

THE ART OF DEALING WITH DIFFICULT PEOPLE



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The Art Of Dealing With Difficult People

INTRODUCTION.

By 'difficult' people we mean people with certain personality traits or emotional characteristics that make it difficult for you to communicate with them. The ability to effectively cope with such people while maintaining a healthy work environment is known as the skill of dealing with difficult people.

It is inevitable for you to come across a difficult person in your life that bring about distress, whether it's in the form of a neighbor, relative, colleague, employee, customer, or supplier. However, the intensity of their difficulty may vary depending upon the kind of difficult person they are; downers, better than(s), passives, or tanks.

We've all been there. Be it work, school or Thanksgiving dinner, we've all found ourselves in situations where we have been forced to interact with people we find to be "difficult". For many of us, we'd rather eat glass than have to deal with challenging people like this but how we survive and, dare I say thrive, in these situations can separate us from the pack in both business and in life.



WHY IS DEALING WITH DIFFICULT PEOPLE IMPORTANT

Whenever we are faced with unreasonably difficult people, our instinct is to react with frustration and irritation. That, however, is the ticket to destruction. It causes tension to build

in the work environment and can prove a serious threat to the productivity as well as the overall stability of the work environment.

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Therefore, it is important to develop the skills of dealing with difficult people not only for the sake of your satisfaction but because your long term as well as short term success depends to a great extent on your ability to smoothly and successfully interact with such people. To increase the likelihood of your success in life and career, you must be savvy in dealing with such difficult behaviors.

HOW TO IMPROVE YOUR SKILLS OF DEALING WITH DIFFICULT PEOPLE?

Since it is difficult to avoid crossing paths with difficult people, the best option is to improve your skills of dealing with difficult people in the following way: 1. Identify the nature of difficulty. Analyze the specific behavior causing distress and identify the kind of difficult person you need to deal with. For example, is he a 'downer' who is always complaining and criticizing, a 'passive' who never contributes anything, a 'better than' who believes he knows everything, or just a bossy 'tank'. Moreover, you must also analyze whether or not the behavior is consistent because sometimes it is possible that the person is just having a bad day. 2. Understand them instead of trying to change them. Mostly when we come across someone with a difficult behavior, we tend to advise them to change themselves. For instance, we may try to encourage a 'passive' to stand up for himself or a 'downer' to be more positive in his thinking. This, however, only causes them to resent us. The best way is to try to understand them, their values, and whatever it is that drives their decisions. This not only helps them relax but also encourages them to be more open-minded.

IDENTIFYING DIFFICULT PEOPLE

Difficult people can take many forms. "Difficulty" can manifest itself in quite a few ways, oftentimes, including people who spread rumors, who find the negative in everything, those who rarely cooperate, or who don't value the input and opinions of others. They may find every opportunity to create problems or they may simply use passive resistance to waylay your best efforts to move your agenda forward.

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At the end of the day, defining "difficult" is a uniquely personal thing. What is challenging to me may be a breeze for you. Understanding your personality, preferences, and triggers can help you to recognize the types of people and situations that irritate you.

Several types of difficult people and how their behaviors serve to irritate others like a course grade of sandpaper:

- Perfectionists: If you are looking for quick results, perfectionists can be a source of frustration.

- Control Freaks: When you want to do things your way, overlycontrolling types can be a source of irritation as well.

- Creative People: They're essential if generating ideas is the plan but can cause frustration when you just want to get to deliver a simple result.



- Shapers: Although shapers may seek to take over as and when they see fit, they can really help drive action.

- Aggressive or Defensive People: Assertion can help move a group forward. Aggression or defensiveness can have the opposite effect on a group's dynamic.

- Submissive People: The lack of confidence and fear of failure that many submissive types display can be a source of frustration as well.

IDENTIFYING THE ISSUE

Turning the situation inward and analyzing your triggers and reactions to these situations can help you to be prepared and self-aware when they arise. Elizabeth

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B. Brown shares several questions that you may want to reflect on in order to help you understand the root issue of why that person at work or in life is making you insane:

What emotional tornadoes does the difficult person in your life spin off?

