

Dealing with Difficult People in Difficult Situations



Objectives

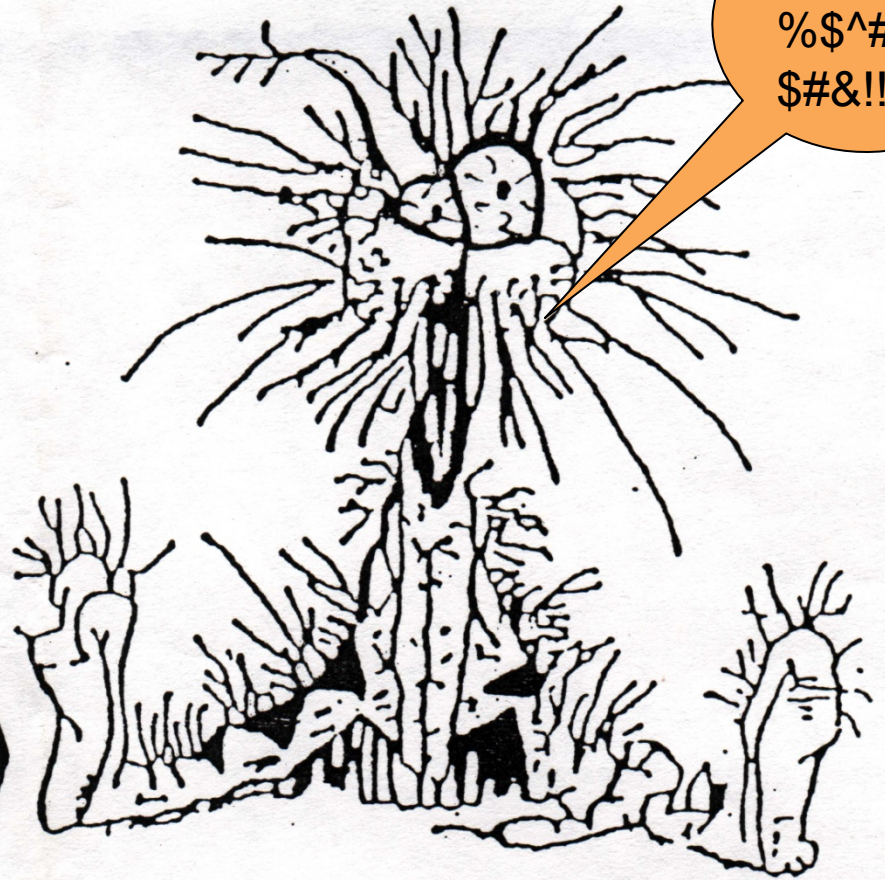
- Which difficult people need to be confronted and which need to be ignored
- How your personality and attitude affect the outcome of a disagreement
- To recognize their own “triggers” and will learn fast and easy strategies to control them
- Graceful “exit” lines to retain respect and credibility
- How to turn a complaint into an opportunity
- How to use non-verbal communication to build rapport in seconds
- To say no – tactfully – without feeling guilty



Beginning



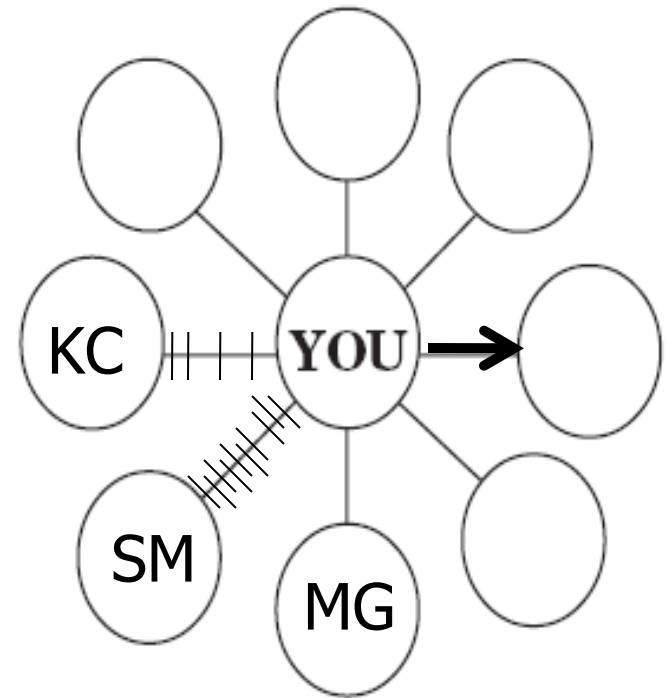
Beginning



End

Identifying Difficult People in Your Life

1. Identify the difficult people in your life. Think of yourself as being in the center.
2. Each of the peripheral circles represents one of the people/departments you interact with.



