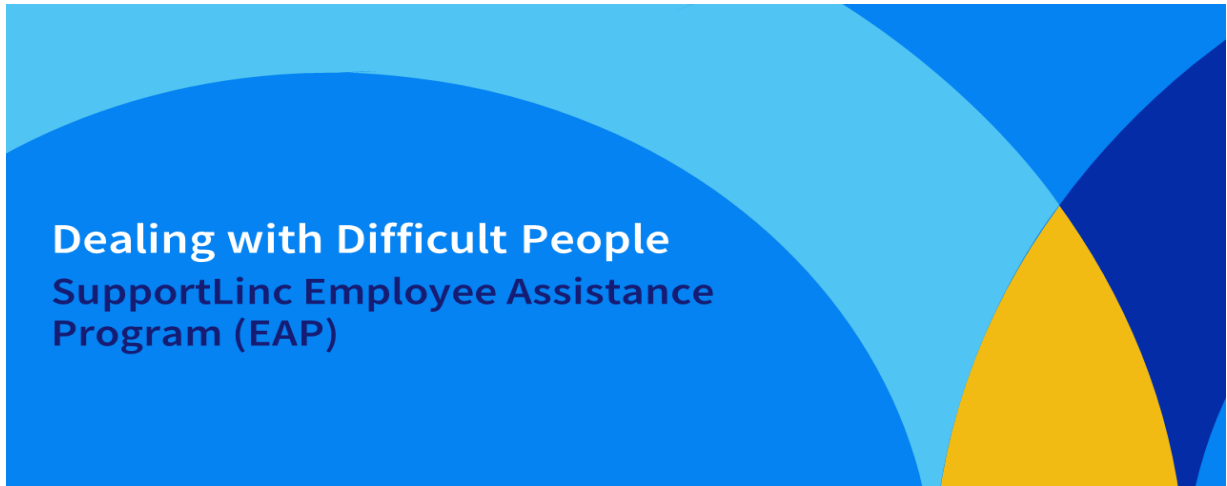




Dealing with Difficult People Participant Workbook

Introduction and disclaimer



Dealing with Difficult People
SupportLinc Employee Assistance
Program (EAP)

Revolution Company



Disclaimer

The general views, thoughts and opinions expressed in this presentation are expressly those of the presenter. The presentation is intended to provide general tips, advice and coping skills, and may not entirely pertain to your circumstance or you as an individual in a professional or clinical capacity. For specific advice on your unique situation, please reach out to a licensed financial or clinical professional for a confidential, one-on-one consult. Curalinc Healthcare and the presenter are not held responsible or liable for any consequences or damages due to an individual taking action based on the information presented herein.



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Objectives



Objectives

This training is designed to help you:

- Define “difficult”
- Identify traits and types of difficult people
- Develop an awareness of your role
- Learn 7 ways to deal with difficult people

What would you like to get out of today’s presentation?



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Defining difficult



Defining difficult

Merriam-Webster defines difficult as:

“Hard to do, deal with, manage or overcome.”

It can also mean:

- Not easily convinced, pleased or satisfied
- Troublesome
- Hard to persuade, stubborn

Who is a difficult person you deal with on a regular basis?



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Common traits of difficult people



- Low frustration tolerance
- Impulsivity
- Overly sensitive
- Blaming
- Complaining / whining
- Exploding
- Sense of entitlement

What traits do you see most often in your interactions?



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Types of difficult people

Types of difficult people

Know-it-alls

Complainers

Silent types

Snipers

Do you know someone that is one of these types? How can you best interact with them?



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Types of difficult people continued

Types of difficult people continued

Naysayers

Talkers

Gossips

Angry ones

Do you know someone that is one of these types? How can you best interact with them?



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Know yourself



- Recognize how triggers affect you
- Defuse yourself before trying to defuse another
- What triggers affect you?



What are some of your triggers?



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Your role

Your role

- Your tone of voice
- Your choice of words
- Your body language
- Your attitude



What is one thing you can improve when you are around others to help them want to listen to you more?



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Importance of listening



Importance of listening

- Listening is essential when dealing with difficult people.
- We typically absorb only about 25% of a conversation. Where does the other 75% go?

