Dealing with Difficult People

POST-SEMINAR ACTIVITY

PRYORITIZE LEARNING.
**Application Tips: Dealing with Difficult People**

Here is a reminder of tips related to dealing with difficult people.

<table>
<thead>
<tr>
<th>Essential Communication Skills</th>
<th>Ways to Improve Listening</th>
<th>Ways to Diffuse Anger in Others</th>
<th>Advantages of Assertive Behavior</th>
<th>Four Steps to Communicate with Any Difficult Person</th>
<th>Ways to Cope with Difficult People</th>
<th>Buying Time in a Conflict</th>
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<tbody>
<tr>
<td>• Assertiveness</td>
<td>• Develop a desire to listen</td>
<td>• Modeling behavior you want them to exhibit</td>
<td>• Equalizes the balance of power</td>
<td>• Establish a direction — begin with the end in mind</td>
<td>• Distance yourself from the behavior to help you think clearly and gain perspective</td>
<td>• Ask to reconvene at a mutually agreeable time</td>
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<td>• Listening</td>
<td>• Increase capacity to listen</td>
<td>• Sitting down</td>
<td>• Establishes honest relationships with others</td>
<td>• Focus on the pattern of communication</td>
<td>• Change how you interact</td>
<td>• Ask questions that help in understanding opposing views</td>
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<td>• Body language</td>
<td>• Develop ability to evaluate what you hear</td>
<td>• Leaning forward</td>
<td>• Makes messages more clear and have more impact</td>
<td>• Be flexible</td>
<td>• Select an optimal time to confront the person(s)</td>
<td>• Make up your mind to deal with the situation, no matter how complicated or emotional it might be</td>
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<td>• Nothing crossed — implies openness and honesty</td>
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<td>• Maintaining open stance to show interest</td>
<td></td>
<td>• Commit to a solution</td>
<td>• Choose techniques that respond to specific difficult behavior</td>
<td>• Stick with the challenge until your message is clearly understood</td>
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<td>• Leaning forward — demonstrates interest</td>
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<td>• Speaking softly and slowly</td>
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<td>• Maintaining eye contact — builds trust</td>
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<td>• Making eye contact, but avoiding staring</td>
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<td>• Conflict management and resolution</td>
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Self-Assessment: Reflecting on a Difficult Interaction

Think about a time when you reacted badly to a difficult person. Consider the following questions.

Summary of situation: ______________________________________________________________
________________________________________________________________________________
________________________________________________________________________________

How did the interaction make you feel? ________________________________________________
________________________________________________________________________________
________________________________________________________________________________

Why do you think you felt that way? What was it that “pushed your button”? _________________
________________________________________________________________________________
________________________________________________________________________________

What did you do/say at the time? _____________________________________________________
________________________________________________________________________________
________________________________________________________________________________

What would you do differently next time, if anything? _____________________________________
________________________________________________________________________________
________________________________________________________________________________

How has this experience impacted your interaction with the person since then, if at all? ________________
________________________________________________________________________________
________________________________________________________________________________
**Lunch and Learn: Communication Styles**

Here's an outline for a one-hour "Lunch and Learn" workshop to explore four different communication styles. The workshop can be held with managers, staff, or both. You will need to duplicate Workbook pages 8-10 to support the workshop (see Supplemental Material for easy copies.)

<table>
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<tr>
<th>Time</th>
<th>Discussion Points</th>
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<tr>
<td><strong>10 min</strong></td>
<td><strong>Overview and Purpose</strong>&lt;br&gt;• Share purpose of “Lunch and Learn”&lt;br&gt;• Introduce Four Communication Styles (Workbook page 8)&lt;br&gt;• Highlight key concepts:&lt;br&gt;<strong>Two Dimensions:</strong>&lt;br&gt;(1) Task-focused; People-Focused&lt;br&gt;(2) Passive; Aggressive&lt;br&gt;<strong>Four Combinations:</strong>&lt;br&gt;Task/Passive: Get It Right;&lt;br&gt;Task/Aggressive: Get It Done&lt;br&gt;People/Passive: Get Along;&lt;br&gt;People/Aggressive: Get Appreciated</td>
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<tr>
<td><strong>10 min</strong></td>
<td><strong>Preparation</strong>&lt;br&gt;• Each person in the pair takes 10 minutes to complete assessment on page 9-10 of the workbook – answer ONLY for themselves, not another person.&lt;br&gt;• Plot the results on the Grid copied from Page 8.</td>
</tr>
<tr>
<td><strong>15 min</strong></td>
<td><strong>Brainstorming Session</strong>&lt;br&gt;• Establish four charts, with one of the four communication combinations at the top of each chart:&lt;br&gt;Task/Passive: Get It Right;&lt;br&gt;Task/Aggressive: Get It Done;&lt;br&gt;People/Passive: Get Along;&lt;br&gt;People/Aggressive: Get Appreciated&lt;br&gt;• Have participants go to the chart that is most like them based on their completed assessment&lt;br&gt;At the charts, have each group list responses to the following:&lt;br&gt;• How do these preferences support working with difficult people?&lt;br&gt;• How can these preferences detract from working with difficult people?</td>
</tr>
<tr>
<td><strong>15 min</strong></td>
<td><strong>Group Discussion</strong>&lt;br&gt;• Have each group report out their work to the full group&lt;br&gt;• Add any items to the charts based on group feedback</td>
</tr>
<tr>
<td><strong>10 min</strong></td>
<td><strong>Action Planning</strong>&lt;br&gt;• Ask each participant to write down 3-5 action items, based on positive aspects of their communication style and any items they wish to further develop to enhance effectiveness.</td>
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POST-SEMINAR ACTIVITY

Thank You for Attending!

Thanks for joining Pryor Learning Solutions at “Dealing with Difficult People” seminar! These Post-Seminar worksheets will help you apply the lessons from the seminar to your daily work.

Action Plan

List five actions you plan to implement based on this seminar:

1. 
2. 
3. 
4. 
5. 

Have Access to Pryor+?

Here are some resources you may find helpful:
• Conflict Resolution – Learning Path
• Cutting Edge Communication: Surviving Team Conflicts – Video
• Constructive Feedback – Online Course
• Manager’s Toolbox: Battling a Toxic Environment – Video
• How to Manage Emotions in the Workplace – Webinar
• Accountability Training – Series
• Transformational Leadership – Series
• Closing the Loop with Feedback
• Boost Employee Performance – Learning Path
• Performance Excellence – Series
• Motivating Employees – Series
• Transformational Leadership – Series

To learn more about Pryor+, visit: pryor.com/unlimited-training/

Login to register, or if you aren’t on Pryor+, visit pryor.com/unlimited-training/ to learn more. To find these training resources, search on “Leadership and Management,” “Communication,” and “Conflict Management.”