How do you react to a difficult person in your life?

How does your difficult person react to your reactions?

If the other person is the problem, are you growing unhealthy actions and reactions in response to him or her?

Are you the difficult person driving others to reactive behavior?

How do others react to your actions and responses?

Feeding into our frustrations when dealing with a difficult person can become a vicious cycle. We tend to see or hear an interaction and then interpret that action based, not on fact, but on our assumptions. Then we react. Unfortunately, we usually don't have all of the information as to why an individual may be showing up the way they are and, in the absence of factual information, we tend to fill in the blanks with our own theories about what might be going on.

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MANAGING YOUR REACTIONS

It is all about breathing. Slow, deep breathing actually triggers something at the bottom of your spine called the Vagus nerve, which sends neurotransmitters to brain that actually calm you down.

Then, take a moment to reflect on how you feel. Ask yourself questions about how you can respond to difficult person, or how you can create a good outcome from the situation. While this seems like overkill, this is an essential step to getting your brain out of its instinctual response (things like sharpness, negativity, and defensiveness). Forcing yourself to think of ways to create a good outcome makes your brain go into a more positive mode of thinking.



Leveraging Some Self-Control

Know yourself. Having a clear sense of self, what causes you tension and where your limits are can serve you well when interacting with people that you find to be difficult. Staying calm and developing your awareness and emotional intelligence skills can help you to manage your reactions to frustrating situations.

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Seek to understand the situation. Gaining some clarity by asking questions while managing your own reactions can serve to help find a mutually satisfactory outcome. Reflecting on what you would determine as a satisfactory outcome before getting into an interaction with a difficult person can help you maintain focus on what really matters.

Stick to the facts and acknowledge emotions. Using examples and stating facts as opposed to interpretations can help keep interactions with people you find difficult in check. Paraphrasing and checking for accurate understanding can also show that you hear what people are saying and that you are doing your level best to work effectively with them. Responding and stating your emotions or the impact that the person is having on you based on their behavior, if delivered correctly, can sometimes be the nudge that someone needs to realize that they are rubbing you the wrong way.

Seek the advice of others. You're not alone in this. You are not the only person who has ever had to productively interact with a difficult person. Seeking out the advice of others or finding someone to help coach you through it can be quite beneficial.

Sometimes, talking it out can help you reframe the situation to a place where you can facilitate a more positive outcome.

Keep records, if necessary. Sometimes, things can be so abrasive that you run the risk of hitting an end-state that you never intended. If things are to the point where interactions are toxic, it may be time to start making intentional effort to begin documenting things. If things go south, at least you have a good record of what led to that place.

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COMMON TYPES OF DIFFICULT PEOPLE.

1. CRITICS

Certainly, there is a time and place for criticism. In fact, the best ideas and the most effective solutions often come from debate. All points of view are challenged. But difficult critics, destructive critics aren't looking for answers. They aren't involved in the give and take that leads to consensus and team building. They're just critics.

Or as I like to say, "Critics are spectators, not players."

I'm sure you've noticed. The people who won't lift a finger to help are often the first ones to point one. Or as one disgusted husband replied when he was asked whether his wife drove, he said, "Only in an advisory capacity." So yes, critics are non-cooperative. And their negative behavior makes it difficult for us to even want to cooperate with them.



2. LIARS

As Kim Hubbard says, "Honesty pays but it doesn't seem to pay enough for most people." That's sad, but she's probably right. Anything less than honesty makes cooperation, teamwork, and relationships difficult to build. And cooperation, teamwork, and relationships are built on trust, and trust is ALWAYS built on truth.

Of course, lies come in many forms. It might be the lies that are told to impress a prospective customer or the lies that are told to keep a spouse from getting upset.

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Or they may be the lies that are used in job hunting. As one recruiter told me, "The closet most people come to perfection is when they fill out a job application." Or as a former Prime Minister of Great Britain said, "There are three kinds of lies: lies, darned (I can't say the real word) lies, and statistics."