How much of a conversation do you think you personally typically absorb? Do you want to be able to listen more?



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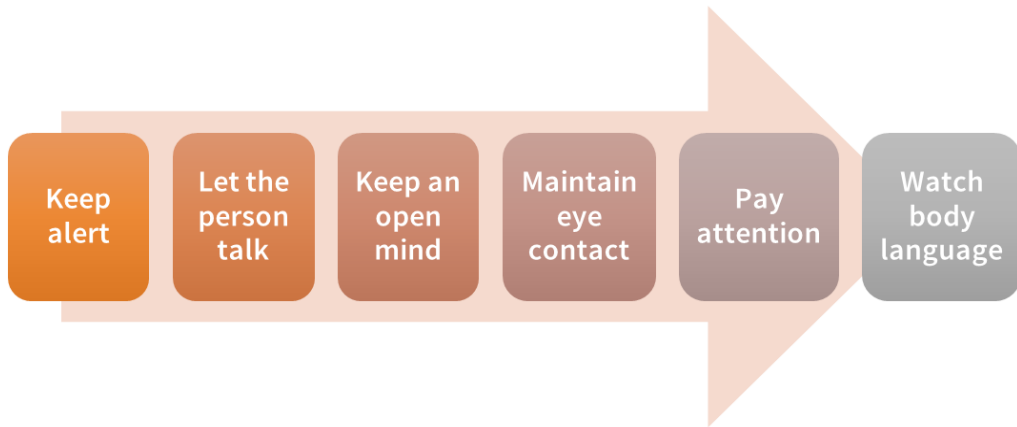
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Improving our listening

Improving our listening



How can you be a more purposeful listener?



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Seven steps for dealing with difficult people

Seven steps for dealing with difficult people

- Anchor yourself
- Assess the situation
- Stop wishing
- Get some distance
- Formulate a plan
- Implement a strategy
- Positive attitude



What step do you think will help you most in your life when talking with the people you deal with regularly?



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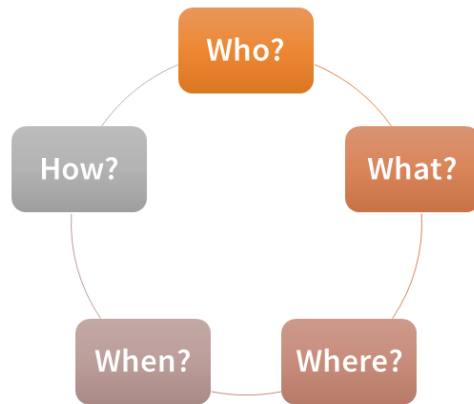
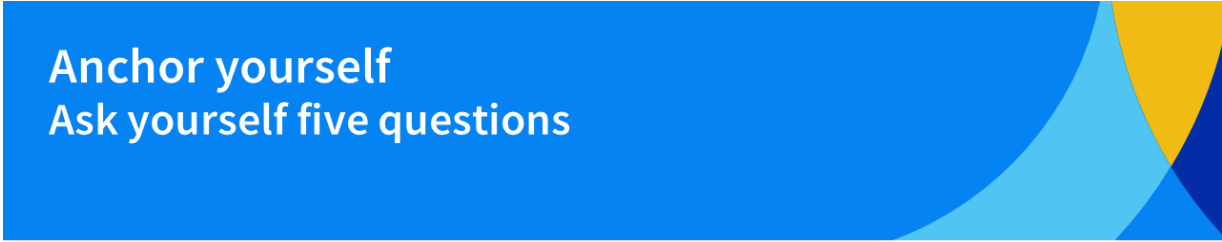
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Anchor yourself

Ask yourself five questions



How is this concept working, or not working, in your life?



Assess the situation

Assess the situation

- Has this person usually acted this way in similar situations?
- Is my reaction out of proportion to what the situation warrants?
- Was there a particular incident that triggered the difficult behavior?
- Will direct and open discussion relieve the situation?

How can this apply in your workplace?



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Stop wishing



- Blaming doesn't change anything
- Give up the magical wish that they'll be different

How do you think you can best deal with difficult people at work?



