

**Difficult People Polite Shut-ups**  
Laugh. Communicate. Connect.



---

---

---

---

---

---

---

**2017 Annual Conference**  
Step Up, Rule in Stilettos!

*Northwest*  
RENAL DIETITIANS

Margarita Gurri, PhD, CSP  
© 2017 Red Shoe Institute. All rights reserved.

---

---

---

---

---

---

---



The key to success is a Red Shoe Attitude.

**RED SHOE INSTITUTE**  
LAUGH · COMMUNICATE · CONNECT

---

---

---

---

---

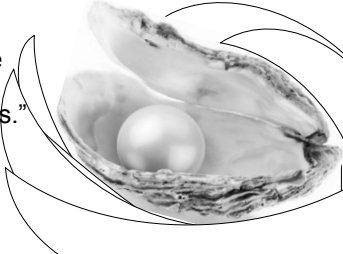
---

---

**Red Shoe Attitude™**

"Own your power!"

"Difficult people are irritants. They can help us make pearls."  
Beba G. Gurri



---

---

---

---

---

---

---

---



Dedicated to...  
*La Beba*  
Beba G. Gurri

---

---

---

---


---

---

---

---

Funny is all around us.



---

---

---

---


---

---

---

---

Building Community...



"The smile is the shortest distance between two people."  
Carol Burnett

---

---

---

---


---

---

---

Building Community...

"The smile is the shortest distance between two people."  
Carol Burnett



---

---

---

---

---

---

---

Back-to-back



- Pick a partner
- Or two

---

---

---

---

---

---

---

### Today's Mission

Power Up with a Red Shoe Attitude

1. Identify difficult people
2. Explore triggers
3. Practice Polite Shut-up strategies
4. Create a Red Shoe Power Plan



---

---

---

---

---

---

---

### Disclosure

Other than my love of chocolate... I have nothing to disclose.



---

---

---

---

---

---

---

### Red Shoe Hotline...

#### 844-Dr Red Shoe

- ☞ 954-609-9904
- ☞ 730-830 am ET
- ☞ Monday-Thursday



---

---

---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---

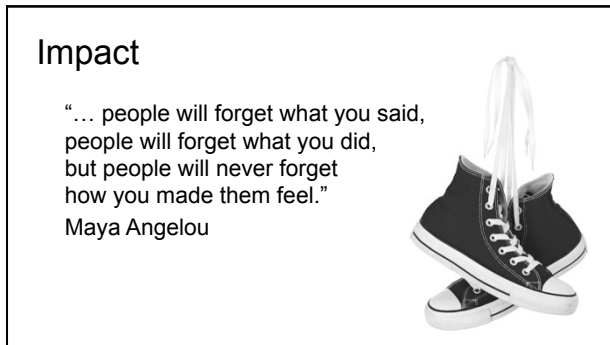
---

---

---

---

---



---

---

---

---

---

---

---

---

**Foundational Truths**  
Difficult people...

1. Are all around us
2. Are sometimes us
3. Help us make pearls... or not!



---

---

---

---

---


---

---

---

**Humor**

"If you can find humor in anything, you can survive it."  
Bill Cosby



---

---

---

---

---


---

---

---

**What are *your* Triggers?** 1-minute Brain Dump

- 👉 List your triggers
- 👉 Why does this set you off?
- 👉 How do you react?



---

---

---

---

---

---

---

---

Why are we difficult?  
Story of the Jerk Fairy



---

---

---


---

---

---

---

4 Difficult Roles



1. Bully
2. Hero
3. Victim
4. Witness

---

---

---

---

---

---

---

Bullies  
Temper Trio

- Aggressive
- Passive Aggressive
- Passive Instigator



---

---

---

---

---

---

---

### Victims

#### Perspective

- Real?
- Perceived?



---

---

---

---

---

---

---

### Heroes

#### Tale of Two Heroes

- ↳ Warrior Hero
- ↳ Thread-Bearer Hero



---

---

---

---

---

---

---

### Witnesses

#### Bystanders

- Good Citizens
- Passive Citizens



---

---

---

---

---

---

---



What roles do *you* claim?

1. Bully
2. Victim
3. Hero
4. Witness



---

---

---

---

---

---

---

How are *you* difficult?



---

---

---

---

---

---

---

Conflict Management Strategy?



---

---

---

---

---

---

---

How do we get Personal P

“...by being authentic, honest, straightforward, working hard, and letting yourself be vulnerable.

Sue Gardner, Executive Director, Wikimedia Foundation



---

---

---

---

---

---

---

---

How do we give away our personal power?

