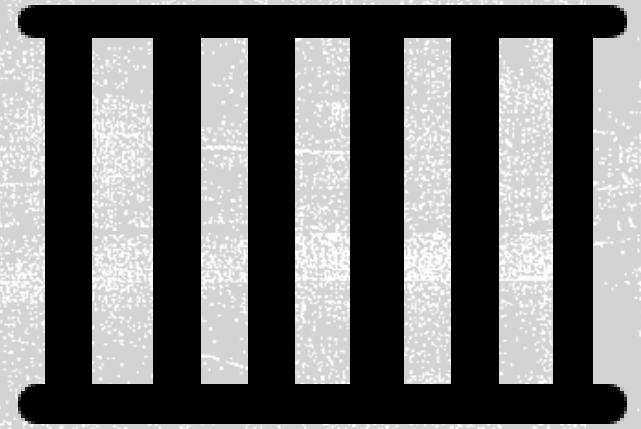
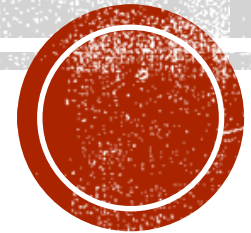


**IT'S CHEAPER  
THAN JAIL**



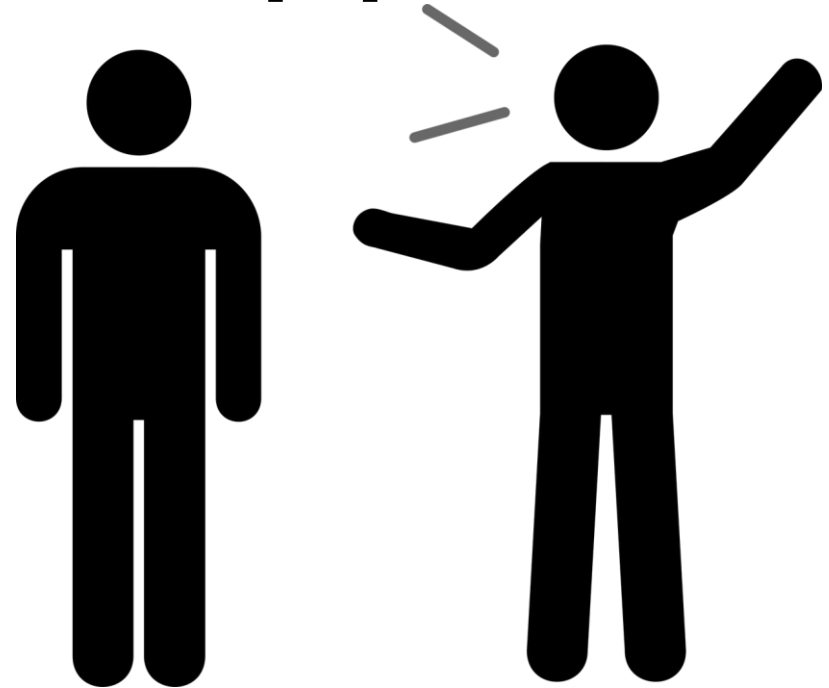
**Dealing with Difficult People**



**UNBOXED TRAINING SOLUTIONS**  
*A New Generation of Training*

# OBJECTIVES

- Categorize types of challenging people.
- Formulate communication strategies for dealing with difficult people.
- Recognize danger and power phrases.
- Explain an ideal working environment.



# HOW SMART PEOPLE DEAL WITH DIFFICULT PEOPLE

- Try to stop thinking of them as negative!
- What do you want them to do differently?
- What's in it for them to change?
- Communicate the message!



