

Your Hot Buttons

Hot buttons are things that annoy, irritate, and/or frustrate you. If another person is pushing those hot buttons, there is a greater chance that conflict will occur. The first step in handling hot buttons is to understand yours. The following points serve as a starter list to help you explore your hot buttons. Check off only those items that cause you extreme irritation, frustration or annoyance.

I get extremely irritated, frustrated, or annoyed if a person:

- Misses deadlines
- Does not share information with team members
- Thinks he or she knows it all
- Takes things into his or her own hands without consulting others
- Cannot be counted on to get work done
- Does not work with the team
- Only thinks about his or her needs or interests
- Will not make changes to products when asked to
- Takes credit for someone else's work or doesn't acknowledge the work of another
- Refers to a group of people or an individual in a derogatory way
- Doesn't listen to me
- Does not seek input from others
- Does not participate in meetings
- Doesn't follow instructions

Now, think about a person with which you have had a conflict. Then complete this statement:

When _____ does (does not) do _____
Name of Person Action(s)

I become irritated, frustrated, or annoyed.

After have made your list, ask yourself the following questions:

- Do I feel this way with this person only, or with other people as well?
- What do I normally do when my hot button is pushed?
- What can I do to change?

Once you complete this process, you are ready to develop a plan that will help you eliminate your hot buttons.

For further reading:

- Culture Briefings (www.culturebriefings.com)