However liars lie, they are difficult to deal with. They're like Jason and Melinda out shopping for living room furniture. They found a set they liked but told the salesperson they couldn't afford it. The sales person replied, "That's no problem.

You make one payment, and you don't make another payment for a year." Melinda asked, "Who told you about us?"

The most unfortunate thing about lying is that it's seldom necessary. And the truth — no matter how distasteful — would probably be easier for others to accept than the lies used to cover it up. As La Rochefoucauld said so wisely, "Almost all our faults are more pardonable than the methods we think up to hide them." recipient — and it seldom if ever solves a problem.

It's like the time David Carver was watching a movie at the local theater. He couldn't hear the dialogue over the chatter of two women sitting in front of him. Unable to hear it any longer, he tapped one of them on the shoulder. "Excuse me," he said. "I can't hear." "I should hope not," she replied sharply. "This is a private conversation."

That's three of the types of difficult people you'll come across. As I said before, the first step in dealing with them is to recognize that THEY ARE DIFFICULT... instead of thinking you're crazy or deficient. Then you'll be in better shape to respond to those difficult people.

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3. SARCASTICS

They do more than make a comment. They do so with a vocal tone, a facial expression, or a short phrase that expresses contempt. It's like the time I was speaking to an audience, and I had trouble with the microphone. The technician said, "Stand a little farther away from the mike." I asked, "How far?" Someone in the audience said, "Do you have a car?"

I certainly believe people have the right to dislike something, but it does not do any good to express that dislike in a humiliating, disrespectful manner. It only hurts the recipient — and it seldom if ever solves a problem.

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HOW TO IDENTIFY DIFFERENT TYPES OF DIFFICULT PEOPLE AND HOW TO DEAL WITH THEM.

We all have difficult people we need to deal with in our lives on a daily basis. While such characteristics may be exaggerations, you may find traits of them in a few of the people in your workplace, amongst your friends, or even a loved one.

Psychological research has suggested several ways of coping with difficult people in your life, e.g. hostile co-workers or bosses, complainers, super-agreeables, know- it-all experts, pessimists, and stallers.



1. THE CHRONIC COMPLAINER

What about the chronic complainers? They are fault-finding, blaming, and certain about what should be done but they never seem able to correct the situation by themselves. Often, they have a point — there are real problems — but their complaining is not effective (except it is designed to prove someone else is responsible).

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Coping with complainers involves, first, listening and asking clarifying questions, even if you feel guilty or falsely accused. There are several don'ts: don't agree with the complaints, don't apologize (not immediately), and don't become overly defensive or counter-attack because this only causes them to restate their complaints more heatedly. Secondly, as you gather facts, create a problem-solving attitude. Be serious and supportive. Acknowledge the facts. Get the complaints in writing and in precise detail; get others, including the complainer, involved in collecting more data that might lead to a solution. In addition to what is wrong, ask "What should happen?" If the complainer is unhappy with someone else, not you, you may want to ask, "Have you told (the complaine) yet?" or "Can I tell ?" or "Can I set up a meeting with them?" Thirdly, plan a specific time to make decisions cooperatively that will help the situation...and do it.

2. THE HOSTILE CO-WORKER

Dealing with hostile people requires both tact and strength. Since persons who feel they have been wronged are more likely to be belligerent and violent, you should first try to be sure they have been dealt with fairly.

In addition, it would be wise to help them meet as many of their needs as possible without reinforcing their aggressiveness or discriminating in their favor. Likewise, avoid interactions with them that encourage intense emotions or threats of violence. Certainly, do not interact with your angry "enemies" when they are drinking or carrying weapons. Say or do nothing that would incite more anger or, on the other hand, cause you to appear to be scared, weak, and a "pushover." In most cases, strong retaliation against an aggressive person is the worst thing you can do. Nastiness begets nastiness. Hostility escalates. Threats of punishment may also work. Remember punishment is only effective while the punisher is observing — watch out for subtle rebellion.