Should I confront them or let it go?

Ask yourself two questions:
(Must get a YES for both questions)

1. Is it persistent?
2. Does it impact me?



“The person could simply be oblivious to your discontent or underestimate it and assume you really don’t mind.”

What we will cover today

- Examine your own behavior and review communication skills
- Learn how to deal with someone confronting you
- Learn how to confront them

Examine your own behavior

2 Rules of Communication

1. People want you to communicate with them in THEIR style.

Passive ↔ Assertive ↔ Aggressive



Personality Styles



Extrovert
(People 1st)

Relater
(Golden Retriever)

Innovator
(Otter)

Slower Paced
(Passive)

Analyzer
(Beaver)

Driver
(Lion)

Faster Paced
(Aggressive)



(Task 1st)
Introvert



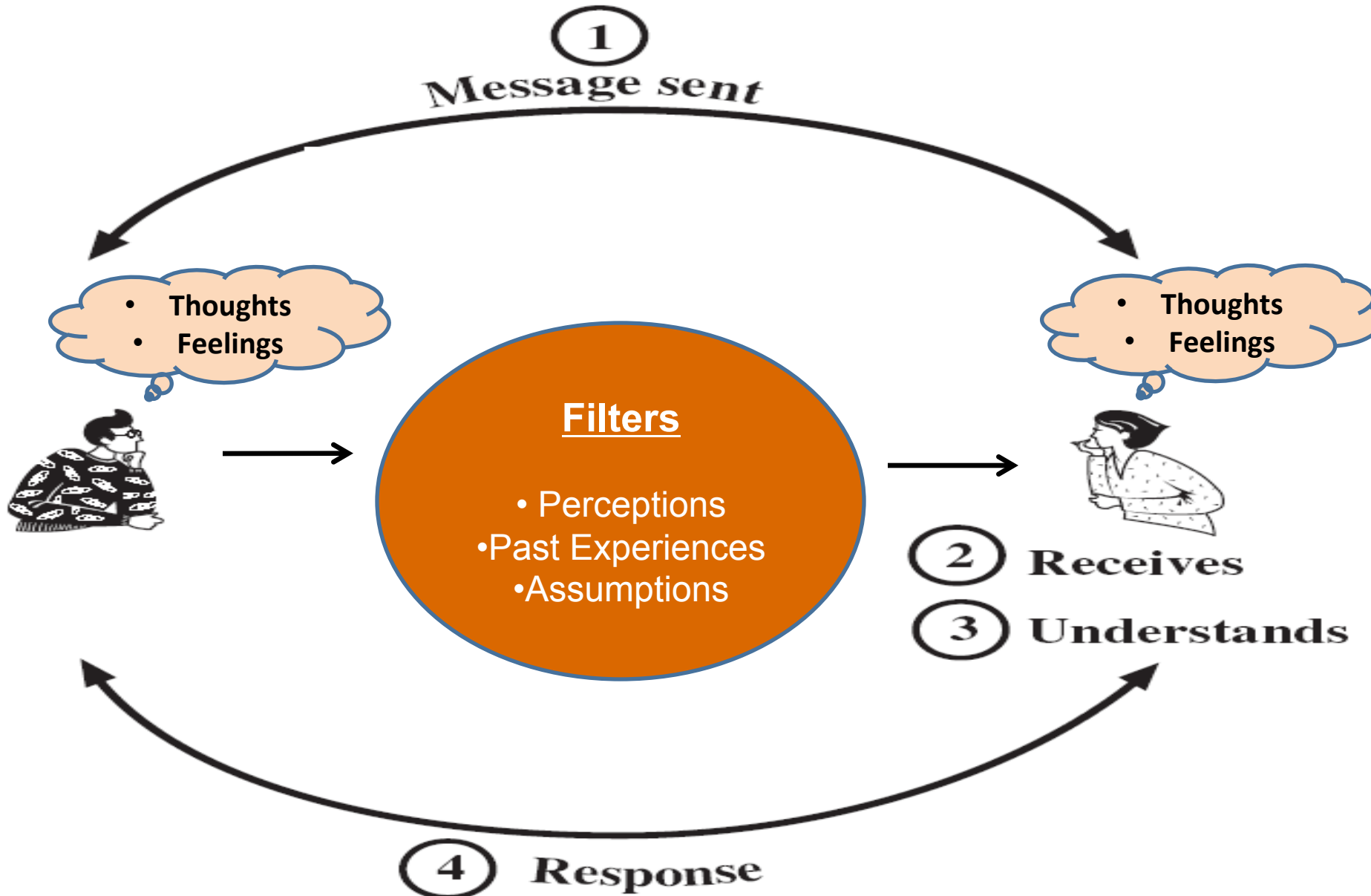
Exercise

1. Write the names (or initials) of three “challenging” people
2. Write their dominant personality style
3. Write one thing you can do differently to communicate better with them

2 Rules of Communication

1. People want you to communicate with them in THEIR style.
2. It is always the ***sender's*** responsibility to make sure the communication is as clear as possible for the ***receiver***

The Transmission Model of Communication



Do THEY understand ME?

