

Dealing with Difficult People

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One Goal. One Team.[®]

Objectives

- Define “difficult”
- Define “conflict”
- Review the five-step process for dealing with difficult people in the workplace
- Review a communication model for achieving better communication through coaching techniques

What is “Difficult”?

- Not easy
- Uncomfortable





What is “Conflict”?

- Communication
- Problem Solving



LAWFUL NEUTRAL

The Prime Directive prohibits me from helping you.

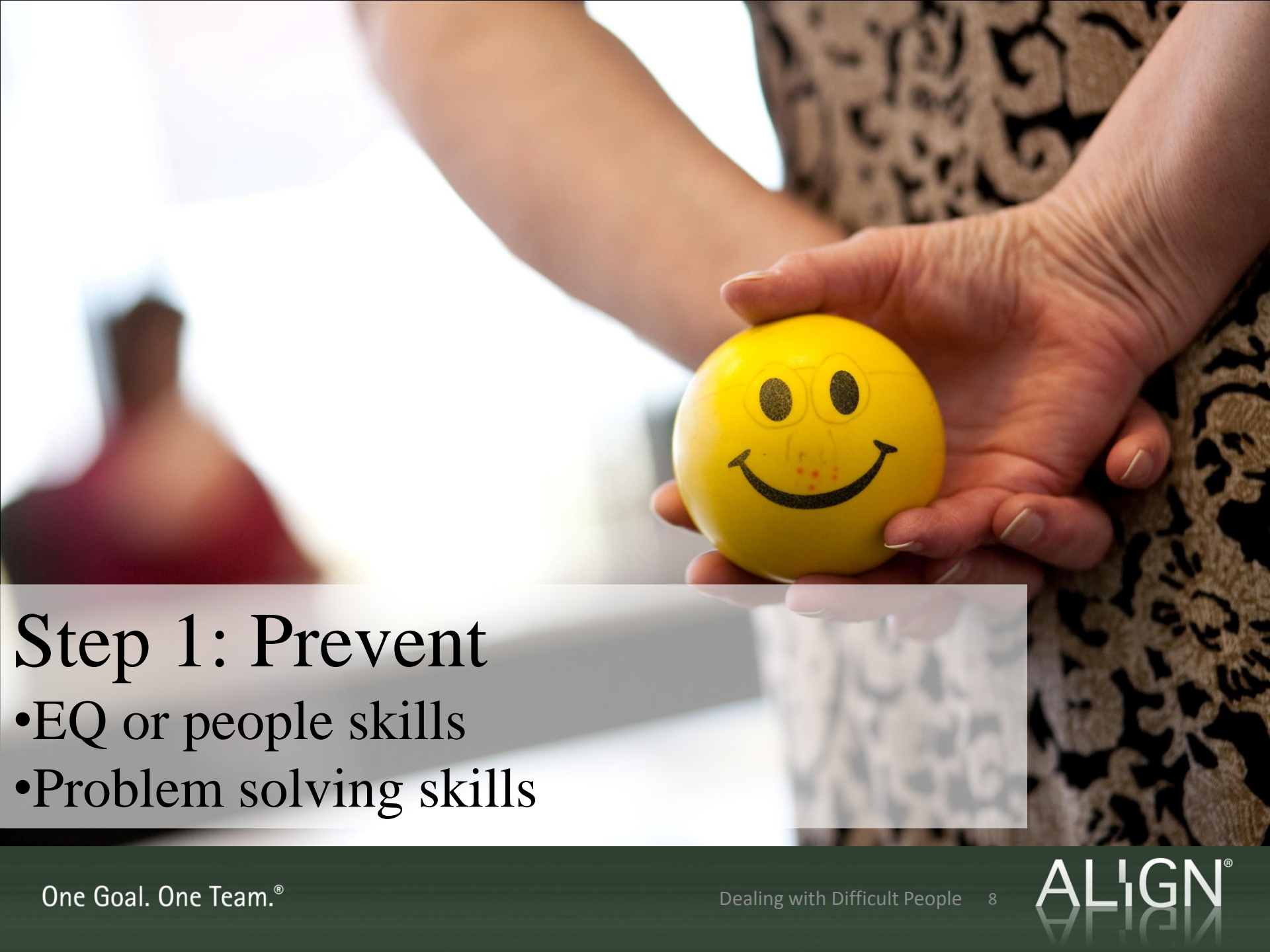
A photograph of two men sitting at a round wooden table in an office. The man on the left is older, with glasses, wearing a brown suit and a patterned tie. He is looking towards the other man. The man on the right is younger, with a beard, wearing a blue button-down shirt. He is looking back at the older man. His hands are on the table, holding a pen and some papers. In the background, there are office cubicles with glass partitions and blinds. The text "Sometimes you do care about the outcome" is overlaid on the left side of the image.

