

## Paradigm

The way an individual perceives, understands and interprets the surrounding world – a mental map.

Individuals are products of learning and experiences and no two individuals share the same knowledge base or the same set of experiences. Consequently, no two people share identical paradigms.

## Paradigm Shift

If we want significant changes, first we must change our paradigms.

Every significant breakthrough in science is first a break with tradition, old ways of thinking or old paradigms.





In order to see differently, we must be different.

## A Personal Paradigm Shift



Think of a time or event in your life in which you experienced a Paradigm Shift.

1. What was the event or circumstance?

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2. What did you learn that changed your paradigm?

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3. How did the Paradigm Shift affect your life?

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### **Why are people challenging?**

- Feeling threatened
- Exceptional levels of stress
- Your reactions to their difficult behavior which reinforces the behavior by increasing the stress they already feel
- Learned behavior (getting their way)
- Inflexibility (on both sides)



### **What Can Challenging Behavior Look Like?**

- Arguing a point over and over
- Choosing self-interest over what is best for the group
- Inability to compromise
- Talking more and listening less
- Not following through on commitments
- Showing disrespect
- Taking over or being dominant

## Levels of Maturity

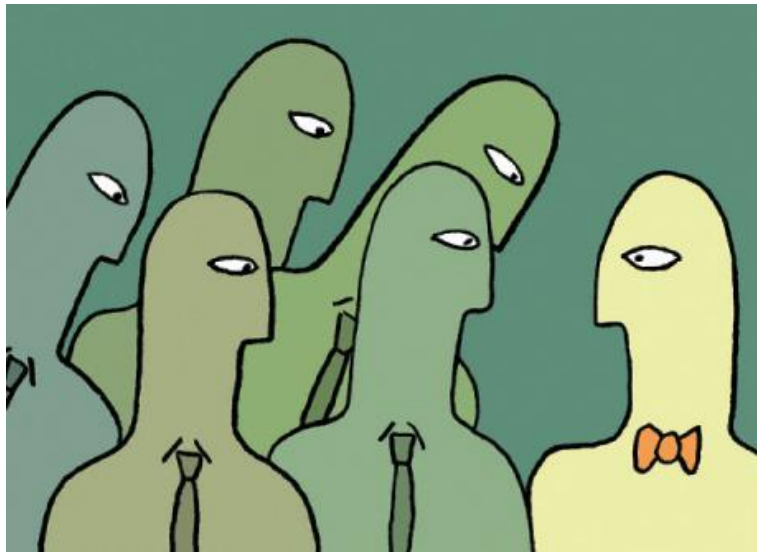
Interdependence



Independence



Dependence

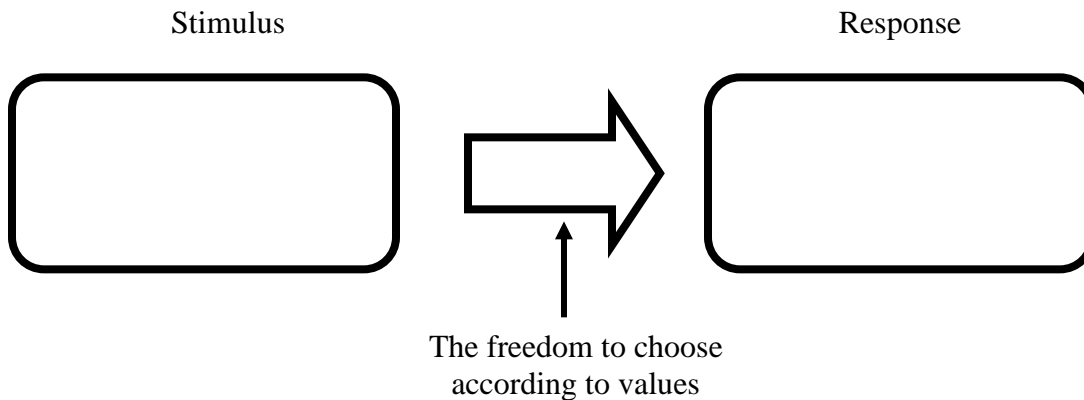


## Working with Challenging People Proactivity vs. Reactivity:

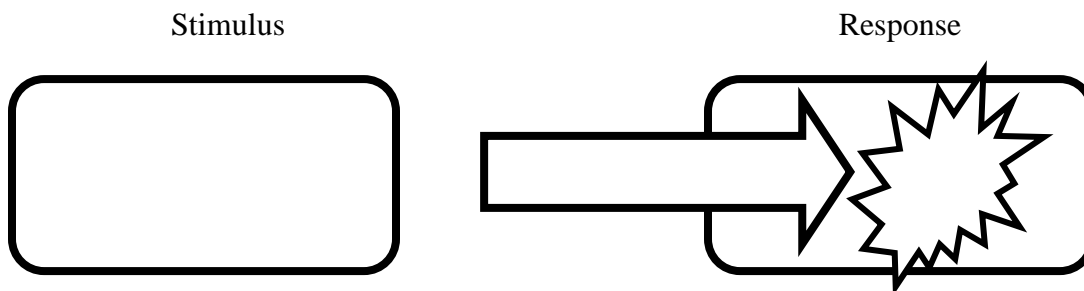
- ◆ Proactivity  
*The power, freedom, and ability to choose responses according to values.*
- ◆ Reactivity  
*Allowing moods, feelings, and circumstances to drive responses.*