Barriers to a Genuine, Powerful Life

1. Clouded Awareness
2. Values-Behavior Disconnects
3. Skill Challenges
4. Conflict
5. Fear



---

---

---

---

---

---

---

---

Three Levels of Anger.

Communication & Conflict

3. Jerry Springer
2. Polite Folk
1. Yoda



---

---

---

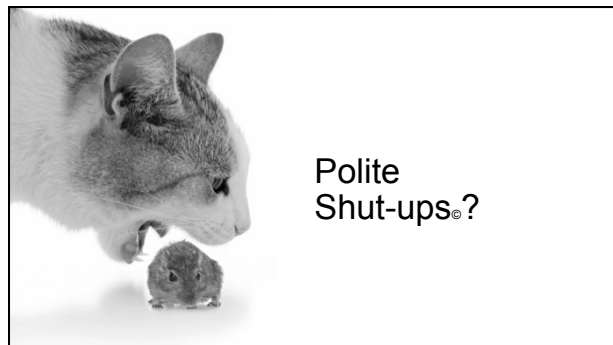
---

---

---

---

---



---

---

---

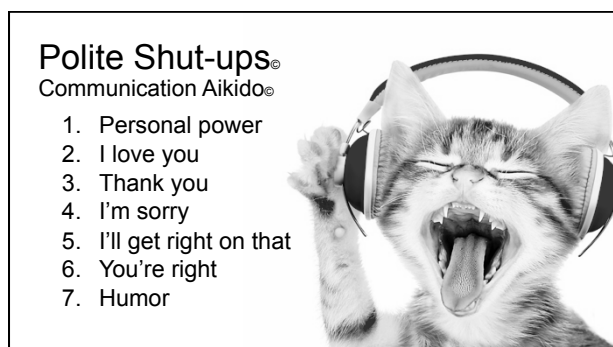
---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---


---

---

---

---

---



**Listening Mojo**  
Communication Aikido©

- ↳ Asking questions
- ↳ Paraphrasing
- ↳ Reflecting feeling

---

---

---


---

---

---

---

---



**“The most important thing in communication is to hear what isn’t being said.”**  
**Peter Drucker**

---

---

---

---

---


---

---

---

**Asking Questions**  
Listening Mojo

- ↳ Open
- ↳ Closed or Short Answer



---

---

---

---

---

---

---

---

**Paraphrasing with Feeling**  
Listening Mojo

- ✓ Paraphrase
- ✓ Reflect Feeling



---

---

---

---

---

---

---

---

**Self Care Research**  
May the SHMET be with you!

1. Sleep
2. Humor
3. Meaning
4. Exercise
5. Touch



---

---

---

---

---


---

---

---

**Today's Mission**  
Power Up with a Red Shoe Attitude

- ✓ Identify difficult people
- ✓ Explore triggers
- ✓ Practice Polite Shut-up strategies
4. Create a Red Shoe Power Plan



---

---

---

---


---

---

---

---

Practice.  
Practice.  
Practice.



---

---

---

---

---

---

---

March

3?

Mini Master Mind

TBD

---

---

---

---


---

---

---

**Today's Mission**  
"No one puts baby in the corner"

- ✓ Examine difficult people
- ✓ Understand triggers
- ✓ Practice strategies
- 4. Create a Red Shoe Power Plan



---

---

---

---

---

---

---



---

---

---

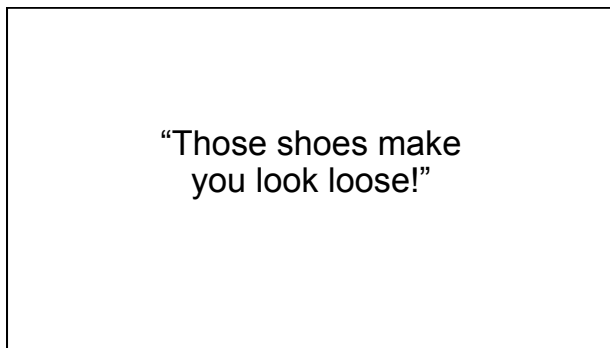
---

---

---

---

---



---

---

---

---

---

---

---

---



---

---

---

---

---

---

---

---

Thank you  
for keeping America  
strong and healthy.

RED SHOE  
INSTITUTE  
LAUGH • COMMUNICATE • CONNECT

---

---

---

---

---

---

---

Difficult People  
Laugh. Communicate. Connect.



---

---

---

---

---

---

---

Red Shoe Hotline  
954-609-9904  
Calling Hour, M-Thurs  
7:30-8:30 am Eastern  
Dr. Margarita Gurri



Margarita@  
**RedShoe**Institute.com

---

---

---

---

---

---

---





---

---

---

---

---

---

---



---

---

---

---

---

---

---