

The psychology behind...

dealing with your rude work colleague



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Like a bad virus, rudeness in the workplace is contagious.

According to a study from the University of Florida, being around rude behaviour at work makes people more likely to perceive rudeness in other interactions. We begin to look for it and expect it from others and this brings about a perceptual bias that negatively affects the tone of our own interactions, so we become more impolite in return.

It's an important cycle to break because rudeness has a negative

effect not only on how we feel at work but on how we perform as well. If you're experiencing rudeness at work here's how to turn it around:

1. Don't take it personally

If someone is being rude it usually says more about them than it does about you. If they have an issue with you then being rude is a passive-aggressive and ineffective way of dealing with it. If they're just having a bad day then they're displacing their anger on to you. Either way don't make their issue your issue.

2. Don't fight fire with fire

As the research above warns, don't let rudeness make you

respond with more of the same. Instead try and defuse it. Stay friendly and give the other person a chance to calm down and adjust their behaviour to match yours.

3. Explore what's behind the rudeness

Sometimes it's just bad manners, but sometimes rudeness is about frustration and an inability to talk about what's really going on. Give them the chance to talk about what's behind their tone by reflecting that they seem frustrated and asking why.

4. Opt out of the drama

Joining in will only escalate

the situation. So if it feels like you're going to lose your cool, walk away and come back and address things when the situation – and you – are calmer.

5. Don't overanalyse

If you've addressed the situation and tried to help and things haven't improved, then it's best to stop engaging. Don't get caught up in a cycle of overanalysing every detail of your interactions. Instead move on with your life and evict the rude person from your thoughts. People who don't have any regard for how their behaviour affects you certainly don't deserve any more of your energy.

Ask the experts



JAMES ELLIS
Personal trainer, nutrition and fitness expert

Why everyone should grab life by the walnuts (a handful a day)

The walnut is a cut above other nuts. It's special and it deserves our praise. Packed with health-giving properties, clinical tests have shown that they can help alleviate symptoms and protect against everything from Parkinson's Disease to cardiovascular illness and cancer.

Walnuts are packed with antioxidants. They have more than any other nut and it is thought just one handful has the same power as a day's fruit and veg.

One amazing study showed that those who eat a diet rich in a-linolenic acid (a constituent of walnuts) had a 30% reduction in risk of cardiovascular disease and a 49% reduction in risk of stroke. Another American project found a walnut-rich diet can help you lose weight and cut bad cholesterol.

Still not convinced? Here's more reasons to go nuts on walnuts:

Cancer protection

Cancer experts advocate a plant-based diet rich in nuts, along with a physically active lifestyle, to reduce the risk. A 2014 study showed prostate tumour growth in mice could be slowed by walnuts.

Improved sleep

Walnuts are rich in tryptophan, a precursor of vitamin B3, serotonin and melatonin, polyphenols, all of which are said to contribute to improved sleep patterns.

Diabetes reduction

A 2015 study into walnut consumption in those at risk of Type 2 diabetes showed they have a positive effect on bad cholesterol but without negative effects on weight, blood glucose levels or blood pressure.

But remember:

Walnuts are highly perishable and the outer layer provides the antioxidants. Keep them in the fridge for safekeeping.

They are also high in vitamin E so can be problematic for those on the blood-thinning medication Warfarin. Check with your doctor first.

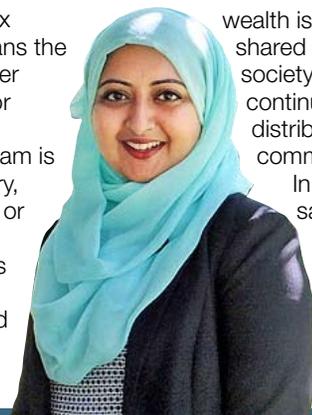
Reflections

Chair of Islamic Society of Britain, isb.org.uk
SUGHRA AHMED

Money won't buy you happiness – in this life or the next

The use of tax havens means the rich get richer and the poor poorer.

A key practice in Islam is the prohibition of usury, which is the payment or receiving of interest. This is on the grounds that it hampers the wellbeing of a just and equal society. The Quran teaches that



wealth is meant to be shared with all members of society so that it continues to be distributed across all communities.

In one verse God says: "[Usury] does not gain anything with God. But if you give to charity, seeking God's pleasure, these are the ones who

receive their reward manifold." (Quran 30:39). Other religions have their guiding principles about how money is to be used. As a child I learnt the saying of Jesus that "it is easier for a camel to go through the eye of a needle than for a rich man to enter the kingdom of God".

We have to ask ourselves the bigger questions. What do our beliefs and values teach us about society and how we contribute to it – including financially.