

Letting go of resentments towards coworkers and customers

I have enclosed an article I wrote about resentments and working with others. We do not have to like a client / customer / coworker but it sure helps if we do.

Have a great week.

Paul

"We cannot shake hands with clinched fists." Ghandi

Letting go of resentments towards coworkers and customers

Probably everyone has a person in their life that when you hear their name your blood pressure goes up. Have you ever gone and talked to someone and you walked away with the feeling that they did not like you? Usually when we do not like someone, they can tell. There is probably a client / customer or fellow worker that we may have a resentment toward. If we do have a resentment we probably cannot be as successful with them as we could. If it is a customer, they probably will not cooperate as well.

One of the things that has helped me in this area is a process for getting free of resentments. In this process you visualize the person you resent and place them on a stage in an empty auditorium with a spotlight on them. (Some people have put themselves up on the stage.) You tell the person that you forgive them for not living up to your expectations (isn't that what a resentment is about) you are not telling that what they did was right but that it was not what you expected. You are forgiving them for not being perfect; "I forgive you for not understanding how important a job is in our life." "I forgive you for not having the same values about friendship, marriage or what ever, that I have." Remember that what ever they did you may have helped in the process, like believing them or trusting them.

Do this over and over until your blood pressure does not go up. If you are familiar any spiritual philosophies you know that resentments are the number one killer of personal peace. We are giving rent free in our head. You do not have to love them but at least be neutral toward them. They are another fellow human who wants to be successful but may not know the way to do it.

If you have any successful way of working with a customer that you have had problems with let me know and also let me know if it is OK to use your name if it is sent out.

## RESPONCES

I received a lot of responses on how to handle resentments here are a few of the ones that came in to me. I hope this helps, these are from all over the US, seems we all have similar problems.

Have a great weekend.

Paul

Response for resentments

I have found through the years that when I have a really difficult time with a client, my best strategy, in order to remain civil and be able to have the relationship remain productive, is to ask them what makes them smile....not laugh (fearing they might say something like "seeing you hit by a train!" or something similar)....but, what makes you smile.

It is amazing what a transformation 99% of the people make. The most common answer given, since I work with older workers, is "my grandson", or "my granddaughter", the second most common is "my cat" or "my dog". The rest of the answers vary, but it really makes them calm down for at least a minute, and it helps me to connect with them on neutral ground. When they tell me what it is that makes them smile, then I ask "how come?" which gives them an opportunity to share something special in their lives.

I have no grandchildren, but I do love little children and certainly love animals, so then I can soften and say "that makes me smile too." Its a good thing as Martha would say. Interestingly enough, no one in my 25 years in this job has said "my husband" or "my wife"!

Ginger Eureka CA

I have been enjoying receiving your e-mails, and I thank you for taking the time to get information out to us. I agree that resentments are killers of spirit, of time, of energy. I had an experience with a client a few weeks ago that turned out to be very successful in helping both of us to let go of resentments we had toward each other. I knew, if not worked out, this resentment would make life living hell for both of us. I need to use this regularly with family members, but had never tried this with a client before. A family had just moved into the homeless shelter where I work. For whatever reason, I was having a lot of difficulty with the mom's very demanding attitude of entitlement -- and I lost my temper. I of course, ended up feeling very bad about my unprofessional behavior. After calming down, and some prayerful thought, I spoke to her the following day. I offered a sincere apology, then explained that I truly did want to do whatever I could to help her, and I really was on her side. I then invited her to "start over" with me. What a terrific concept -- we really can start over at any time! Since that discussion, we have had a very nice working relationship. Another piece of this story: I really had to forgive myself for being human, as well as my client. I find that this helps letting go of resentments as well, because you can then stop resenting whomever for making you feel so yukky.

Sincerely,

Claudia Bates-Physioc

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I have tried to confront the situation whenever possible. Both parties need to be thinking that they both recognize that there is a problem, that they disagree philosophically and it appears they never will completely agree. Express your opinion that if we are going to work together that we need to find some middle ground. We need to learn how to work together.

Marlin

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One of the things I do when I have hard feelings towards someone is to think very hard about how this would affect me in 10 years. If after thinking about it, if the idea, comment or whatever would not affect my life in 10 years then why use up my energy in resentment today. This helps me to put things into perspective and to keep myself calm in times of stress caused by another person.

Marge Tucker, SESSI

Things I Have Learned:

I've learned that either you control your attitude or it controls you.

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This may or may not have anything to do directly with your message, however, I have a suggestion for working with people who like to gossip and antagonize others. Whenever someone starts to say bad things about someone else to me, I say, "that's funny that you should say those things, because whenever I speak to \_\_\_\_\_, he/she always has such nice things to say about you." That cuts the person off right there and gets him/her to thinking, maybe I should not be saying those things after all. In addition, I am spared any further gossip about that person in the future

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Thank you for the information on resentment. A trick I learned from a friend of mine that also worked for me is: Take a mental picture of the incident that caused you to become resentful. Now picture it as a snap shot. Acknowledge the event and how it made you feel. Forgive the person for not living up to your expectations. Now rip up the picture and get on with your life.

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I seem to have been born with the type of personality who naturally dislikes it when I feel resentments toward anyone. As a child, it started with the idea that everyone is likeable and if I don't like someone it is because I have failed to discover what is likeable and valuable. The flaw lies within me, not the person I've chosen to dislike.

Yet, being human, I still occasionally find myself bristling at the mere presence of someone. To cure my ill feeling, I work at noticing what it is that others seem to like about the person. If this is a coworker, for instance, I observe the positive interactions

between my "victim" (yes, I do consider someone I dislike to be the victim of my negative feelings) and those who appear to like the person. If possible, I bring up the person's name and say something positive so that I can gather more positive information about the person's attributes.

The final step is practicing my mindset toward the person and changing it from a negative to a positive. The people I like, those I've never had a resentment toward, exhibit faults and make mistakes, but I choose to focus on the things I like about them. I practice applying that same attitude toward those I've fostered resentment toward, that I may eventually form the habit of being glad to see them. Constance Holt CA

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I have run into someone that didn't like me for some apparent reason, so what I did was to work on the family. She has an 18 year old son that needed employment and a daughter that needed an after-school program. I got them assistance with their needs, from that day on she started speaking to me. Deborah Bates VA

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You are soooooo right about needing to handle difficult people in a different way. They generally have a great chip on their shoulder and a look that dares you to "knock it off". They are the ones who need kindness the most, even though they view kindness as a sign of weakness. It is easy to be kind to a person who is cooperative and striving to please you. It is hard to be as nice to someone who has poor social skills and does not know the art of communication. We have to remember that all people are made in the image of God and if we make fun of one of them it is the same as making fun of God. These people have had so few experiences where they felt honored or cared for. They do not know how to say "thank you" or respond to good treatment. Once in a great while, they will come around and realize that I am only trying to help them. Once they reach that point, if I continue to reach out to them, they begin to respond positively. It is then, that real progress can be made and the job satisfaction level rises.

Hope you have a great week.  
Susan Williamson GA

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For me this information on resentments really hits home, it's the character defect that I have big problems with. Fortunately, I have not had many resentments regarding customers/clients, but I do carry them with co-workers, ex co-workers, and friends. In the past when I had a resentment, the thing I did was to pray for the person and wished that they received everything they deserved. It's a tedious task and sometimes takes quite a long time before I am at peace with myself. Thanks for giving me another tool for my box. Glad you are home safe and sound. Cinthia Eureka CA

