

WORKING WITH DIFFICULT PEOPLE

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ANGER SHUTS DOWN CONVERSATION



WHY ARE PEOPLE DIFFICULT?

- Unresolved issues
- Insecurity
- Control

STRINGS ATTACHED



FORMS OF CONTROL

- Fixing/rescuing and worrying
- Passive-aggressive/manipulation
- Anger/aggression

IMPACT ON WORK ENVIRONMENT

- Increased stress
- Poor attitude and low morale
- Decreased productivity

COMMON CONFLICT MISTAKES

- Avoidance and over-personalization
- Move too quickly to solutions
- Focus on the person rather than on the problem

YOU DON'T LIKE ME?



CONSTRUCTIVE COMMUNICATION

- Validate first
- Active listening and avoid interrupting
- Delivery matters

SPEAK LESS,
LISTEN MORE

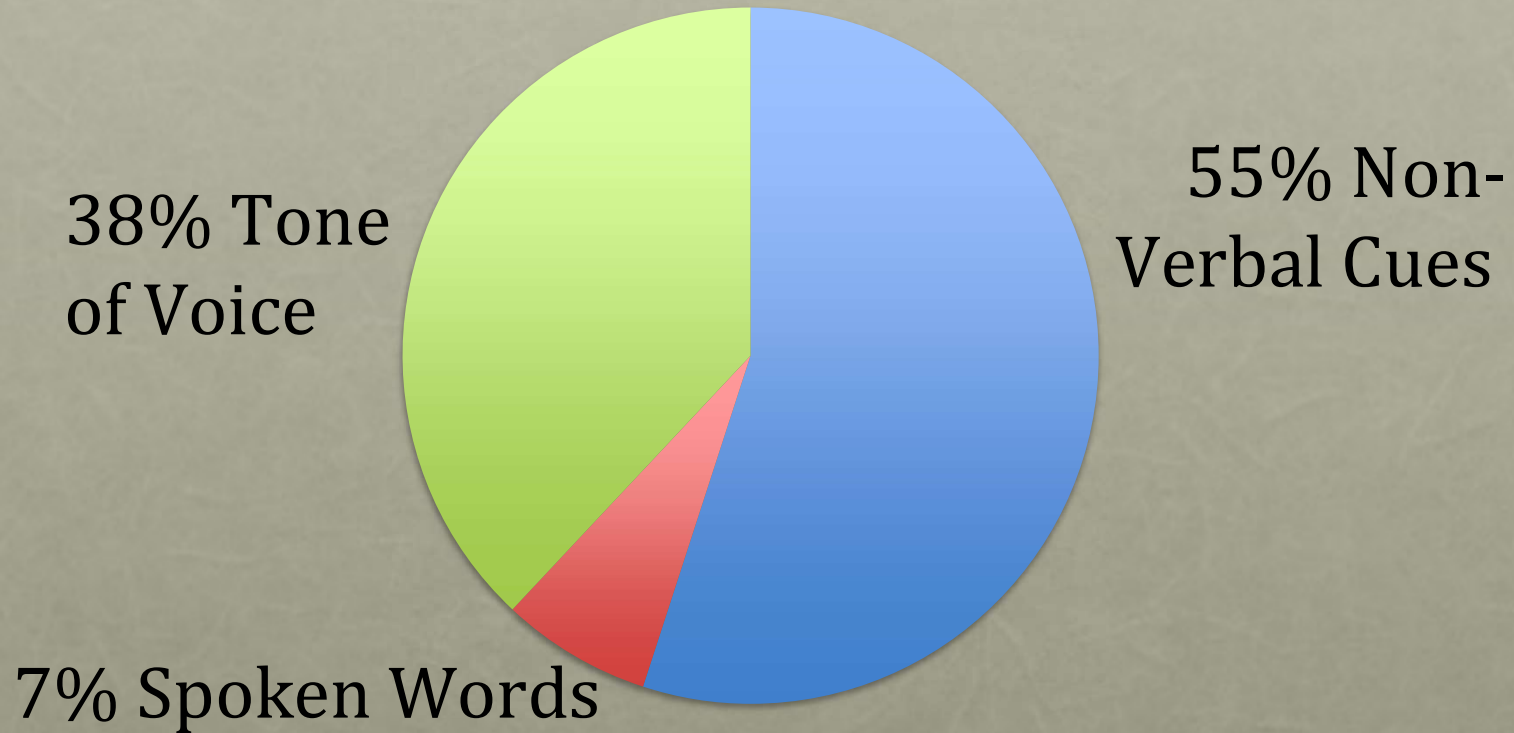


COMMUNICATION STYLES

- Aggressive
- Passive
- Passive-aggressive
- Assertive

VERBAL VERSUS NON- VERBAL

Effectiveness of Communication



COMMUNICATE DIFFERENTLY

- Suggest over command
- Respond over react
- Use “I” over “you”

WHAT'S THE CONFLICT?



CONFLICT RESOLUTION

- Identify, express, and validate