If you can divert the angry person's attention to some meaningful task or a calm discussion of the situation, the anger should subside. Also, offer him/her any information that would explain the situation that upsets him/her. Point out similarities or common interests between him/her and the person they are mad at (you). Let him/her see or hear about calm, rational ways of resolving differences.

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Almost anything that gets him/her thinking about something else will help.

The Institute of Mental Health Initiatives provide a brief list of ways to calm an angry person: reduce the noise level, keep calm yourself, acknowledge that the irate person has been wronged (if true) or, at least, acknowledge their feelings without any judgment, ask them to explain their situation (so you can tactfully correct errors), listen to their complaints without counter-attacking, explain your feelings with non-blaming "I" statements, show that you care but set limits on violence ("I'd like to work it out with you but I'll have to call the police if you can't control yourself").

3. THE SUPER-AGREEABLE

What about the persons who are super nice and smilingly agree with your ideas until some action is required, then they back down or disappear. Such people seek approval. They have learned, probably as children, that one method for getting "love" is by telling people (or pretending) you really care for and/or admire them.

Similarly, the super-agreeables will often promise more than they deliver: "I'll get the report done today" or "I'd love to help you clean up." They are experts in phoniness, so don't try to "butter them up."

Instead, reassure the super-agreeable that you will still like them even if they tell you the truth. Ask them to be candid and make it easy for them to be frank: "What part of my plan is okay but not as good as it could be?" Help them avoid making

The Art of Dealing with Difficult People Discover How to Identify Different Types of Difficult People and 10 Keys to Handling Them with Ease and Grace promises they can't keep: "Are you sure you can have the money by then? How about two weeks later?" Tell and show them you value their friendship. Let them know you are ready to compromise because you know they will be more than fair.

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4. THE KNOW-IT-ALL EXPERT

Know-it-all experts are of two types: the truly competent, productive, self-assured, genuine expert and the partially informed person pretending to be an expert. Both can be a pain.

The true expert may act superior and make others feel stupid; they may be bull headed and impatient with differing opinions; they are often self-reliant, don't need or want any help, and don't want to change. If you are going to deal with the true expert as an equal, you must do your homework thoroughly; otherwise, they will dismiss you. First of all, listen to them and accurately paraphrase their points.

Don't attack their ideas but rather raise questions that suggest alternatives: "Would you tell me more?" or "What do you think the results will be in five years?" "It probably isn't a viable choice but could we consider...?" Secondly, show your respect for his/her competence but don't put yourself down. Lastly, if the expert cannot learn to consider others' ideas, you may be wise to graciously accept a subordinate role as his/her "helper." True experts deserve respect.

The pretentious-but-not-real expert is relatively easy to deal with because he/she (unlike liars or cons) is often unaware of how little he/she knows. Such a person can be gently confronted with the facts. Do it when alone with them. Help them save face. They simply want to be admired.

5. THE PESSIMIST

Another "burden" to any group is the pessimist –the person who always says, "It won't work" or "We tried that." These angry, bitter people have the power to drag us down because they stir up the old pool of doubt and disappointment within us.

So, first of all, avoid being sucked into his/her cesspool of hopelessness. Don't argue with the pessimist; don't immediately offer solutions to the difficulties predicted by the pessimist.

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Instead, make optimistic statements — showing that change is possible — and encourage the group to brainstorm leading to several possible alternatives. Then ask what are the worst possible consequences of each alternative (this gives the negativist a chance to do his/her thing but you can use the gloomy predictions in a constructive, problem-solving way). Also ask, “What will happen if we do nothing?”

Finally, welcome everyone's help but be willing to do it alone because the pessimist won't volunteer.

6. THE STALLER

Every group has a “staller,” a person who puts off decisions for fear someone will be unhappy. Unlike the super-agreeable, the staller is truly interested in being helpful. So, make it easier for him/her to discuss and make decisions. Try to find out what the staller's real concerns are (he/she won't easily reveal negative opinions of you). Don't make demands for quick action. Instead, help the staller examine the facts and make compromises or develop alternative plans (and decide which ones take priority). Give the staller reassurance about his/her decision and support the effective carrying out of the decision.

