Dealing With Difficult People
Frogs have it easy; they can eat what bugs them.
Dealing With Difficult People

BULLDOZER

EXPERT

COMPLAINEER

SNIPER

BALLOON

INDECISIVE
4 ELEMENTS FOR EFFECTIVELY DEALING WITH DIFFICULT PEOPLE

1. Know Specifically **What** You Want
2. Make the Commitment
3. Pay Close Attention
4. Be Flexible
## TYPES of “PEOPLE”

<table>
<thead>
<tr>
<th>TASK FOCUSED:</th>
<th>PEOPLE FOCUSED:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INTENT:</strong></td>
<td><strong>INTENT:</strong></td>
</tr>
<tr>
<td>– To get things done</td>
<td>- To get along</td>
</tr>
<tr>
<td>– To get things right</td>
<td>- To get appreciated</td>
</tr>
<tr>
<td><strong>NEED:</strong></td>
<td><strong>NEED:</strong></td>
</tr>
<tr>
<td>– Control</td>
<td>- Approval</td>
</tr>
<tr>
<td>– Perfection</td>
<td>- Attention</td>
</tr>
</tbody>
</table>
Anger is one letter short of DANGER!
1. Stand your ground
2. *Breathe!*
3. Interrupt
4. Backtrack slightly
5. Aim at a “Bottom Line”
6. Peace with Honor
He who throws mud loses ground.
1. Stop, Look, & Backtrack
2. Ask the “Relevancy” question
3. Seek group opinion
4. Now we need “Tank” strategy?
5. If he/she will talk -- **LISTEN**!
6. Suggest a “Civil Future”
Diplomacy is the art of letting someone else get your way.
KNOW-IT-ALL: (The *Expert*)

1. *Know* your stuff
2. Backtrack with respect
3. Question *firmly*
4. Present options *politely*
5. Use plural pronouns
6. Acknowledge his/her competence
No man knows less than the man who knows it all!
KNOW-IT-ALL: (The Balloon)

1. Backtrack
2. Ask for specifics
3. State facts as you know them
4. Provide a way out
5. Handle alone whenever possible
If you must cry over spilled milk, then please try to condense it!
The Complainer:

1. Listen
2. Prepare to interrupt - *Don’t Agree*
3. Acknowledge the complaint
4. Get specifics
5. Use limiting responses
6. Move to problem solving
Sit on the fence long enough and the parade will pass you by.
INDECISIVE:

1. Help them voice concerns (take cues from “what’s not said / indirectness”)
2. Provide face-to-face support when possible
3. Reduce alternatives
4. Keep the action step
5. Watch behavior - “don’t push too far”
You can’t direct the wind, but you can adjust your sails.
Difficult Person Coping Plan:

1. Assess the “Situation”
2. Stop wishing they were “different”!
3. Get distance between you and the difficult behavior
4. Formulate a plan for interrupting the interaction
5. Implement strategy
6. Monitor coping process
7. Modify or abandon plan, if necessary
CARING COMMUNICATION:

- Acknowledging
- Appreciating
- Assuring
- Passive Listening
- Pacing
- Reflecting
- Paraphrasing
- A positive close
WATCH OUT FOR:

- Put Downs
- Impatience
- Sarcasm & Complaining
- Jargon
- Explaining Too Much
- Ignoring Customer’s Comments
- Avoiding Responsibility or Blaming Others
QUESTIONS?