CAUTION:

Yes/no questions are not effective:

- “Do you understand?”
- “Did I make sense?”
- “Do you have any questions?”

Avoid “You” language

SOLUTION:

Ask open-ended questions

- “What’s your understanding of the situation?”
- “What’s your plan for moving forward?”
- “What are the first three steps you’re going to take to get started?”

Use “I” language





How we send messages

Face-to-face...

Body language 55%

Voice tone 38%

Words 7%



On the phone...

Body language 0%

Voice tone 87%

Words 13%



Listening: Are you distracted?

External

- Phone
- Computer
- Noise from other employees
- Lighting
- Music
- Papers / Projects

Internal

- Personal thoughts
- Prior interactions and influence
- Other work projects
- Focus on your response
- Hunger
- Fatigue

What gets in the way?

- **Assumptions:** What's being said is not what we expected
- Didn't find any information to connect with
- Didn't find any information we wanted to hear
- **Selective attention:** We listen only to the sections that are relevant to our needs and interests
- **Listening with an agenda:** We listen for facts that will prove our point
- Failure to tune into feelings of the speaker
- **Our personal bias:** Our background and perceptions often dictate what we will hear

When THEY confront YOU....

1. Giving you feedback
2. Saying “No”
3. Venting / Complaining to you

2 Types of People who give Feedback

1. Expert

2. Ignoramus



Receiving Feedback

- Assume the best intentions
- Separate yourself from the feedback
- Make THEM get specific



How to Say “NO”

(Negotiating Solutions)

Acknowledge

Circumstance

Transform = solution



When THEY are angry and complaining to YOU



*What's the reason behind every
complaint?*

Unmet expectations!

This isn't what I expected when I bought the tickets.

BIZARROCOMICS.COM



1
P. PIRARO.
9.6.12

w/Wayno® Facebook.com/BizarroComics

Dist. by King Features

This isnt what I expected when I bought the tickets.

Disney ON ICE



BIZARROCOMICS.COM

1
P. Bizarro
9.6.12

w/Wayno® Facebook.com/BizarroComics

Dist. by King Features

Service Recovery with



- ***H*ear them out**
- ***E*mpathize**

People don't care
how much you
KNOW,

until they knew
how much you
CARE.

echozlang.blogspot.com

Service Recovery with



- ***H*ear them out**
- ***E*mpathize**
- ***A*cknowledge/*A*pologize**
- ***R*eview**
- ***T*ake responsibility/*T*ell what you **CAN** do**

Signs you're not managing your emotions

- You talk too much.
- You don't listen.
- You become overly emotional.
- You become defensive.
- You become unduly sympathetic.



Handling YOUR Anger

$$E + R = O \quad (\text{Jack Canfield})$$

PAUSE



EVENT + RESPONSE =

OUTCOME

Options to Manage your Emotions

- **Admit it**
- **Write it out**
- **Exercise**
- **Role play**
- **Take a deep breath before you speak**
- **Count to 10 silently before you interrupt**
- **Imagine this person is a beloved relative who is having a bad day**
- **Hear the person out rather than arguing**
- **When all else fails, respectfully call a manager to assist**



Graceful “exit” lines



- “Let me get back to you on that.”
- “Give me a minute to check on that.”
- “Let’s do some research on this and get back together tomorrow.”
- “You’ve given me some great things to think about...”
- “I have a meeting in 5 minutes, let’s continue this discussion at 2:00.”
- “I hadn’t thought about that perspective...”

When YOU need to confront THEM....

- Be prepared
 - Describe the difficult behavior
 - Describe the preferred behavior
 - Devise a plan of action
 - Include timeframes / check points
- Manage YOUR emotions
- Focus on the specifics
- Talk about solutions



Common Types of Resistance



- Denying
- Deflecting
- Trivializing
- Dismissing
- Looking for pity

Denying



Them: “I honestly don’t know what you’re talking about. I don’t recall ever doing that. You’re getting this wrong.”

You: “Well, let’s look at a specific example. Do you remember yesterday morning at 8:30 when?”

Deflecting



Them: “I’m the least serious offender. What about Mike?”

You: “We’re not talking about Mike. Right now we are here to talk about you.”

Trivializing



Them: “I only did it once. I can’t believe you’re bringing this up.”

You: “Actually, this has happened on _____ different occasions...”

