

Handling Difficult People and Situations

Key Points

Handling Difficult People – Objectives:

- Identify who the difficult people in your life have been in terms of their characteristics and the rewards they get for behaving as they do.
- Examine how your personal beliefs and values play into the way you deal with difficult people. And, you'll revisit your typical first response to see if it serves you well.
- Identify the "sources of power" your difficult people have over you, and you'll learn the degree of difficulty posed by each one.
- Assess each difficult person to enable you to make a good decision about how to handle each situation you face.
- Identify tools to help you find the right words, and you'll receive a process model to guide you through the interaction with uncommon grace and skill.

1. The acronym "LEAD" refers to .:

- Listen
- Explore
- Attend
- Deliver a solution

2. LEAD is an important strategy because we often offer a solution that doesn't really address the problem the customer is presenting to us.

3. LEAD is a process model.

4. The following are characteristic of the effective Delivery of a Solution step within the LEAD process?

- It is "on point."
- It is representative of their real problem.
- It reflects your careful attention to them and their problem.

5. "Directives" aid in the flow of conversation by "directing" (think traffic cop) the conversation into a productive area.

6. If you are an Extrovert, you get energized by being with people.

7. On the Continuum of Difficulty, Dangerous is the one that you should not seek a confrontation.

8. When "maintaining your composure" you should not threaten them with job loss if they don't "toe the line."

9. Indirect difficult people often are positive to your face and then do something disruptive when they're out of your sight.

10. It is helpful to have enough rest and hydration when dealing with a difficult person.

11. Sources of power for your difficult person include the following.

- Title
- Technical knowledge
- Self-assurance

12. Describe the punishment is not a step in the process of confronting a difficult situation.

13. “Describe your desired outcome” means to share the ideal outcome of a positive change..

14. When you “attend” you:

- Maintain open body posture.
- Refrain from “telegraphing” negative judgments.
- Pay attention.

15. If you are in a customer service role, you should not confront a customer for being upset.

16. If you are the boss, it is not as effective to make people do what you want them to do as it is to negotiate with them to gain their commitment.

17. Using “I Language” can convey an ego problem.

18. Aggressive types do not have every right to unload their frustrations on you in their own manner so they can be productive in their own ways.

19. Standing too close or too far away can make a difficult situation worse.

20. Dealing with difficult customers is mostly about bringing helpful, courteous attitudes and behaviors into the workplace interactions.

21. Paraphrasing the difficult person’s issue does not mean you agree with them.

22. “Describe the problem” means to be descriptive of what has happened, in your experience.

23. Everyone has the right to be treated with respect and dignity.

24. Intentionally impede progress is not a characteristic of the Passive personality types.

25. Assertive personality types are fair and honest and maintain their composure when in difficult situations.

26. Indirect people don’t usually let you know exactly what they want.

27. “Know-it-alls” (an Indirect type) are usually not truly experts. Their attitude of superiority does not help them to be constructive.

28. The messages we heard and learned in childhood remain a powerful force in how we approach difficult situations, even after we’re adult professionals.

29. Talking about the person instead of talking “to” them is not

“Stay engaged” but following are “Stay engaged activities:

- Not physically leaving
- Not avoiding the conversation
- Contributing to the “give and take” to resolve the problem

30. The following attitude may impact how we deal with difficult situations.
- I have to be liked.
 - The world owes me a good life.
 - I have to please everybody.
31. When you are working with an upset difficult person, you do not need to give them the answer immediately before they tell you “all of the drama.”
32. Clarifying your values can help you to understand why you feel in conflict with some difficult people.
33. People who possess power from “self-assurance” have the following characteristics.
- A strong, positive sense of themselves
 - Are comfortable with themselves
 - Can laugh at their own mistakes
34. Not All forms of touching are illegal and inappropriate in the workplace but be careful.
35. Getting past our first response often does not allows us to respond more constructively and effectively.
36. Explore include the following.
- Use open-ended questions.
 - Use closed-ended questions.
 - Use a positive frame of mind.
37. The following “Go or No Go” decisions might be a good choice after examining the situation:
- The risk is too great to address the difficulty—I will live with it.
 - Go—I will confront the situation.
 - I need to wait for a better time.
38. The following questions are an appropriate way to “get at” a description of the specifics of the precipitating incident:
- What did he ask?
 - What was the outcome of the conversation?
 - What was your response?
39. Dressing appropriately demonstrates respect for the difficult person as well as your own professionalism.
40. The Sniper is a indirect personality type who will take “pot shots” at you from behind your back.
41. Active listening includes the following.
- Focusing on the difficult person and their message
 - Maintaining your composure even if you disagree
 - Restating your understanding of their main points without adding to their message
42. Aggressive personality types will usually not get concerned because they may have intimidated you into “backing off.”
43. The way you deal with difficult people is largely a learned behavior.
44. Assertive “types” is not typically a difficult person.

45. Supportive non-verbal cues include:

- Smiling
- Nodding
- Leaning forward