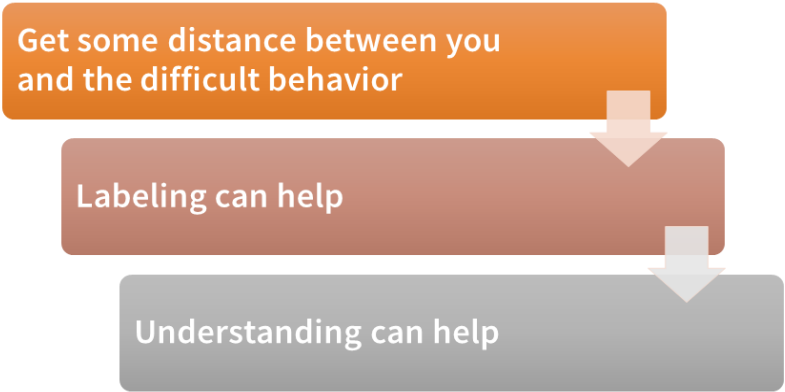
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Get some distance



How can you be more understanding with a difficult person?



Formulate a plan

Formulate a plan

- Look for the positives
- Have strategies ready for different types of people
- Keep the big picture in mind
- Don't expect to change the person



How can this apply in your personal life?



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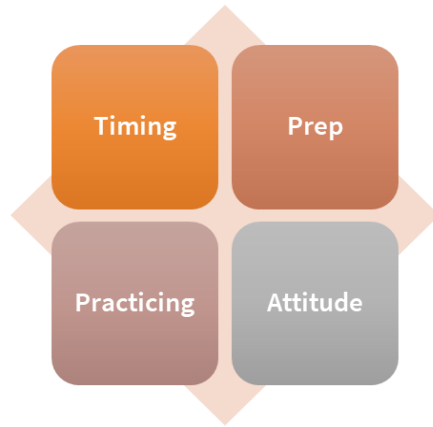
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Implementing a strategy



What are some of the biggest barriers to implementing this?



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Positive attitude

Positive attitude



Attitude is crucial

- Attitude can make up 80% of the outcome
- Know what you are communicating

How can you break those barriers down?



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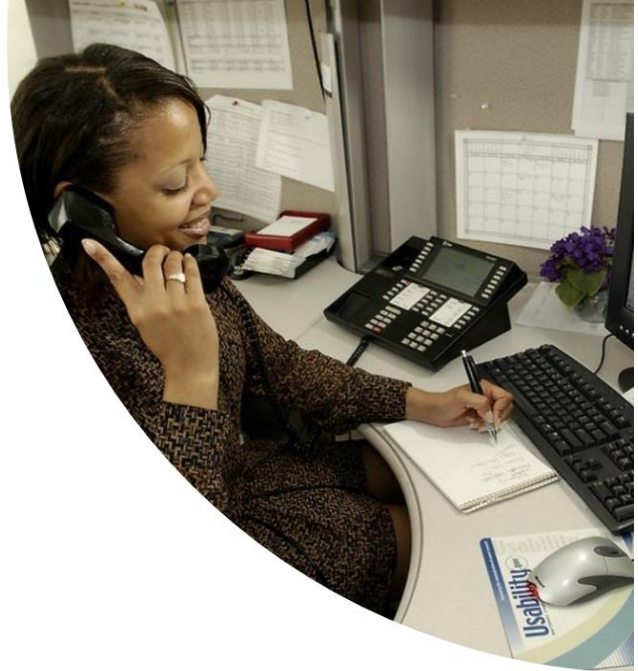




Dealing with difficult people on the phone

Dealing with difficult people on the phone

- Learn the caller's name
- Listen respectfully
- Move into solution mode
- Don't escalate
- Hand the caller off



What are some things you can do to effectively deal with a difficult person on the phone?



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Things to remember

Things to remember



- Seek first to understand
- Ask questions
- State facts
- Give choices
- Have realistic expectations

Identify one way you can apply these concepts in your life.



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Things to remember continued



- Consider other's feelings
- Speak slowly
- Ask for clarification
- Expect a positive outcome
- Don't personalize



How can you build connections with others?



