

## DEALING WITH GOSSIP

Never gossip or complain about your boss. Even if he is a jerk and everybody knows about it. Don't join in with tales of what he does or doesn't do.

Resist the urge to talk about company information you may know but that is confidential and should not be discussed. It may give you a sense of power to know things that others don't and to spread it around, but it will just get you in trouble. Never spread information your boss has told you in confidence like what salaries other people make or upcoming promotions or layoffs.

Don't align yourself with office grumblers or a clique that constantly complains and gossips about everything.

Stay away from all mean and vicious gossip. You know what it is. Use some of these tried and true techniques to deal with it:

1. Change the subject or think of a task you need to do and get away as quickly as possible.
2. Say, "Oh, I hadn't heard about that. Let's go ask her about it to make sure it is correct."
3. Ask, "Have you talked to him about this to make sure it is true?"
4. The most effective way to deal with a gossip situation is to firmly, but politely, tell the person that you do not want to hear gossip or harmful information.
5. If you find out someone is gossiping about you, you can talk directly to the person by telling him what you have heard that he was saying about you and ask him not to do it. It may be uncomfortable for you, but the direct approach is the best in this situation.

And be sure YOU are not being tagged as the office gossip! You know that one: when someone says, "Oh, tell it to Sally. Then it will get it around to everyone."

If you are interested in more customer service ideas from Peggy, she has two public seminars in Houston October 19<sup>th</sup>. "How to avoid a shark attack, dealing with difficult people, and tough situations" and "The how behind Wow! The five things all customers want and need". (Each is one-half day). <http://www.suepistone.com/seminarPM.html>