DEALING WITH DIFFICULT PEOPLE

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OBJECTIVES

- Introductions
- Learn about yourself
- Identify difficult people, their motivation and behaviors
- Strategies
DEALING WITH DIFFICULT PEOPLE RULE 1

- It ALL starts with YOU
KNOWING YOUR VALUES

- Exercise
Observe actual behavior

- Body language
- Tone of voice and expression
- Choice of words
PEOPLE-READING METHOD

1. FAST-PACED & OUTSPoken
   CAUTIOUS & REFLECTIVE

2. QUESTIONING & SKEPTICAL
   ACCEPTING & WARM
PEOPLE-READING METHOD

3.
Knowing how to communicate is powerful

Communication Process
- what you say
- what you sound like
- what “they” see
Be aware of your non-verbal communication

- Body Language
- Eye Contact
- Facial Expression
- Posture
- Gestures
Communication Quiz
Personal boundaries are the physical, emotional and mental limits we establish to protect ourselves from being manipulated, used, or violated by others. They allow us to separate who we are, and what we think and feel, from the thoughts and feelings of others.

Z. Hereford (9 Essential Life Skills)
BOUNDARIES

- Respect
- Firm and consistent
- Accountability
- Actions and words match
Your right

- Recognize that other people's needs and feelings are not more important than your own.
- Learn to say no
- Identify the actions and behaviors that you find unacceptable
- Trust and believe in yourself. You are the highest authority on you.
DIFFICULT PEOPLE

The Passive or Silent Type

The Yes person

The No person

The do it all person

The know-it-all

The agressor
DEALING WITH DIFFICULT PEOPLE

Principles for Getting Along With Difficult People

- Maintain your confidence
- Hold realistic expectations.
- Quit trying to change the difficult person. Accept the fact that you can't change him, but you can change your reactions to him/her.
- Refuse to play his/her games.
- Don't allow yourself to become the difficult person's slave. Be honest with yourself and learn to say no.
<table>
<thead>
<tr>
<th>When people:</th>
<th>Try This:</th>
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<tbody>
<tr>
<td>Push your buttons</td>
<td>Have a humorous response</td>
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<td>Make an outrageous accusation</td>
<td>Be silent, then redirect</td>
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<td>Are complaining</td>
<td>Reflect back</td>
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<td>Blame</td>
<td>Acknowledge</td>
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<td>Won’t stop Arguing</td>
<td>Agree to disagree</td>
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<td>Keep asking questions</td>
<td>Answer with a question</td>
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TECHNIQUES FOR DIFFICULT SITUATIONS

- Pacing- Communicates being in sync, establishes common ground
- Backtracking- repeating what a person says not what you think they said
- Intent- state early in the conversation to establish the same goal
- Clarify- ask questions, get all the info
REVIEW

- Know yourself
- Identify difficult people, their motivation and behaviors
- Communication: Verbal and Non-verbal
- Values:
- Strategies: Pacing, Backtracking, Intent and Clarify
- Boundaries
SHARE SCENARIOS
QUESTIONS?

Thank You!