# 4 TYPES OF DIFFICULT PEOPLE



## **“Debbie” Downers**

- Perspective is that whichever way we go, it will not work or improve
- Complain, a-lot
- Negative
- Sucks the life out of the party

## **Passives**

- Perspective is that they don't have enough experience to know
- Usually quiet
- Indecisive or don't like making decisions

## **Know-it-Alls**

- Perspective is that their way is the right way
- Anything you can do I can do better
- I've stayed in Europe longer than you

## **Controllers**

- Perspective is that their way is the BEST way
- Can easily dominate a situation
- Emotions typically are highly charged in situations



# COMMUNICATION STRATEGIES

- **Danger phrases – avoid at all cost!**
- **Power phrases – phrases that can get the conversation going your way!**



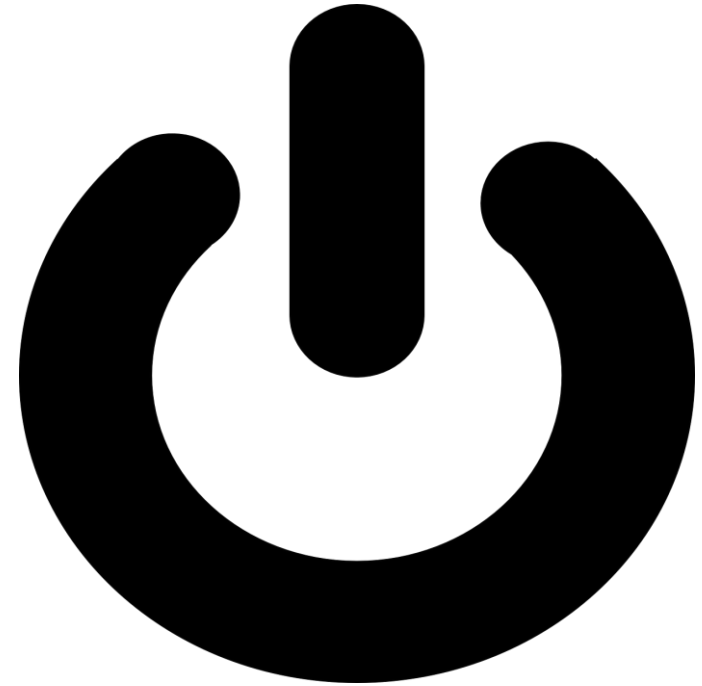
# DANGER PHRASES

- Anything with “I”
  - I’ve seen this before...
  - I’ve tried that...
- We need to talk...
- Can I ask a huge favor...
- Do you want...
- Do you need...
- No problem....(implies an existing problem)



# POWER PHRASES

- We need your help...
- What's bothering you...
- Would you like...
- Let's find a solution together...
- Let's try to come to an agreement...
- I'm convinced we can create a solution that works for us both...
- Why the sour face, grapefruit? (ok, probably not such a good one...)
  
- Bottom line: Think about what you are going to say, before you say it. If someone were to say it to you, how would you handle it?



# PROBLEM-SOLVING

- Use a Problem-Solving Process
  - Identify the problem
  - Understand everyone's interest
  - Identify possible solutions
  - Evaluate possible solutions
  - Select the best solution
  - Implement the solution
  - Reflect and evaluate the solution





# MEDIATION WITH A THIRD PARTY

**Mediation** is another of the methods of alternative dispute resolution (ADR) available to parties. **Mediation** is essentially a negotiation facilitated by a neutral third party. Unlike arbitration, which is a process of ADR somewhat similar to trial, **mediation** doesn't involve decision making by the neutral third party.

***Long story, short*** – your teacher could help mediate.



Adapted from <http://adr.findlaw.com/mediation/what-is-mediation-.html?version=2>



# DEALING WITH ALL PEOPLE

- Everyone likes to believe or at least think they are right.
- There is no “I” in team.
- Together Everyone Achieves More.
- A leader’s job is to bring everyone together to achieve common goals.



# BEING COMFORTABLE IN UNCOMFORTABLE SITUATIONS

- Snakes are just as afraid of you as you are of them.
- “We find comfort among those who agree with us - growth among those who don't.”  
Frank A. Clark
- “The best things in life are often waiting for you at the exit ramp of your comfort zone.”  
Karen Salmansohn
- “Too often we... enjoy the comfort of opinion without the discomfort of thought.”  
John F. Kennedy



# FIND THE DIFFICULT PEOPLE — SOUTHWEST AIRLINES STYLE



# OUTCOMES

- After this presentation, you should be able to create environments to diffuse difficult situations.
- After this presentation, you should be able to construct a solution that works for everyone.
- After this presentation, you should be able to plan for dealing with all challenging people.

