



PHX
SLA 2017



2017 ANNUAL CONFERENCE

JUNE 16-20 • PHOENIX, ARIZONA

ALIGNED WORKPLACEsm

Ilene Marcus, MSW, MPA Managing Annoying People (with JOY)



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Annoying is:

Persistent irritating behaviors in day-to-day situations that suck your energy.

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Today's Roadmap

- Old Friends
- Real Issues
- Humor
- Lessons
- The “Rules”



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YOUR TRIGGERS...



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OH The Triggers....



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Physiological Changes



Amygdala is Triggered

Blood Rushes to the Frontal Lobe

Adrenal Glands React

- ✓ Blood Pressure
- ✓ Pain Threshold
- ✓ Temperature
- ✓ Breathing
- ✓ Heart Rate
- ✓ Pupil Dilation

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The 4 Fs

Flee (Run)



Fight



Freeze



Which of the 4 “F”
types are you?

Or are you a
combination?

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Benefits of FOCUS:

- ✓ More energy at Work
- ✓ Less stress
- ✓ Focus on moving the work forward
- ✓ Better business outcomes
- ✓ Higher enjoyment and work satisfaction
- ✓ More time in your day
- ✓ Move Priorities Forward
- ✓ Contribute Meaningfully



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Special Librarian Arena

- Customer Service
- Inventory/Education
- Specific Challenges

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**The Customer
Is Always Right**
on the verge of making
me lose my mind!

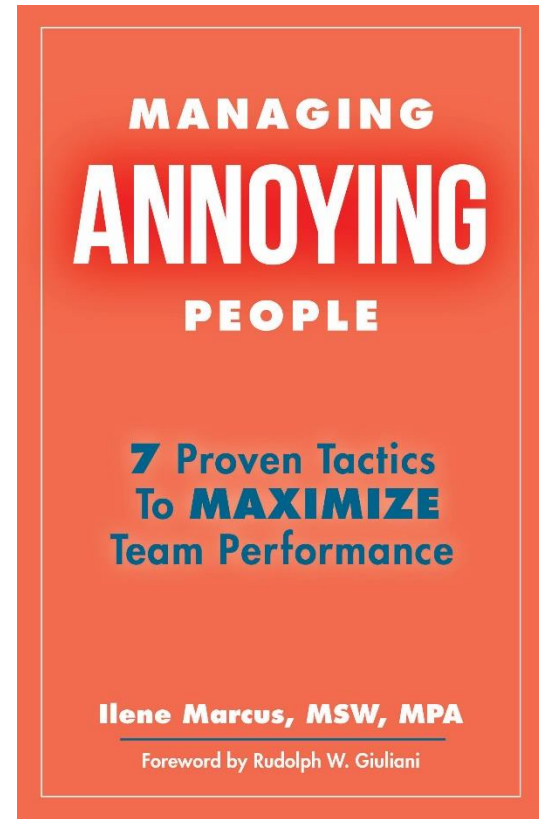


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What's a Librarian to do?

- a) Be Aware
- b) Don't React
- c) Call Ghostbusters
- d) Focus on the target



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Proven Tactics – Your Tool Box

7 Tactics....

- Non-Verbal Behavior
- Guard Your Time



Smile (like you have a secret!)



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Overtly Manage Your Time

- Time Device
- Set the Agenda
- Short, Sweet “No”
- Get Help



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Actionable Steps:

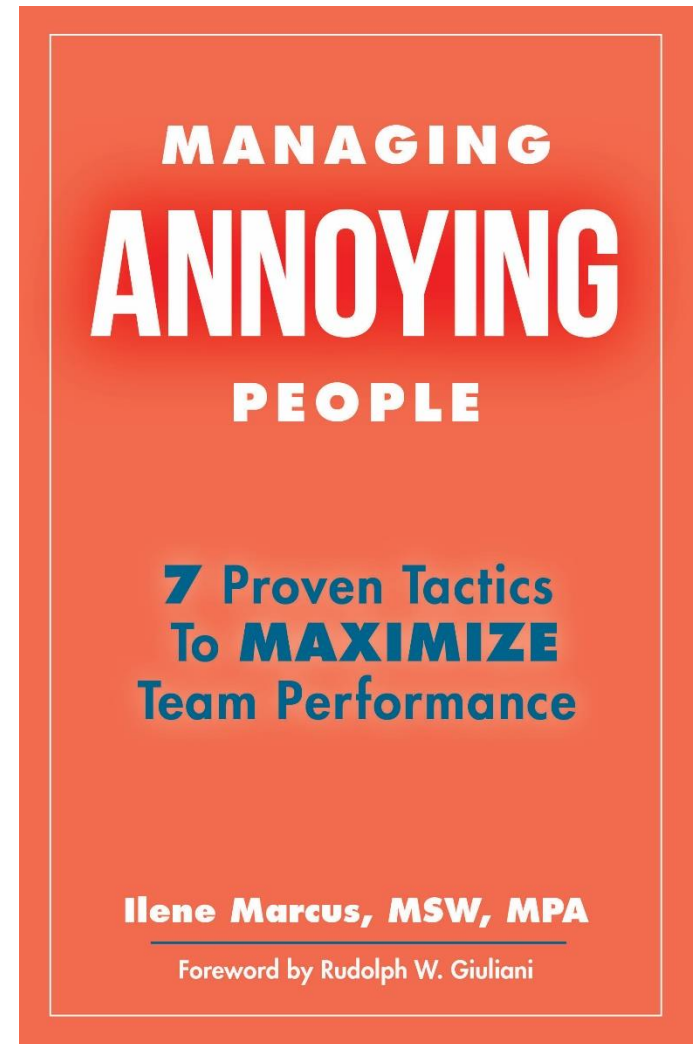
1. Check in on the Annoyance Scale
2. Figure out Your F Style
3. DON'T React
4. Use Your Tool Box



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Stay the Course:

- ✓ Get your copy of “How much is Annoying Costing Me?”
- ✓ Sign up for Aligned Workplace email list at [www. Alignedworkplace.com](http://www.Alignedworkplace.com)
- ✓ Sign-up for Aligned Workplace free webinar on: **How much is Annoying Costing Me for Real?**
- ✓ Buy ***Managing Annoying People***
Today \$13 – no shipping
- ✓ **Lazy** – leave your card or email and you’ll be signed up for WOWs!



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Thank You.....

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