7. HARDCORE

Hardcore personalities are hostile, abusive and intimidating. They always have to be right and will charge like angry bulls if you challenge or cross them.

Take a deep breath. Let them blow off steam and express their anger and frustration. But, draw the line. Do not let them get abusive. Address them by name to maintain control. Then state your position clearly and avoid the temptation to argue. You won't win a battle with them, especially in a public forum. Learn to set your boundary early on.

8. PRINCESS

Princesses are experts and appear to know more than others should about a particular subject. Facts are power to them and since they know the facts, they feel superior. They want to be special and center stage.

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Because you cannot “fake it” with them, make sure you know the facts and information. You can also capitalize on what they know by asking questions. They love to show off and have others appreciate their knowledge. Use their knowledge strategically. Give them praise and maybe they'll come out of their towers.

9. PASSIVE AGGRESSIVE

Passive aggressive personality types take potshots. They undercut your authority in devious ways by using sarcasm, which they often disguise as a joke. They will not be direct with their criticism.

Try to turn their attention and comments to the issues not the personalities involved. Once they realize that you won't put up with their sniping, they usually stop. They do not want to be center stage, so tend to avoid open confrontation.

10 . THE BABY

Babies see everything negatively. They complain, whine, and act defeated. Since they often believe no one thinks they are important, start your interactions by listening to what they say. Steer them toward the facts, which are usually much less negative than what they believe.

Maintain control by bringing up the negatives yourself. Then dismiss the negatives logically. Direct the baby's attention to the more positive aspects of the situation.

When baby asks a negative question, turn to the rest of the group to answer. Don't give them much eye contact.

11. NEGATIVE NED OR NANCY

Babies seem pale compared to the “negators”. Negative Ned isn't just negative, he distrusts anyone in power. He believes that his way is the only right way and his motto is “I told you so.” He sees the down side of every issue.

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Stay positive, but realistic. Delay discussing solutions since Ned or Nancy will dismiss every solution as you bring it up. Refuse to argue with them and stick with the facts.

12. PEOPLE PLEASER

While these people are easy to like, they can be difficult personalities to deal with.

They over commit themselves and their staffs because they can't say "NO."

Carefully limit how much you ask of them to eliminate the disappointments caused by missed deadlines. In meetings, they may tend to volunteer for way too much.

Try: "You're working on so many worthy projects... who else would like to sign up for this one?" Affirm their contributions and help them say "no."

13. NON-PLAYER

These people are the most difficult personalities to deal with. They don't reveal their true motives, and you end up in a guessing game trying to find out what makes them tick. It is vital to get them to participate in meetings, so they don't leave with their hidden agendas and work counter to the team.

The most effective strategy is to draw them out with open-ended questions. Even if the silence between you and this unresponsive person grows chasm-like, wait it out.

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TEN KEYS TO HANDLING UNREASONABLE & DIFFICULT PEOPLE.

Most of us encounter unreasonable people in our lives. We may be stuck with a difficult individual at work or at home. It's easy to let a challenging person affect us and ruin our day. What are some of the keys to empowering yourself in such situations? Below are ten keys to handling unreasonable and difficult people. Keep in mind that these are general rules of thumb, and not all of the tips may apply to your particular situation. Simply utilize what works and leave the rest.

1. KEEP YOUR COOL

Benefits: Maintain self-control. Avoid escalation of problem.

How: The first rule in the face of an unreasonable person is to maintain your composure; the less reactive you are, the more you can use your better judgment to handle the situation.

When you feel angry or upset with someone, before you say something you might later regret, take a deep breath and count slowly to ten. In most circumstances, by the time you reach ten, you would have figured out a better way of communicating the issue, so that you can reduce, instead of escalate the problem. If you're still upset after counting to ten, take a time out if possible, and revisit the issue after you calm down.

2. FLY LIKE AN EAGLE

Benefits: More peace of mind. Reduce risk of friction.