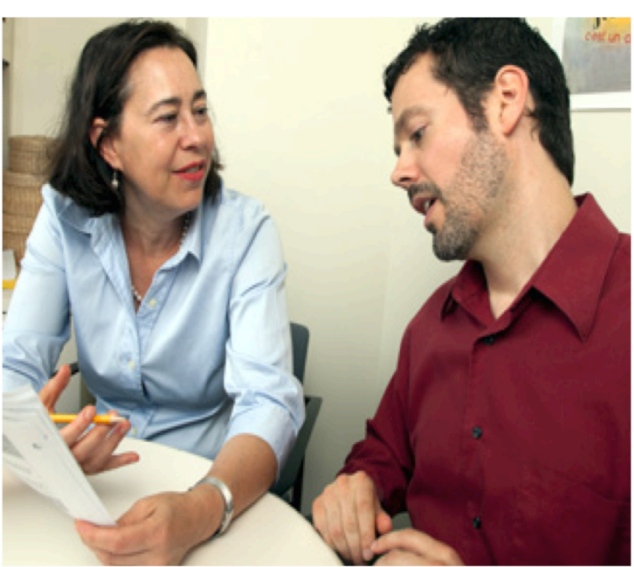
Dismissing



Them: “Okay. Got it. Are we done yet?”

You: “Not quite yet. Thank for taking the time to talk with me. Let’ s talk about how we’ re going to move forward...”

Looking For Pity



Them: “I’m having problems with my boyfriend right now. We were up all night fighting.”

You: “I can understand that you’re going through some hard times right now. I’d still appreciate it if the next time this happens ...”

Giving Constructive Feedback

1. State facts and observable behaviors

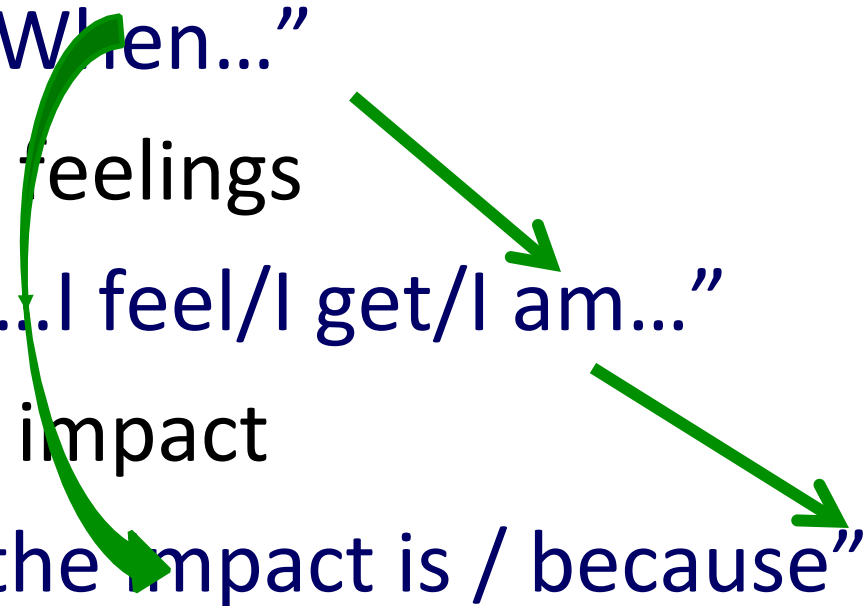
“When...”

2. State your feelings

“...I feel/I get/I am...”

3. Relate the impact

“...the impact is / because”



Giving Constructive Feedback

4. State the possible positive reason

“I understand that...”

~~BUT~~

AND

5. Request new behavior

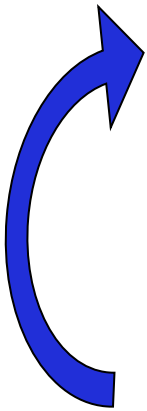
“In the future...”

6. Ask a confirming question

“What do you think?”

Giving Constructive Feedback

1. “When ...”
2. “I feel, or I get, or I am...”
3. “The impact is...” or “because...”
4. “I understand that...
~~BUT~~ AND
5. “In the future, I would like...”
6. “What do you think?”
EXCUSE
7. “Next time...”



Re-Cap

When dealing with a difficult person....

1. Be prepared – focus on the facts
2. Manage YOUR emotions
3. Look for areas of agreement
4. Talk about solutions



Action Steps

1. Think about all the things we covered.
2. Write down two action items that you will implement over the next 30 days.
3. Get help, if needed.

**I AM THANKFUL
FOR ALL THOSE
DIFFICULT PEOPLE
IN MY LIFE,
THEY HAVE
SHOWN ME EXACTLY
WHO I DO NOT
WANT TO BE.**

mediawebapps.com

Dealing with Difficult People in Difficult Situations

