

Questions

- How do you react to difficult people?
- What is your immediate instinct that you may not act on?
- Discuss one of the most difficult people you have encountered.

Dealing with Difficult People

Our Natural Reactions to Difficult People

Fear

Fight

Anger

Argue

Shock

Flight

Difficult Behavior Occurs on a Continuum



- Passive is uninvolved and inactive
- Overt is hostile and aggressive

In the Middle – May Just be the Most Difficult

- Passive, Aggressive
- Dishonest, Manipulative

Openly Hostile, Aggressive Behavior

- Harsh and forceful
- Shout, swear and abusive
- Domineering and controlling
- Self-centered lens
- More self-centered = more difficult

Why Use Hostile Aggression?

- To make sure things happen the way they want
- Trying to claw back control

Communicating

- Listen, listen, listen
- Active listening
- Minimal encouragers
- Reflective listening
- Repeating
- Paraphrasing
- Ask Questions
- Showing empathy

Learn From a Good Listener

Standing up to Difficult People

- Identify and explain the problem
- Acknowledge your part
- Acknowledge the reply
- Identify solutions – possibilities
- Keep calm

Dealing with Direct Hostility

Dealing with Direct Hostility

Body Language

Assertive Body Language

- Stand or sit up straight
- Keep head level
- Relax your shoulders
- Spread weight evenly
- If sitting – arms on chair, not to the side
- Eye contact
- Lower pitch
- Speak more slowly

Reflective Listening

- Start with “I”, not “you”
- Negotiate, offer compromises
- Identify compromises

Dealing with the Indirect – Passive Aggressive

- Do not:
 - Get drawn in – avoid sarcasm, excuses and lies
 - Say “you”
 - Try to prove who is wrong
 - Get angry or defensive

Dealing with Impossible People

- People who are:
 - Self-centered
 - Bullies
- Impossible people are called impossible for a reason
- Let them go and move on

The Resiliency Advantage

- Dealing with difficult people

Dealing with Difficult People

- Highest level of resiliency
- People who act in ways, talk in ways that you find difficult

Accepting and Believing

- Every person gets to think and act the way they do
- It is you who has the problem of not being able to handle them
- Difficult people can be converted into teachers

Empathy + Compassion: Compathy

- It takes emotional strength and emotional intelligence to listen with compassion

Compathy Steps

- Ask them to tell you what is upsetting them
- Listen
- Clarify
- Repeat
- Validate
- Thank them
- Add a point
- Ask – what do they want?
- Discuss possible solutions

References

- How to Deal with Difficult People: Smart Tactics for Overcoming the Problem People in your Life
 - *By: Gill Hassan*
- The Resiliency Advantage; Master Change, Thrive Under Pressure, and Bounce Back from Setbacks
 - *By: Al Siebert, Ph.D.*