How: Some people in our lives are simply not worth tussling with. Your time is valuable, so unless there's something important at stake, don't waste it by trying to change or convince a person who's negatively entrenched. As the saying goes:

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"You can't fly like an eagle if you hang out with turkeys!" Whether you're dealing with a difficult colleague or an annoying relative, be diplomatic and apply the tips from this article when you need to interact with them. The rest of the time, keep a healthy distance.

3. SHIFT FROM BEING REACTIVE TO PROACTIVE

Benefits: Minimize misinterpretation & misunderstanding. Concentrate energy on problem-solving.

How: When you feel offended by someone's words or deeds, come up with multiple ways of viewing the situation before reacting. For example, I may be tempted to think that my co-worker is ignoring my messages, or I can consider the possibility that she's been very busy. When we avoid personalizing other people's behaviors, we can perceive their expressions more objectively. People do what they do because of them more than because of us. Widening our perspective on the situation can reduce the possibility of misunderstanding.

Another way to reduce personalization is to try to put ourselves in the difficult individual's shoes, even for just a moment. For example, consider the person you're dealing with, and complete the sentence: "It must not be easy..." "My child is being so resistant. It must not be easy to deal with his school and social pressures..." "My boss is really demanding. It must not be easy to have such high expectations placed on her performance by management..." "My partner is so emotionally distant. It must not be easy to come from a family where people don't express affection..."

To be sure, empathetic statements do not excuse unacceptable behavior. The point is to remind yourself that people do what they do because of their own issues. As long as we're being reasonable and considerate, difficult behaviors from others say a lot more about them than they do about us. By de-personalizing, we can view the situation more objectively, and come up with better ways of solving the problem.

4. PICK YOUR BATTLES

Benefits: Save time, energy and grief. Avoid unnecessary problems and complications.

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How: Not all difficult individuals we face require direct confrontation about their behavior. There are two scenarios under which you might decide not to get involved. The first is when someone has temporary, situational power over you. For example, if you're on the phone with an unfriendly customer service representative, as soon as you hang up and call another agent, this representative will no longer have power over you.

Another situation where you might want to think twice about confrontation is when, by putting up with the difficult behavior, you derive a certain benefit. An example of this would be an annoying co-worker, for although you dislike her, she's really good at providing analysis for your team, so she's worth the patience. It's helpful to remember that most difficult people have positive qualities as well, especially if you know how to elicit them (see keys #5 and 6).

In both scenarios, you have the power to decide if a situation is serious enough to confront. Think twice, and fight the battles that are truly worth fighting.

5. SEPARATE THE PERSON FROM THE ISSUE

Benefits: Establish yourself as a strong problem solver with excellent people skills.

Win more rapport, cooperation and respect.

How: In every communication situation, there are two elements present: The relationship you have with this person, and the issue you are discussing. An effective communicator knows how to separate the person from the issue, and be soft on the person and firm on the issue. For example:

"I want to talk about what's on your mind, but I can't do it when you're yelling. Let's either sit down and talk more quietly, or take a time out and come back this afternoon." "I appreciate you putting a lot of time into this project. At the same time, I see that three of the ten requirements are still incomplete. Let's talk about how to finish the job on schedule." "I really want you to come with us. Unfortunately, if you're going to be late like the last few times, we'll have to leave without you."

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When we're soft on the person, people are more open to what we have to say.

When we're firm on the issue, we show ourselves as strong problem solvers.

6. PUT THE SPOTLIGHT ON THEM

Benefits: Proactive. Equalize power in communication. Apply appropriate pressure to reduce difficult behavior.

How: A common pattern with difficult people (especially the aggressive types) is that they like to place attention on you to make you feel uncomfortable or inadequate. Typically, they're quick to point out there's something not right with you or the way you do things. The focus is consistently on "what's wrong," instead of "how to solve the problem."

