

Dealing with Difficult People

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Agenda

- Welcome
- Icebreaker
- Concepts of Difficult People vs. Hostile Environment
- Prevent problems- Understand and use Seven Top Ways to Play Well with Others
- Nine Habits of Good Listeners
- Overcoming Barriers
- Resolve Conflict
- Wrap-up and Review

Seven Top Ways to Play Well With Others

1. Suggest Solutions
2. Don't blame
3. Watch your words and your nonverbal communication
4. Never blindside others
5. Keep your promises
6. Share credit
7. Help Others to find their greatness

Nine Habits of Good Listeners

1. Be present
2. Show empathy
3. Recognize your limits
4. Have an open mind
5. Be emotionally intelligent
6. Ask significant questions
7. Be open, not defensive
8. Be okay with feeling uncomfortable
9. Be a good leader

Overcoming Barriers: Plan

- Prepare your self to confront the real issue
- Make your initial statement, and then stop talking
- Don't argue during the confrontation
- Listen to the response
- Respond respectfully
- Steer conversation toward the conflict resolution you want BEFORE the confrontation
- Stay focused on the real issue of the confrontation

Ten Strategies for Dealing with a Difficult Person

1. Start by examining yourself
2. Explore your experience with a trusted friend or colleague
3. Talk to the difficult person
4. Follow-up with the difficult person
5. Confront difficult behavior publicly
6. Involve others-your boss or a manager
7. Rally the other employees (carefully)
8. Avoid working with the difficult person
9. Transfer to a new job
10. If all else fails, quit your job
