



MDEXPO

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Dealing with “Karens” In the Workplace

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Being a good listener is a key to success!

People want to be heard.

Pay Attention.

Show your understanding of the issue.

Listen, Listen, Listen

Nobody likes a smartass

You may have the answers. But!!!

Don't point out the other person's lack of understanding.

Be Thoughtful.

Don't Antagonize

Everybody likes a friend!

Exceed their expectations.

Don't Bring Your Baggage.

Be complimentary (When appropriate)

Kill Them with Kindness

It's okay to ask for help.

Sometimes you may need an outside party to step in.

Getting solutions from Management.

Involve a Third Party

Keeping your own feelings out of the fray.

Emotional Intelligence

Fuhgeddaboutit!

It don't mean nothin!

Don't Take it Personal

You Can't Make Everyone Happy

No Win Scenario.

Some people enjoy conflict.

Difficult Resolution.

Click Bait

Going on the walk of shame.

Some problems don't have a solution and are out of your control.

Sacrifice to the Karens of the World.

It's Not About You

- Taking a “time out”
- Sometimes you need to walk away and regroup.
- Giving a little time may help deescalate the situation.

Walk Away

Don't sell yourself short for petty issues

- Conceding may score bigger victories later.
- Some issues are not worth the fight.

Pick Your Battles

Being the better person

Don't compromise your reputation and values.

Even if Karen is fighting dirty, don't use bad behavior as your weapon of choice.

Take the High Road

- Plan for a better tomorrow.

You may not get the short-term victory. But work towards a better future.

Karens have a long memory.

Play the “Long” Game

- Keeping the Karens Happy!

Anticipating problems before they become a Karen moment.

Making regular checks with Karen to learn about any concerns or issues they may have.

Conflict Avoidance

- Putting your head in the sand.
- Conflict resolution is not easy.
- Avoiding the situation will only make it worse.

Avoiding Conflict

- To fight another day.

Management may want a different solution.

Try to learn lessons and use them for future resolutions.

Accepting Things Out of Your Control

- Don't sell the farm.

Don't over promise or commit to things you can't deliver.

Manage your solutions, avoid under delivering.

Karens can be very unforgiving.

Realistic Expectations

- Using some tenacity to hang in there.

Putting up a good fight against the odds.

Showing some grit and determination builds character.

Don't Give Up

Make Karen Happy

Based on your conversation and available resources, offer a solution to the problem.

Don't be discouraged if your solution isn't accepted the first time.

Karens can be a stubborn bunch.

Offer a Solution

Getting Karen off your back.

With any luck, you have found a solution to make Karen happy. At least for the moment.

Hopefully, you have demonstrated your ability to resolve the issue. But rest assured, Karen will be back another day!

Resolution

Thank you for your time!



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