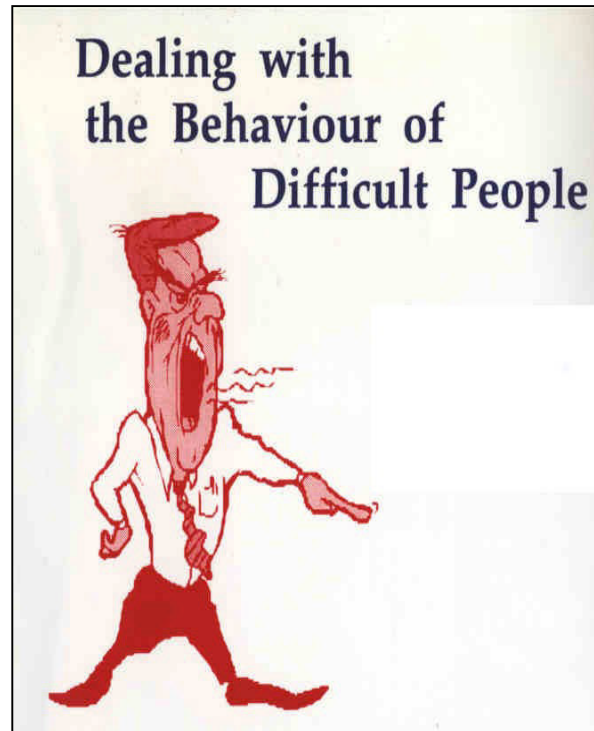
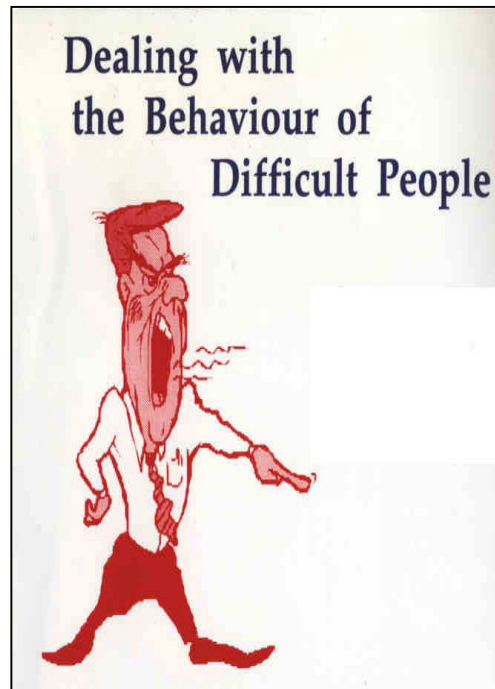


# Dealing With Difficult People



© Judy Esmond, Ph.D. Brought to you by <http://www.dealingwithdifficultpeople.com>

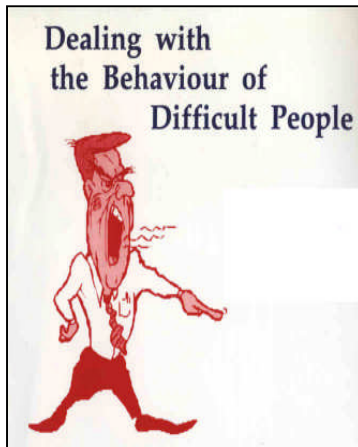


Copyright: All these power point slides are copyright to Judy Esmond, Ph.D. You may share these slides with others in your organization for learning purposes only. This is upon the understanding that acknowledgement is given to Judy Esmond, Ph.D., the website link <http://www.dealingwithdifficultpeople.com> is always included and the entire slide presentation must remain as an intact PDF document in its current format.



© Judy Esmond, Ph.D. Brought to you by <http://www.dealingwithdifficultpeople.com>

# Dealing with Difficult People



These Are Summary Slides.

These Slides Are Designed to Capture The Key Points And Accompany the Audio Presentation

“Dealing with Difficult People” with Michael Tunnecliffe

Now Let's Discover The Ideas From The Interview...



