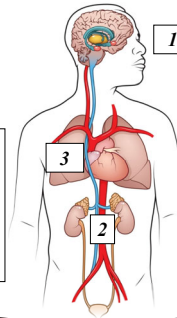
Why Do I  
Forget Things  
When I Am  
*Stressed?*

77

### FIGHT OR FLIGHT

3.  
The blood in the body is re-routed to the lungs, arms and legs, leaving the frontal lobes deprived of blood and the face "flushed."

2.  
The adrenal glands release adrenaline into our brain and then throughout our body. This release of adrenaline will then speed up our heart rate. When our heart rate hits approximately 145 beats per minute, we go into full fight or flight.



1.  
We hear, see, taste, smell or feel a "danger" or stimulus. The brain instantly sends an alarm throughout our parasympathetic nervous system and activates our adrenal glands, one set that is located in our brain and another that is right above our kidneys. We then get that "tightening knot" in our "gut."

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**Why Do I Forget Things When I Am Stressed?**

**Hippocampus:  
Short Term  
Memory**

**Amygdala:  
Emotional System**

79

**SOCIAL EPIGENETICS**

80

**Why Do I Forget Things When I Am Stressed?**

**Hippocampus:  
Short Term  
Memory**

**Amygdala:  
Emotional System**

81

**ACTIVITY SCANS COMPARISON**

**HEALTHY BRAIN**      **DAMAGED BRAIN**

82

**Emotional System v. Fight or Flight**

**Thalamus**      **Thalamus**

**Amygdala**

83

**EPR**  
*Empathic Listening, Parrotting & "Rewards"*

84

**HRCI Program ID: 677268**

***DEALING WITH  
HYPERSENSITIVE EMPLOYEES***

**Start Date: 8/12/2024**

**End Date: 12/31/2024**

Recertification Credit Hours Awarded:

**2 Specified Credit Hours: General**



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**Program ID: 24-CJNNZ**

***DEALING WITH  
HYPERSENSITIVE EMPLOYEES***

**Start Date: 8/12/2024**

**End Date: 12/31/2024**

Recertification Credit Hours Awarded:

**2 Specified Credit Hours: General**



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