Proactive people have these characteristics:

- 1) Responding according to values
- 2) Accepting responsibilities for their own behavior



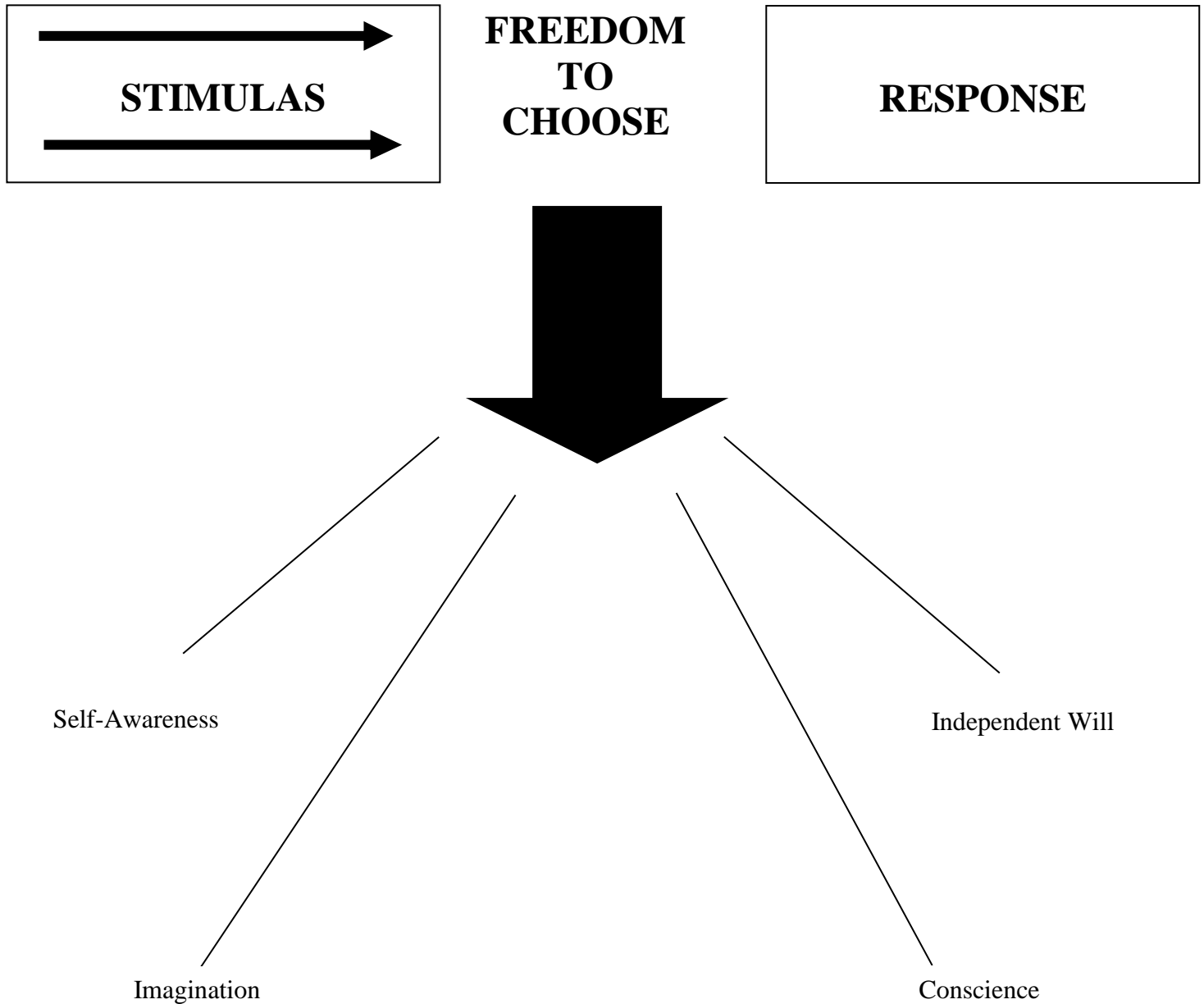
Proactive people use the margin of freedom to make choices that best apply their values. Their freedom to choose expands as they wisely use the space between stimulus and response.



## Responding Proactively

When working with a person who you feel is challenging keep in mind:

- You cannot change them nor control their actions – you can only change yourself and take responsibility for your actions
- No one makes you angry, sad, mad, happy, joyful...you choose how you feel and react
- **AND** – you do not make them feel angry, sad, mad, happy, joyful...they choose how they feel and react



## Working with Challenging People in Your Life

Challenging Person	What You Can Do



# Have you had a Paradigm Shift today?