© Judy Esmond, Ph.D. Brought to you by <http://www.dealingwithdifficultpeople.com>

# Difficult Behaviours – A Big Issue

Difficult Behaviours are a big issue for people because:

1. People genuinely do like to get along with others
2. Many people are self-conscious about how they present to other people.
3. People don't know what to say or what to do when confronted with a set of behaviours they find difficult to manage.



# 4 Types of Difficult Behaviours

The four general types of difficult behaviour that people are presented with are:

1. Negativity, Sarcasm and Criticism
2. Manipulative Behaviour
3. Aggressive Behaviour
4. Non-Cooperative - Passive Aggressive Behaviour



# Basis of Difficult Behaviour

## 1. Personality Styles

You can have personality clash with another person. It's very rare a person can actually say "I get on really well and enjoy the company of everyone I meet."

That's unrealistic - people have different personalities.



# Basis of Difficult Behaviour

## 2. Habituated Learnings of Individuals

Another area is the habituated learnings of an individual or what a person learned over time in terms of their interaction with other people.

We have learnt these habits from parents, schools, colleagues, etc.



# Basis of Difficult Behaviour

## 3. Emotional Intelligence

Emotional intelligence relates to the sort of social skills a person has. We have social styles or social skills that are both learned and part of our personal makeup.





# Basis of Difficult Behaviour

## 3. Emotional Intelligence (continued)

Emotional Intelligence involves being aware of yourself and how your behaviour impacts on other people. And being aware of other's people's needs and accommodating those while accommodating your own needs.

This is the balance needed to function effectively.



# Basis of Difficult Behaviour

## 4. The Roles You Play

These are roles you play in the workplace, in your family, etc.

People alter their behaviour towards other people based upon their roles.

In the psychology it is called 'role attribution'. It's the behaviours attributed to that role.



# Basis of Difficult Behaviour

## 5. Beliefs and Values

Another one is people's beliefs and value systems.

Attitude often reflects the beliefs and value system of the person. It's very powerful because our behaviour is often governed by our beliefs and values.



# Power and Leadership

Many people feel that when they are put in a leadership or management role that you stop being friendly with other people around you.

They forget the human side of what they're doing and can create a lot of difficult behaviour in their leadership role.



# The Behaviour Not the Person

When dealing with difficult behaviour you need to focus on the behaviour, not the person.

It's the behaviour - it's what the person says or what the person does that creates the problem for you.



# The Behaviour Not the Person

Since behaviour is what a person says and does.  
We have no power to change or alter people.

However, by the way in which you respond you  
can influence another person's behaviour.



# Dealing with the Behaviour

You always start by looking at what the person is saying or doing? In other words, where is the problem?

Get very clear on your example of the behaviour – you can then consider your options in dealing with that behaviour.



# Dealing with the Behaviour

You do have to be assertive such as using “I” statements.

If you want to influence another person’s behaviour you have to be assertive about that behaviour.

However, there are no magic solutions. There are no magic wands.





# Being Assertive

## 3 Points in Being Assertive

1. Think of the situation and develop a very clear strategy or plan of what you want to do.
2. Rehearse what you are going to say. In a mirror, with another colleague, friend or family member – so you're very clear.
3. Do some positive self-talk. Tell yourself, "You will and can do it."



# Being Assertive

Some people like to get other people operating how they want them to. So choose not to get hooked in. Such as shouting back.

Calmly use the 'broken record' technique - you just quietly restate your situation.



# The Bully That Doesn't Know

Sometimes (not always) people who tend to act in bullying, humiliating, intimidating ways - don't intend to bully, humiliate or intimidate.

It's just a personal style they've got into and they don't give it a lot of thought. They don't have a lot of insight about how it impacts other people. You need to assertively let them know.



# Handling Brick Walls

You do have to make a decision about the degree to which you are going to engage with a person. You can use assertive techniques effectively but not against a brick wall.