Sometimes you do care
about the outcome

The 5 Steps of Dealing with Difficult People

1. Prevent them from becoming difficult
2. Stop: Don't Let it Escalate
3. Define the Problem
4. Determine Ideal Outcomes
5. Have Them Make a Decision





Step 1: Prevent

- EQ or people skills
- Problem solving skills



Step 2: Stop

- Take a break
- Remove the emotion

Step 3:

Define the Problem

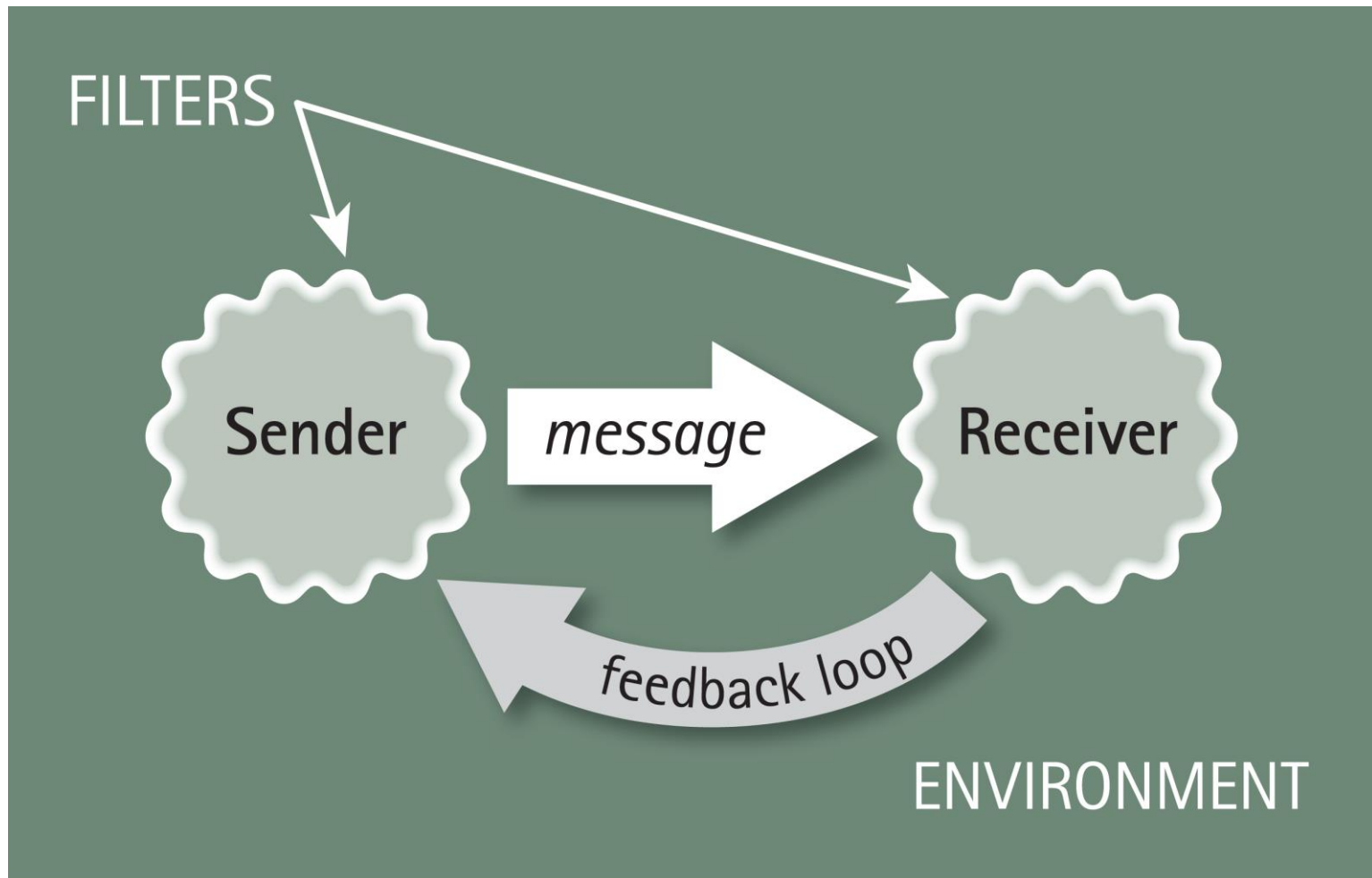
- Emotion may cloud the real issue
- Effective communication is essential





Active Listening

- Listen without forming a response
- Don't make assumptions
- Minimize distractions
- Ask questions



Communication Model



Step 4: Determine Ideal Outcomes

- What is the ideal outcome for each party?
- What is the probability each person will get what they want?



Negotiate

Step 5: Negotiate a Compromise

- What are the common, overlapping goals?
- What can each person live with?

How do I begin to use this method?

- Practice
- Set expectations with all employees



Questions?





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