- Brainstorm and negotiate
- Compromise and implement

CONFLICTS WITH CUSTOMERS

- Paraphrase and be empathic
- Find points of agreement
- Maintain customer service mindset

CONFLICTS WITH COWORKERS

- Provide time limited venting
- Ask why upset and validate the concerns
- Clear expectations for future behaviors

WAYS TO DIFFUSE NEGATIVE ENERGY

- Avoid being yes, but person
- Take responsibility for yourself (avoid becoming difficult person)
- Agree on a common plan of action

“Outstanding leaders go out of their way to boost the self-esteem of their personnel. If people believe in themselves, it’s amazing what they can accomplish.”

Sam Walton

IF NOTHING WORKS

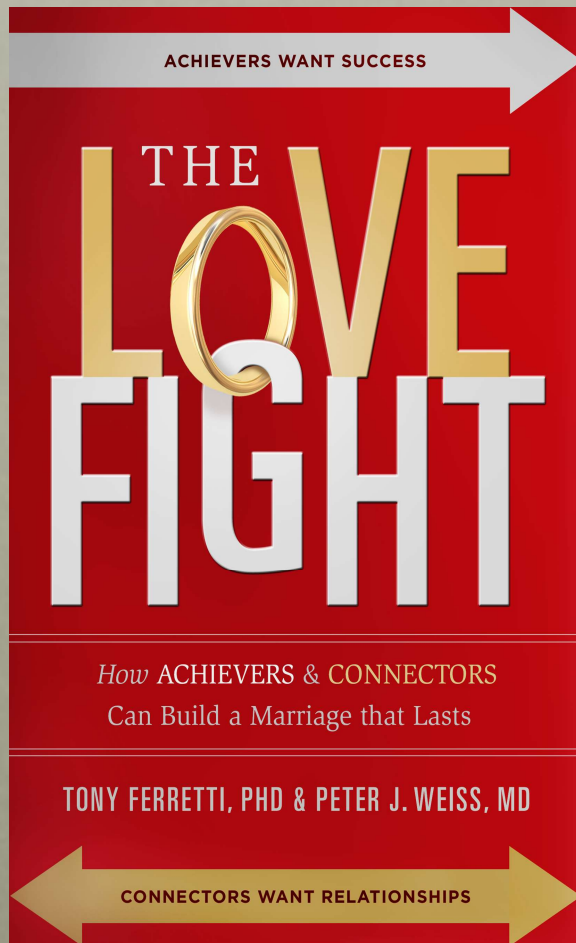
- Kill them with kindness
- Modify expectations
- Accept limits of control

CALL TO ACTION

- Take ownership/responsibility
- Speak up, not out
- Value people and relationships

“People do not care how much you know
until they know how much you care.” —
John C. Maxwell

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