Dealing with Difficult People
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.
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
Step 4: Determine Ideal Outcomes

• What is the ideal outcome for each party?
• What is the probability each person will get what they want?
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?
EVERY COMPANY NEEDS GOALS.

WE HAVE DIVISION GOALS, DEPARTMENT GOALS, DISTRICT GOALS, PERSONAL GOALS AND AFFILIATE GOALS.

YOU WILL ALL ATTEND A FOUR-HOUR TRAINING SESSION ON HOW TO WRITE GOALS.

EVERY WEEK YOU WILL REPORT ON HOW YOU ARE DOING COMPARED TO YOUR GOALS.

THOSE REPORTS WILL BE ENTERED INTO A GIANT DATABASE.

WON'T THE SIZE AND COMPLEXITY OF THE DATABASE MAKE IT IMPOSSIBLE TO KNOW WHAT'S REALLY HAPPENING?

YES, THAT'S WHY YOUR RAISES WILL BE BASED ON WHAT YOU LOOK LIKE.

BUMMER FOR YOU.