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Signs of success



Signs of success



You won't be distracted



You won't get angry



You can empathize



You withhold judgment



You react to the message, not the person

What sign of success do you want to gain the most in your interactions?



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Interactive toolkits



Mindfulness

www.mindfulness.tools

Practical tools and exercises for incorporating mindfulness into everyday life.

Resiliency

www.resiliency.tools

Skill development resources to help you 'bounce back' from challenging situations.

Meditation

www.meditate.tools

Easy-to-use collection of resources that includes guided meditations, tip sheets and more.

Sleep fitness

www.sleepfitness.tools

Information and resources to help you learn good sleep habits and achieve healthy sleep.

Visit one of the toolkits for self-care and relaxation techniques.



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What is SupportLinc?

What is SupportLinc?

The SupportLinc Employee Assistance Program (EAP) is a health benefit, separate from your medical insurance, offered by your employer to help you manage life's daily challenges.

SupportLinc can refer you to professional counselors, services and resources that will help you and your eligible family members resolve a broad range of personal and work-related concerns.

What services are included? Work-life benefits



Manager consultation

Expert guidance and referrals for: interpersonal communication, effective time management, conflict resolution, navigating team dynamics, cultural diversity in the workplace and more



Financial consultation

Expert guidance and consultation from financial professionals



Legal consultation

Free in-person or telephonic consultation with a licensed attorney
No employment law



Dependent care referrals

Expert referrals to child and adult/elder care providers, facilities and other resources



Identity theft consultation

Free consultation with an identity theft recovery professional
Tailored recovery action plan



"Convenience" referrals

Guidance and referrals to a variety of daily living resources: home improvement, entertainment services, pet care, auto repair, wellness, travel, handymen, volunteer opportunities etc.



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Getting started

Getting started



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SupportLinc

Support for everyday issues. Every day.



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Additional resources

There are many circumstances in life where dealing with difficult people may be an unavoidable obstacle. Understanding how to navigate these situations with specific strategies can be helpful.

Tips for dealing with difficult people and challenging situations

- **Understand the characteristics.** Being familiar with the different traits of difficult people will be helpful when faced with them. You may be faced with the following types of characteristics: low frustration tolerance, impulsivity, overly sensitive, blaming, complaining/whining, exploding and sense of entitlement. There may be other characteristics that are not listed that can also be frustrating. However, knowing the specific set of traits that is most upsetting to you is beneficial. Knowing your triggers is the first step in changing your reactions.
- **Know yourself.** After becoming familiar with the different types of characteristics you may encounter, it is important to identify which traits are most challenging for you to deal with. After knowing what triggers you, the next step is to evaluate how you typically respond when triggered. Noticing your actions when triggered will give you a chance to assess and change your behavior when triggered in the future.
- **Listen to understand.** Once you have an idea of what triggers you and how you typically respond, you can work towards changing that response. When you feel your typical triggered response starts to build, it can be helpful to shift your focus to how you are listening to that person. Changing this focus will help to decrease the frustration you may feel when triggered. For example – when feeling triggered, one strategy is to focus on the following aspects of how you are listening to that person: Keep an open mind, maintain eye contact, pay attention, and be aware of your own body language.
- **Assess the situation.** In addition to focusing on listening to the person who you find difficult, it may also be helpful to evaluate the situation by asking the following questions: Does this person usually act this way in similar situations? Is my reaction out of proportion to what the situation warrants? Was there a particular incident that triggered the difficult behavior? Will direct and open discussion relieve the situation? Evaluating the situation may help in redirecting the frustration and ease tension.
- **Always strive to have a positive attitude.** Remember that regardless of the magnitude of the situation, the attitude you have towards it is always a decision. Going into a potentially difficult situation with an attitude of openness and cooperation is much more likely to yield a positive outcome. You may not have control over difficult people or challenging situations but how you handle them is always up to you.

For further resources, please go to your portal and use the search bar to type in “Anger Management Flash Course,” “Conflict Resolution Flash Course,” “Dealing with Difficult People Flash Course” and “Effective Communication Flash Course.”



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