Just hitting at the brick wall doesn't make it go away. We need to go around the brick wall or you decide to go somewhere else. You have to make choices.



# Another Person Doesn't Care

When you come across someone who simply doesn't care how you feel or if they upset you.

Then you have to make decisions about your relationship with that person and how and whether you are going to continue to communicate with that person.



# Judge the Altered Behaviour by the Next Interaction

When you change your behaviour don't judge people's reaction on the first encounter – they are still in the habit of responding to your previous behaviour.

See how they respond in the next interaction when you have changed the way you respond to them.



# Influencing Other People's Behaviour

1. Pick the time and place for difficult conversations
2. There's times to ignore negative comments
3. Work out what's the best you are going to get?
4. How important is the relationship to you?



# 3 Stages in Constructive Feedback

1. Be very clear on the behaviour they're engaging in that's a problem.
2. Talk about why it's a problem. What are the consequences that are happening because of their behaviour.
3. Explain clearly what needs to happen differently. How they need to act in that situation or what you would like them to do.





# Constructive Feedback

## When and How to Say It

1. When making comments to people about their behaviour - don't do it in public, it only triggers defensiveness from them.
2. Do it in a calm way – explain the problem, the consequences and what you would like to be different. Never assume the person knows or has the insight into what they are doing and how it's impacting on other people.



# Mediation

Mediation is where you bring in an independent person who doesn't have a stake in the conflict and has no emotional attachment in the situation.

The mediator assists in working through a conflict between two people (or more) that they themselves have been unable to resolve.



# Diffusing the Passive Negativity

People can be very quick to pass on other people's negative comments but then when you try to get it sorted out there's a lot of vagueness about what was said and who said what.

Rather than trying to work this out - you need to diffuse the passive negativity by clearly defining how problems and issues are to be handled.



# Displaced Behaviour

Displacement means that an individual who is going through some tough times or difficult situations in their personal life moves their responses from their personal life into another setting such as the workplace.

You don't need to start delving into or getting involved in people's personal lives and personal problems.



# Displaced Behaviour

Stay focused on where they are now and what is required of them.

People who are displacing the behaviour often have limited appreciation of what they're doing and the consequences of what they're doing.



# Dealing with Aggressive Behaviour

The number 1 rule is always to “respond don’t react”.

We’re actually programmed to go on the defensive when verbally attacked. When you ‘bite back’ – the other person is dictating your behaviour.

Be calm, be clear and come back quietly about what you want, or what’s okay and what’s not okay.



# Ignoring the Conflict

There are times to ignore the person.

There are some people who like to go to intimidate someone in a public situation, in front of others and that's how they manipulate them.

In that situation, it's a good idea just to say nothing, just to avoid.



# Give It Your Best Shot

In dealing with difficult behaviour - give it your best shot and look after yourself.

When you have tried to be very clear and assertive with someone about their behaviour and it hasn't worked you're going to have to look after yourself.

The most important person in your life is you and you have to look after yourself in a situation and learn how to switch off.





# Looking After You

1. Don't give people your strings to pull, when you react to them they're pulling your strings.
2. Sometimes just ask yourself how important is this person in my life? And if they're not important - why am I getting upset about it?



# Can People Change Their Behaviour?

People confuse personality and behaviour. Personality tends to be more rigid than behaviour but if people have some insight and some awareness in what they do and how they're impacting other people, they could make some personal choices to change their behaviour.

But they have got to want to change. And that want comes from realizing how it impacts other people.



# The Key

The Key to Dealing with Difficult Behaviour is to remember to “respond not react”.

When you respond to the behaviour appropriately you have much better chance of influencing that behaviour than when you get hooked into their situation and react.

Thank you for joining us for this session.

More resources in Dealing with Difficult People are available at

[www.dealingwithdifficultpeople.com](http://www.dealingwithdifficultpeople.com)



© Judy Esmond, Ph.D. Brought to you by <http://www.dealingwithdifficultpeople.com>