Dealing with Your Difficult People

...and Living to Tell About It!
Agenda!

- Define difficult
- Realize your own style of resolution
- Assertive Behaviors: Focusing on verbal and non-verbal messages
- Difficult Person Survival Kit
Supplemental Materials

Please print off the following information before proceeding with training:

How YOU Act in Conflicts Assessment
What is “difficult”?

A person, we perceive as, working from the negative side of their personality.

And let’s face it, we can ALL be difficult sometimes!
Difficult? Not ME!
Self-Assessment

What type of person are you?
(Press enter)

- Withdrawing
- Forcing
- Smoothing
- Compromising
- Confronting
How YOU Act in Conflicts

1. Complete the 35-question assessment entitled *How YOU Act in Conflicts*.

2. Enter your answer for each question in the appropriate box on the handout marked *Scoring*.

3. Total each column. The column with the highest number is how you act in conflicts.

4. Determine your animal counterpart and learn about your and other’s styles in the following slides.
The Turtle

- Withdraws into shell to avoid conflicts
- Gives up personal goals and relationships
- Stays away from conflicting issues and people involved

“I’ll withdrawal rather than face the issue”.
The Shark

- Overpower others forcing them to accept their resolution – 1 winner, 1 loser
- Goals – important; relationships – not
- Will get what they want... at any price!

“Attack, overpower, overwhelm and intimidate”!
The Teddy Bear

- Relationships – important; goals – not
- Conflicts damage relationships
- Want to be liked

“I’ll let you have your way so you’ll like me.”
The Fox

- Moderate concern for goals and others
- Compromises
- Strive for agreement in conflict

“To settle things, I’ll give up this and you give up that.”
The Owl

- Values goals and relationships
- Conflict improves relationships & eases tension
- Important everyone is pleased with outcome

“I’m satisfied once conflict is completely resolved”.
Assertive Behaviors
Everyone can be ASSERTIVE!
aka Tactfully Direct

Be aware of your...
Eye Contact
Body Posture
Comfortable Distance
Facial Expression
Tone, Inflection, Volume
Fluency
Listening
Content of Message
8 Ways to Deal with Difficult People

1. Try something new. What you did before just isn’t working!

2. Help this person realize how much their negative behavior is damaging their potential.

3. Expect a positive outcome! Our expectations shape our non-verbals.
4. Set goals together and monitor progress. Praise good outcomes.

5. Involve them! Ask how they’d like to solve the problem.

6. Be clear!

7. Allow a *reasonable* amount of time for improvement.
And most importantly,

8. Learn and understand where this person’s “difficulty” is coming from.