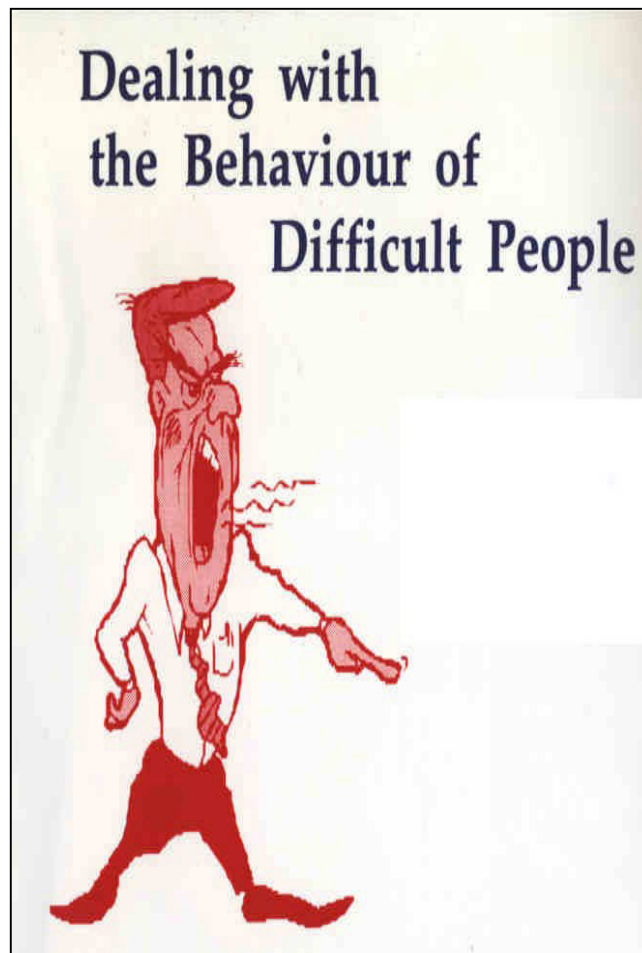


# Dealing with Difficult People

*An Interview with Michael Tunnecliffe*

## ACTION GUIDE



**Judy Esmond, Ph.D.**

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# Dealing with Difficult People

## An Interview with Michael Tunnecliffe

### ACTION GUIDE

**The purpose of this Quick Action Guide is to provide you with key questions and actions to get the most from this Package**

1. Re-listen to your audio presentation and re-look at the written material in your Package. Remember, when you revise material you often find more new ideas that you missed the first time around.

2. Find a quiet place, sit down and think of a situation, either in the past or present-day where you have had to deal with the difficult behaviour of another person. Having listened to the audio presentation answer these questions:

- Did you handle the situation as well as you would have liked?
- If not, what would you have liked to have done differently?
- If faced with the same difficult behaviour again from the same person or another person – how would you handle the situation now?

There are always important lessons for all of us to learn from the difficult situations we experience.

- So what did that difficult behaviour and that person have to teach you about – yourself?
- Your responses to their behaviour and to other people?
- Your own strengths?
- Your own areas for improvement?

3. Consider the ideas and strategies presented in this package. Aim to use these in your everyday interaction with other people. Continue to focus on learning to respond rather than react and to recognize it is the behaviour not the person. Become very clear about the behaviour that you find difficult to handle. Using these techniques will improve all your future interactions with other people throughout your life. Have fun!