

Dealing with Difficult People



IPVAC Western Slope Conference



KNUTSON

SPEAKS

EDUCATE • TRAIN • INSPIRE

Attitudes and Perspectives

Human Beings are social creatures.

We are here to **connect**.

What we believe

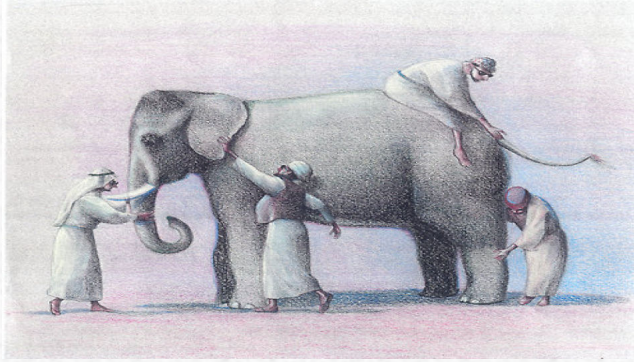
What we value



How we behave

How we communicate

Attitudes and Perspectives



“Humans have a tendency to claim **absolute truth** based on their limited, subjective experience as they ignore other people's limited, subjective experiences which may be equally true.”

C.R. Snyder and Carol E. Ford
Coping with Negative Life Events

The 7 Kinds of Difficult People

Which ones bother you the most?

1. Rulers
2. Blamers
3. Whiners
4. Entertainers
5. People Who Gossip
6. Manipulators
7. Indecisive

Which ones do you identify with the most?

1. Rulers
2. Blamers
3. Whiners
4. Entertainers
5. People Who Gossip
6. Manipulators
7. Indecisive

Attitudes and Perspectives



There are different ways to
look at every situation.

When you generalize or stereotype you
miss a good percentage of the person.

Honoring **other people's** complexity and individuality will
help us in our relationships.

Honoring **our own** complexity and individuality will
help us in our relationships.

Strategies

Separate the Person From the Issue

In every communication situation, there are two elements present: The relationship you have with the person, and the issue you are discussing.



Strategies

Listening Skills

Determine what is the motivation or purpose.

Focus on the solution instead of the problem.

Recognize the negative purposes of communication:

Escalation • Personal attack • Sob story • Anger • Meanness

Guilt trip • Power of anonymity • Blaming • Extreme

Listen with empathy.

Encourage the other person to talk.

Pay attention to what the person is saying.

Paraphrase the facts for clarity.

Paraphrase feelings and restate.



Strategies

Non-Verbal Reinforcement

Head Nod

Eye Contact

Posture

Facial Expression

Gestures

Proximity

Touch



Strategies

Dialogue vs. Debate

Aim for dialogue, not debate.

Resist the urge to attack. Change the conversation from inside the conflict.

Differentiate between acknowledgment and agreement.



Strategies

Stay Open and Focused

Stay focused on the informational aspects, what you have seen, and what you would like to achieve.



Develop curiosity in difficult situations.

Assume useful dialogue is possible, even when it seems unlikely.

Figure out what is happening, not whose fault it is.

If you are making things worse, STOP.

Strategies

Be Clear and Move Forward

Acknowledge conflict. Talk to the right people about the real problem.

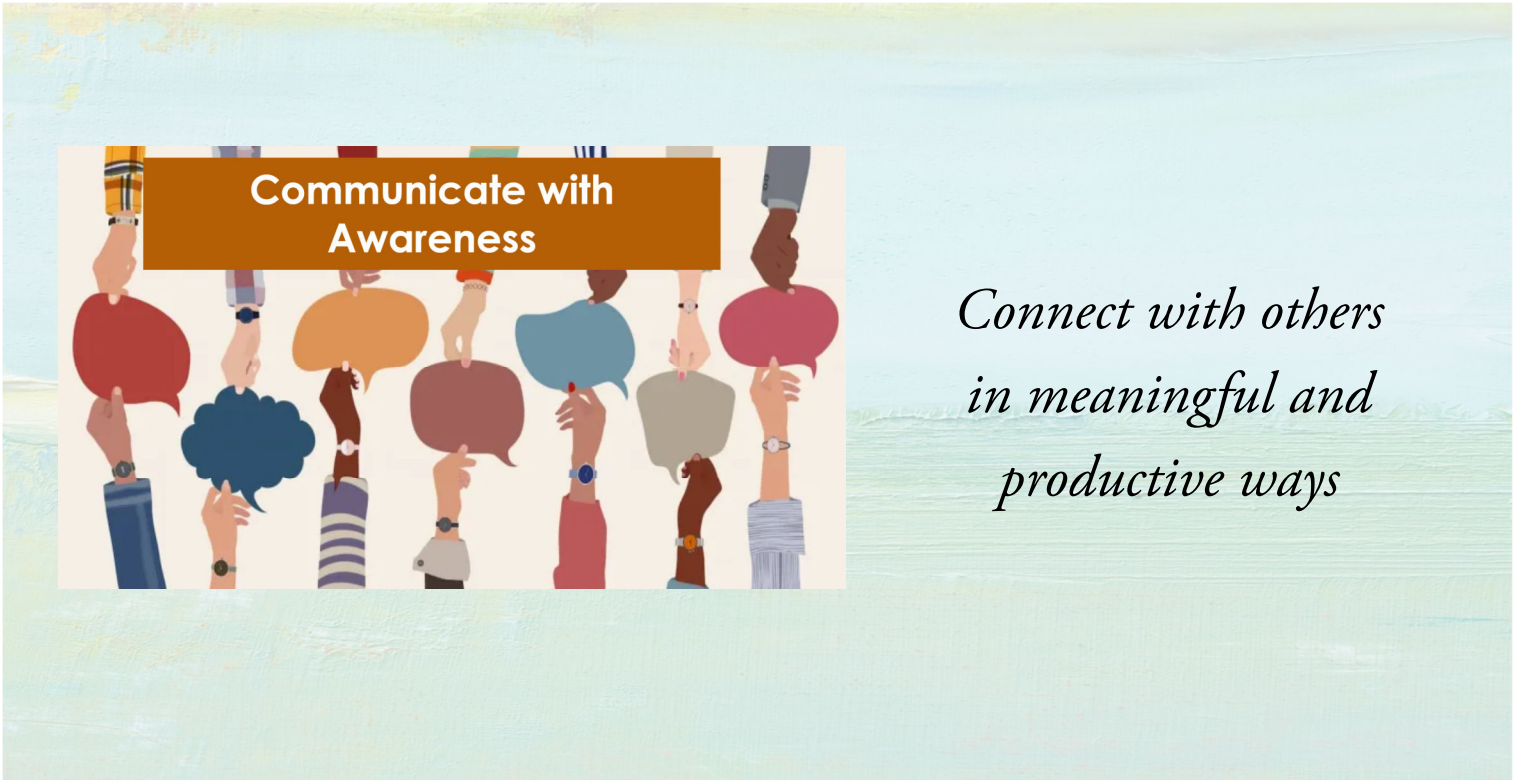
Be explicit about agreements.

Be explicit when they change.

Expect and plan for future conflict.



Wrap-Up



Get Big Out Loud Podcast