This type of communication is often intended to dominate and control, rather than to sincerely take care of issues. If you react by being on the defensive, you simply fall into the trap of being scrutinized, thereby giving the aggressor more power while she or he picks on you with impunity. A simple and powerful way to change this dynamic is to put the spotlight back on the difficult person, and the easiest way to do so is to ask questions. For example:

Aggressor: "Your proposal is not even close to what I need from you."

Response: "Have you given clear thought to the implications of what you want to do?"

Aggressor: "You're so stupid."

Response: "If you treat me with disrespect I'm not going to talk with you anymore.

Is that what you want? Let me know and I will decide if I want to stay or go."

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Keep your questions constructive and probing. By putting the difficult person in the spotlight, you can help neutralize her or his undue influence over you.

7. USE APPROPRIATE HUMOR

Benefits: Disarm unreasonable and difficult behavior when correctly used. Show your detachment. Avoid being reactive. Problem rolls off your back.

How: Humor is a powerful communication tool. Years ago I knew a co-worker who was quite stuck up. One day a colleague of mine said "Hello, how are you?" to him.

When the egotistical co-worker ignored her greeting completely, my colleague didn't feel offended. Instead, she smiled good-naturedly and quipped: "That good, huh?" This broke the ice and the two of them started a friendly conversation.

Brilliant.

When appropriately used, humor can shine light on the truth, disarm difficult behavior, and show that you have superior composure.

8. CHANGE FROM FOLLOWING TO LEADING

Benefits: Leverage direction and flow of communication.

How: In general, whenever two people are communicating, one is usually doing more leading, while the other is doing more following. In healthy communication, two people would take turns leading and following. However, some difficult people like to take the lead, set a negative tone, and harp on "what's wrong" over and over.

You can interrupt this behavior simply by changing the topic. As mentioned earlier, utilize questions to redirect the conversation. You can also say "By the way..." and initiate a new subject. When you do so, you're taking the lead and setting a more constructive tone.

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9. CONFRONT BULLIES (SAFELY)

Benefits: Reduce or eliminate harmful behavior. Increase confidence and peace of mind.

How: The most important thing to keep in mind about bullies is that they pick on those whom they perceive as weaker, so as long as you remain passive and compliant, you make yourself a target. Many bullies are also cowards on the inside.

When their victims begin to show backbone and stand up for their rights, the bully will often back down. This is true in schoolyards, as well as in domestic and office environments.

On an empathetic note, studies show that many bullies are victims of violence themselves. This in no way excuses bullying behavior, but may help you consider the bully in a more equanimous light. "When people don't like themselves very much, they have to make up for it. The classic bully was actually a victim first." — Tom Hiddleston

"Some people try to be tall by cutting off the heads of others." — Paramhansa

Yogananda "I realized that bullying never has to do with you. It's the bully who's insecure." —

Shay Mitchell

When confronting bullies, be sure to place yourself in a position where you can safely protect yourself, whether it's standing tall on your own, having other people present to witness and support, or keeping a paper trail of the bully's inappropriate behavior. In cases of physical, verbal, or emotional abuse, consult with counseling, legal, law enforcement, or administrative professionals on the matter. It's very important to stand up to bullies, and you don't have to do it alone.

The Art Of Dealing With Difficult People

10. SET CONSEQUENCE

Benefits: Proactive not reactive. Shift balance of power. Win respect and cooperation when appropriately applied.

How: The ability to identify and assert consequence(s) is one of the most important skills we can use to "stand down" a difficult person. Effectively articulated, consequence gives pause to the challenging individual, and compels her or him to shift from obstruction to cooperation.

CONCLUSION.

IN CONCLUSION, TO KNOW HOW TO HANDLE UNREASONABLE AND DIFFICULT PEOPLE IS TO TRULY MASTER THE ART OF COMMUNICATION. AS YOU UTILIZE THESE SKILLS, YOU MAY EXPERIENCE LESS GRIEF, GREATER CONFIDENCE, BETTER RELATIONSHIPS, AND HIGHER COMMUNICATION PROWESS. YOU ARE ON YOUR WAY TO LEADERSHIP SUCCESS!

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